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The Human Side of AI Adoption

A guide to reflect on the **5 Moments that Matter in AI adoption**.
Choose a lens to reflect through, as a **leader**, as an **individual**, or as the **organization**.

CHANGE MOMENT 1: NAME AND FRAME THE CHANGE

People don't trust what they don't understand, make the what and the why real.

Leader: What future are you inviting people into—and does it feel real?
Individual: What's shifting in your role, and how do you feel about it?
Organization: Are we telling a consistent story about what's changing and why it matters?

CHANGE MOMENT 2: CHOOSE TO CHANGE

People don't resist AI—they resist feeling irrelevant, overwhelmed, or left behind.

Leader: How are you making the change feel personal, possible, and worth it?
Individual: What's the opportunity you don't want to miss?
Organization: Are we inspiring action—or demanding compliance?

CHANGE MOMENT 3: PREPARE AND SKILL THE CHANGE

AI readiness means knowing where to start—and choosing to keep going.

Leader: Are you modeling learning in motion, not perfection?
Individual: What's one safe way you could test AI in your daily work?
Organization: Are we giving people time, tools, and examples to learn withuot fear?

CHANGE MOMENT 4: SUPPORT THE CHANGE

Learning doesn't stick without coaching, context, and peer success stories.

Leader: Who's modeling the behavior you want others to try?
Individual: What kind of feedback would help you build confidence?
Organization: Are we highlighting what's working—and what's real?

CHANGE MOMENT 5: SUSTAIN THE CHANGE

Momentum requires reinforcement, not just celebration.

Leader: What's one way you can recognize progress this month?
Individual: What small win made you think, "I can do this"?
Organization: Are we baking reinforcement into how we meet, share, and plan

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