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HOW DO YOU PREPARE TEAMS TO DO THE WORK AI CAN'T DO?

TODAY'S AGENDA

1. The new leadership challenge
2. The hidden organizational gap
3. Real world scenario
4. Q&A
5. Roundtable discussion

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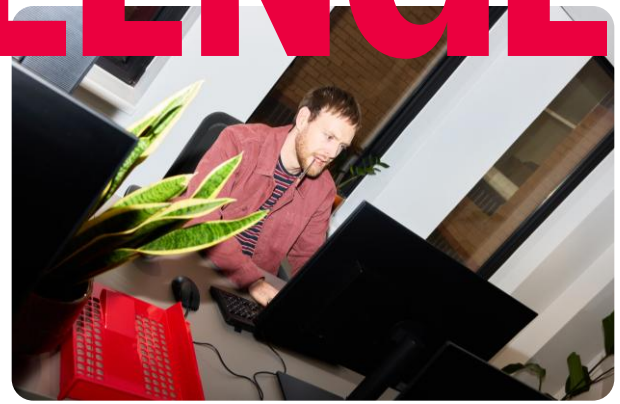
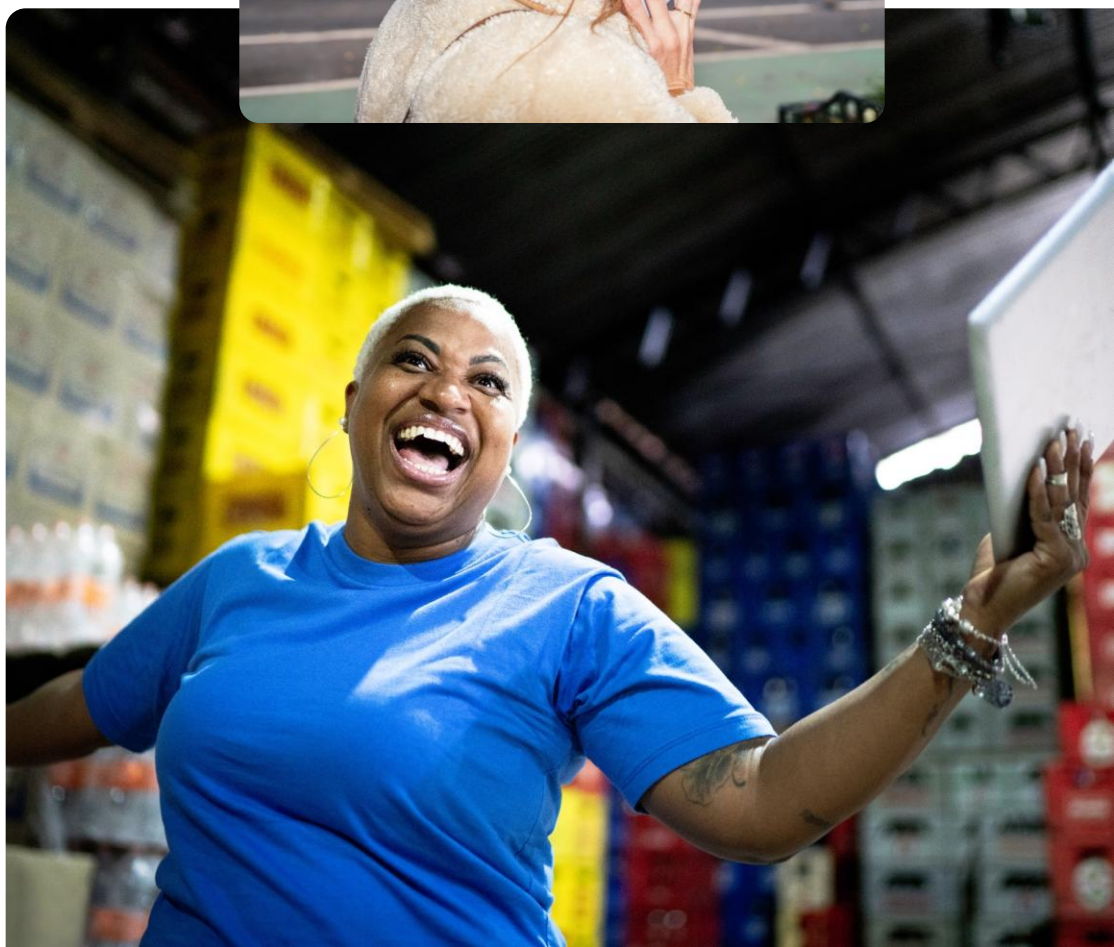
PULSE CHECK
WHICH SOUNDS MOST LIKE YOUR ORGANIZATION?

A	**AGENTIC AI**	AI agents make decisions inside our workflows.
B	**EMBEDDED**	AI is woven into a lot of what we do.
C	**DEPLOYED IN POCKETS**	A few teams and a few tools use AI.
D	**INDIVIDUAL USE**	People use ChatGPT or Copilot on their own.
E	**GETTING STARTED**	Honestly? We're just getting started.

THE NEW LEADERSHIP CHALLENGE





AI IS ALREADY RESHAPING THE WORKPLACE

#1

WORKPLACE INFLUENCE

AI has overtaken economic uncertainty and flexible work as the top influence on the workplace

45%

OF LEADERS

Expect AI agents embedded directly in workflows within the next year

~2 hrs

SAVED PER DAY

Workers report AI is already saving them time in their daily work

1 in 3

workers said they are spending reclaimed time on the same – or more – mundane work.

MOST ORGANIZATIONS HAVE FOCUSED ON ADOPTION.

THE BIGGER QUESTION:
WHAT DO YOU ACTUALLY WANT PEOPLE DOING WITH THE TIME AI GIVES BACK?

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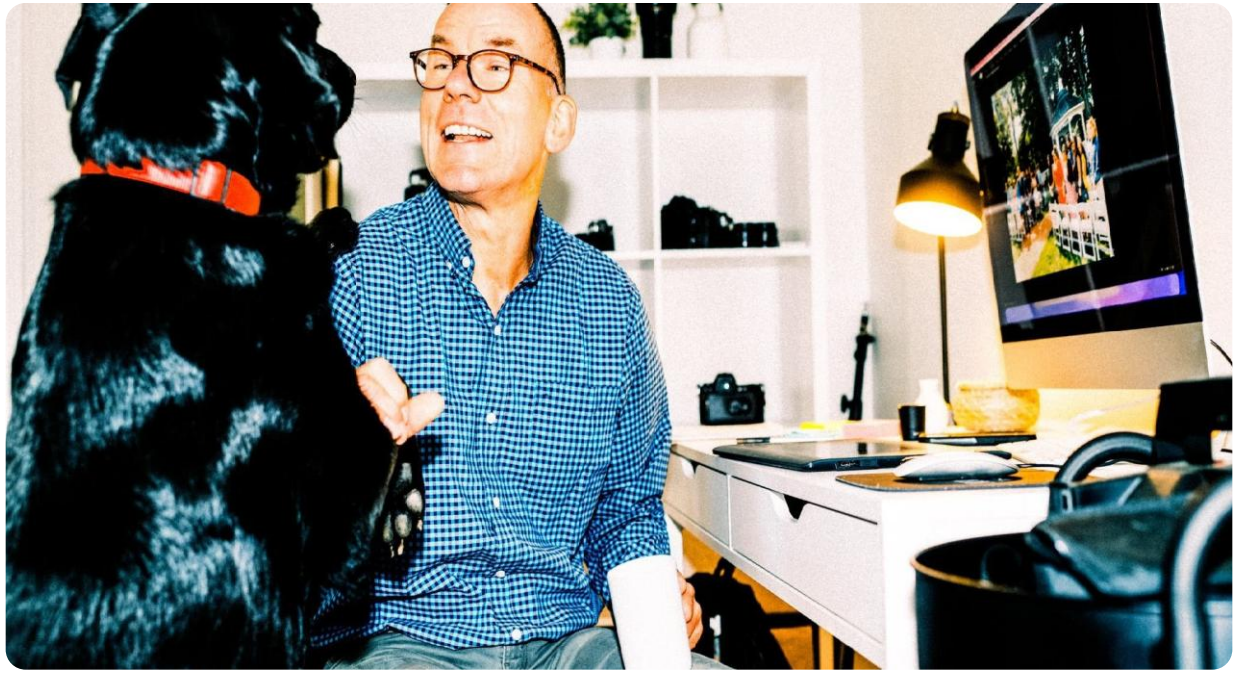
THE HIDDEN ORGANIZATIONAL GAP



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THIS ISN'T REALLY A CONVERSATION ABOUT AI...
IT'S ABOUT THE WORK ONLY PEOPLE CAN DO.

ONLY

1 IN 5

leaders are highly confident they're developing the capabilities needed for an AI-enabled workforce.

01 **STRATEGIC CAPABILITIES**

Creativity and problem-solving · Critical thinking

02 **HUMAN CAPABILITIES**

Empathy · Ethical reasoning · Change management

03 **DIGITAL & FUTURE-READY CAPABILITIES**

Data literacy · AI skills · Sustainability skills

PULSE CHECK
IS YOUR ORGANIZATION DEVELOPING THE CAPABILITIES FOR AN AI-ENABLED WORKFORCE?

A	**VERY CONFIDENT**	We have a clear plan and are building the right capabilities now.
B	**SOMEWHAT CONFIDENT**	Progress is underway, but important gaps remain.
C	**UNSURE**	It's too early to tell.
D	**NOT VERY CONFIDENT**	Efforts are limited or inconsistent.
E	**NOT AT ALL CONFIDENT**	We're not yet building these capabilities.

AI DOESN'T JUST CHANGE THE SKILLS PEOPLE NEED.

IT CHANGES WORK ITSELF – AND THE TALENT SYSTEMS BUILT AROUND IT.

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WORKERS FEEL READY
LEADERS AREN'T CONVINCED

70%

OF WORKERS

feel ready to collaborate with AI agents.

31-POINT

PERCEPTION GAP

READINESS VS.
LEADER PERCEPTION

39%

OF LEADERS

believe employees would be comfortable collaborating with AI agents.

31% say their leadership team has sufficient AI skills and knowledge to understand the risks and opportunities.

40% say they've clearly communicated how AI affects employees' roles and careers.

AI CAN SPEED UP THE OLD JOB. IT CAN'T BUILD THE NEW ONE FOR YOU.

REDESIGNING WORK
NOT JUST IMPLEMENTING AI

1 Understand today's realities

Listen to employees and study time to understand value, barriers and day-to-day work.

2 Define future work

Map roles from operational execution to higher-value, relationship-driven and strategic work.

3 Redesign the talent system

Align job descriptions, talent profiles, KPIs, rewards, incentives, career paths and the operating model.

4 Assess existing skills

Use employee self-reflection and manager input to identify current-state capabilities and development needs.

5 Move from plan to practice

Deliver targeted upskilling and phase the redesigned talent system into daily operations.

ROUNDTABLE DISCUSSION

1. If AI is successful in your organization, what work will it take on – and where do you want people to spend their time instead?

2. What's standing in the way of people doing that work, and what needs to change?

   Think beyond training: roles, leadership competencies, performance management, incentives, hiring profiles, org design.

3. If you could change one organizational lever in the next six months to better prepare your workforce for an AI-enabled future, what would it be and why?

SHARE OUT

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HOW ~~DO~~ WILL YOU PREPARE TEAMS TO DO THE WORK AI CAN'T DO?

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THANK YOU!