POSITIVE DELTA

AI Was the Spark. Readiness Was the Work.

How a global professional services organization prepared leaders and teams to adopt AI in the flow of real work.



AI Transformation + Leadership Alignment + Change Readiness

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Situation: *AI was moving fast. Expectations were rising. Colleagues were being asked to learn new tools while still delivering the work in front of them.*

The Context

This global mid-size organization was investing in AI because they knew it mattered, but adoption required more than system access and training.

The colleagues needed a practical, supported path and approach for using AI in their everyday work.

The approached needed to be clear and disruption proof.



What existed:

The urgency was undestood. But urgency alone does not create adoption.

What was needed:

From AI interest to practical, human-centered execution.

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The Hidden Risk of “Just add AI”



The Risk: Applying AI to the work before understanding the work.

AI adoption can look deceptively simple from the top.

- Launch the tool.
- Share the vision.
- Offer training.
- Encourage experimentation.
- Measure usage.

But AI does not automatically fix broken or unclear ways of working.

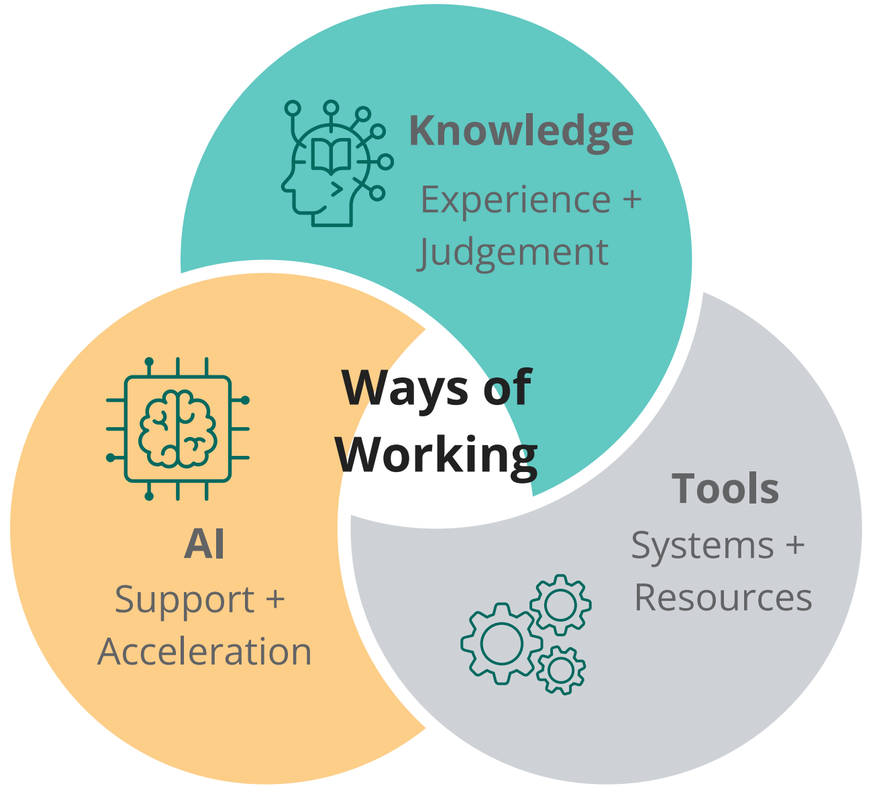
Uncovering potential risks and problems beneath the surface: Is there a process, alignment, or operational challenge that needs to be addressed first?



Before teams can use AI well, leaders need to understand the work it is being asked to improve.

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The Strategic Shift



Our Contributions: Positive Delta helped the organization pause and reframe the work.

That pause shifted the work from an AI-led rollout to a process-led, AI-enabled adoption strategy.

Put process at the center.

Then ask:

- Where is work getting stuck?
- What should be simplified first?
- Which tools help — and which create friction?
- Where are workarounds shaping behavior?
- Where can AI improve the work?

Start with the work.

Then determine where tools, knowledge, and AI best support it.

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What the Work Focused On

Adoption sticks when leaders model it, champions can support it, and success is measured by better work — not just more tool usage.



Human Readiness

Build trust, clarity, and confidence to try AI in real work.



Leader Modeling

Have senior leaders use AI themselves so they could lead from experience, not talking points.



Role-Relevant Communication

Translate AI into what it means for each role, workflow, and client outcome.



Champion Enablement

Equip champions with demo packs, exercises, FAQs, use cases, and feedback tools.



Outcome Measurement

Measure better work: time saved, friction reduced, quality improved, and capacity created.

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What the Work Made Possible

AI moved from a one-time rollout to a practical, continuous improvement strategy grounded in how work actually gets done.

1. See Readiness
2. Name the Human Lift
3. Start with Process
4. Translate by Role
5. Equip Champions
6. Keep Improving

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Before You Scale AI, Pause



AI transformation does not need more noise.

It needs more readiness.

- Are leaders modeling the behaviors they expect from others?
- Do employees understand how AI helps the work they actually do?
- Are we improving the process before adding technology?
- Do champions have the tools to support adoption locally?
- Are we measuring better work — or just more activity?

Ready to make AI adoption more practical? Let's Connect!

815.212.9971

embracethedelta.com