

## AI FOR BUSINESS AND NON-TECHNICAL AUDIENCES

# Leading and Building AI-Powered Teams

Level: Practitioner • 2 days (expandable to 3) • Virtual, In-person

## Overview

The hardest part of AI adoption is not the technology; it is the team. Tools get licensed, pilots get announced, and six months later most of the team is working exactly as before, while a few enthusiasts quietly over-rely on AI without any quality bar. Leading a team through AI adoption means redesigning real workflows, handling honest fears about jobs and skills, and building new norms about where AI is trusted and where a human must stay in the loop.

This is a hands-on, practitioner course. It assumes you already lead people and have some exposure to AI tools, and it deliberately goes deep on the leadership work of adoption rather than surveying AI technology itself. The gradient starts with what AI actually changes about how a team works, moves through readiness and the human reaction, then workflow redesign, and finishes with change leadership, skills, and measurement. Every module includes a hands-on lab and builds on the one before, and you will work on your own team's situation throughout.

## Who Should Attend

- Managers and team leads bringing AI tools into their team's daily work
  - Department and function heads accountable for AI adoption outcomes
  - HR, enablement, and transformation leaders supporting AI change programs
- Leaders who first need grounding in AI itself should start with *AI Fundamentals for Business Leaders*.

## Prerequisites

- Current or recent responsibility for leading a team
- Basic familiarity with generative AI tools, at the level of *Generative AI for Every Employee*
- A real team and adoption situation to work on during the labs

## What You Will Learn

- Explain what AI actually changes about team work: tasks first, roles second
- Assess a team's readiness and respond honestly to fear and resistance
- Redesign workflows with clear human-in-the-loop points and quality bars
- Lead the change: communication, early wins, and momentum that lasts past the pilot
- Build team AI capability through skills development, champions, and role evolution
- Measure adoption by outcomes, not tool usage, and sustain it with team norms

## Course Outline

### Day one: what changes, and whether your team is ready

- What AI Actually Changes About Team Work
  - Tasks change before jobs do: seeing AI's impact at the workflow level
  - Augmentation patterns that work, and the honest limits of current tools

- Lab: map one of your team's real workflows and mark where AI genuinely helps and where it does not
- Readiness and the Human Reaction
  - Fear, skepticism, and quiet non-adoption: what is really behind each
  - Skills gaps, trust in AI output, and the credibility of leadership messaging
  - Lab: draft your responses to a set of realistic resistance scenarios from your own team
- Redesigning Workflows
  - Where AI slots into a workflow, and where a human must stay in the loop
  - Setting the quality bar: who checks AI-assisted work, and how
  - Lab: redesign one team workflow with AI, including explicit review checkpoints

### **Day two: leading the change and making it stick**

- Leading the Change
  - Change management applied to AI: sponsorship, communication, and early wins
  - Pacing the rollout: pilot, prove, expand
  - Lab: build a change plan for bringing AI into one team's work
- Skills, Roles, and Capability
  - Growing AI capability deliberately: training, champions, and practice time
  - How roles evolve, and having honest conversations about it
  - Lab: create a skills matrix and development plan for your team
- Measuring and Sustaining
  - Metrics that matter: outcomes and quality, not login counts
  - Team norms and guardrails that keep use safe and consistent
  - Lab: define your success measures and a one-page team norms document, then present your adoption plan

### **Extended Version**

The three-day version keeps the same gradient and adds depth and practice:

- Deeper work with change management frameworks applied to AI adoption
- Incentives, performance management, and recognition in AI-augmented teams
- Scaling from one team to many: playbooks, communities of practice, and cross-team learning
- A capstone in which each leader assembles a complete adoption playbook for their team and defends it in peer review