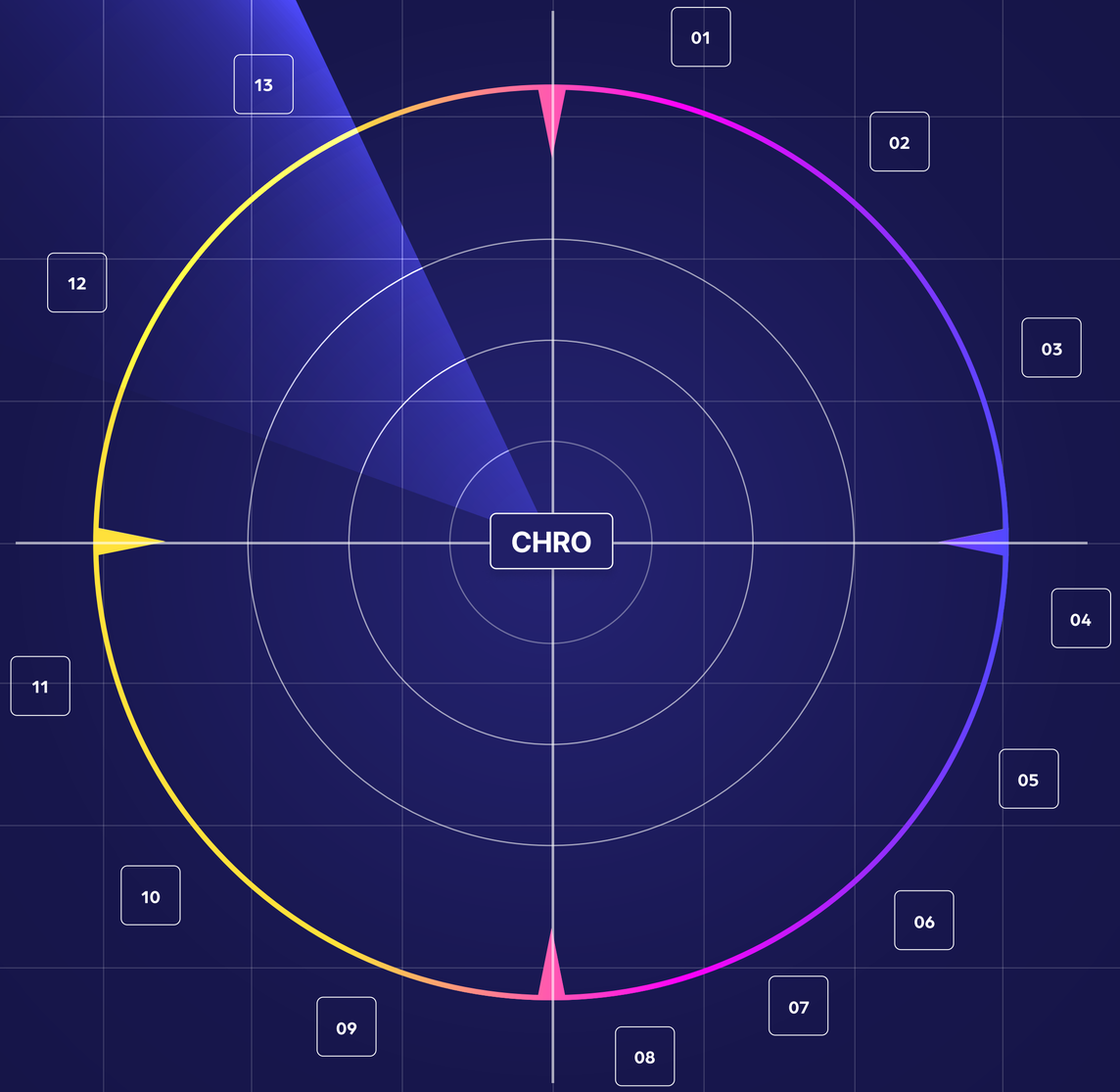
WHAT THE CHRO NOW OWNS

AI Work Design Blueprint

AI is redesigning how work gets done, and it's creating a set of responsibilities that no one in the business owns yet. **The AI Work Design Blueprint** names all 13 of them so you can see exactly what now sits with you as the CHRO and how to navigate this change.





LETTER FROM THE CEO

Dear CHRO,

Work has changed forever. This is not a project, not a cycle, not a transformation. Work will keep changing, ongoing and constantly, so this is an evolution that never really ends.

And right now you are renting the skills to keep up from outside consultants and vendors, letting them reshape how you work and walk out with that capability. It should be built inside your business, and it should sit in one place, **under the CHRO**.

Because right now, across your business, work is being reinvented in silos, millions are going to consultants and competing AI strategies, agents are being built twice over, agent spend is running away, and no one is tracking how any of it changes jobs or making sure your people know how to work the new way.

This is why every company now needs an **AI Work Design Team**, led by the CHRO, to design the work across people and agents.

This team will be responsible for identifying the AI opportunity, working with the business to redesign the work and create the AI workflows, and building a new work architecture that the business runs off. They'll ensure your people know how to work in the new way, monitor the impact to jobs, and give executives the intelligence to steer it.

By leading this team, the CHRO becomes the **Chief Workforce Officer**, the leader of the whole workforce, people and agents.

I've had the privilege of working alongside some of the most pioneering and ambitious companies in the world on exactly this, Micron, Johnson & Johnson, Lilly and St. Luke's Hospital, and partnering with Microsoft to deliver it.

Across **more than sixty major enterprises**, I've built the infrastructure and the team capability for AI work design. And I have seen firsthand that this capability does not yet exist in the market, and that there has never been a more urgent need for it.



Siobhan Savage
CO-FOUNDER & CEO, REEJIG

The map of what a CHRO now owns

As AI redesigns work across the company, a set of responsibilities is emerging that has no clear owner today. **They are yours.**

This blueprint names all 13 and groups them into four pillars.

- A See the work
- B Design & build the work
- C Bring your people with you
- D Measure & steer

Together they cover the full span of the CHRO's new remit, from the map of the work to the return you report to the board.

PILLAR D

Measure & steer

- 12 Intelligence for the board and C-suite
- 13 Measure the return

PILLAR A

See the work

- 01 Map the work
- 02 See the skills, people and agents
- 03 See the economics across people and agents



PILLAR C

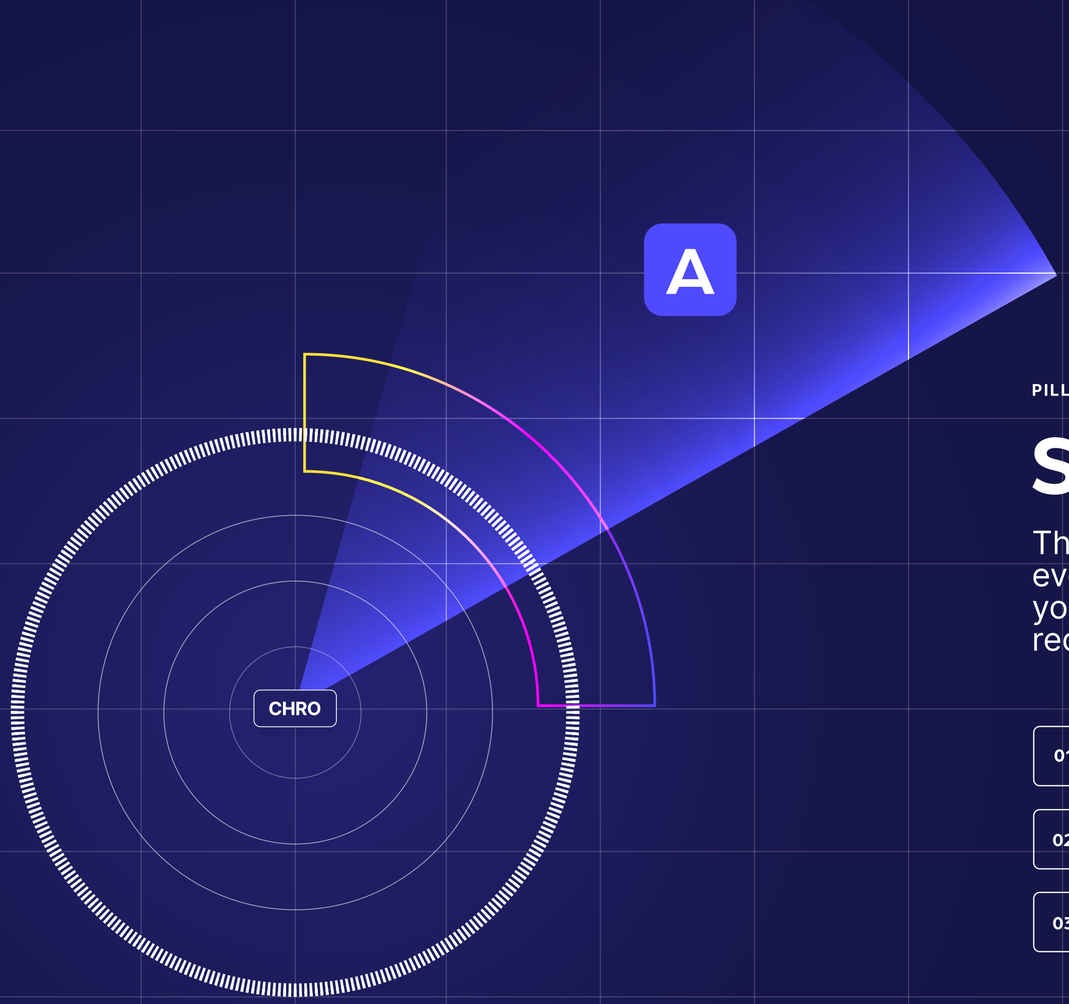
Bring your people with you

- 09 Reset how your people work
- 10 Drive adoption
- 11 Reskill and pivot your people

PILLAR B

Design & build the work

- 04 A bold and responsible workforce strategy
- 05 Redesign the work and reinvent the workflows
- 06 Keep the Work Architecture live
- 07 Build and run the agents, with IT and the business
- 08 Plan the total workforce



PILLAR A

See the work

These responsibilities come first because everything downstream depends on sight. Once you can see the work at task level, you can redesign it, cost it and govern it.

01 **Map the work**

02 **See the skills, people and agents**

03 **See the economics across people and agents**

PILLAR A | SEE THE WORK

You cannot redesign work you cannot see

How to own it: Build one source of truth for the work at a task level, with IT who hold the systems and the business leaders who know what actually happens.

Move to Pillar B when: you can see the work and have one connected model that captures the full context of how work really runs so you can safely deploy AI into it. It's what we called the **Work Context Graph**.

01

Map the work

One source of truth for the work, mapped to the task level in a single Work Ontology®, and how it is changing as AI moves through it. Not headcount and job titles, the work itself, with the coverage and confidence to trust it.

02

See the skills, people and agents

One view of capability across your total workforce, the skills your people hold and the skills your agents hold, reconciled in one place. Agents are workers now, and you own knowing what they can do alongside your people.

03

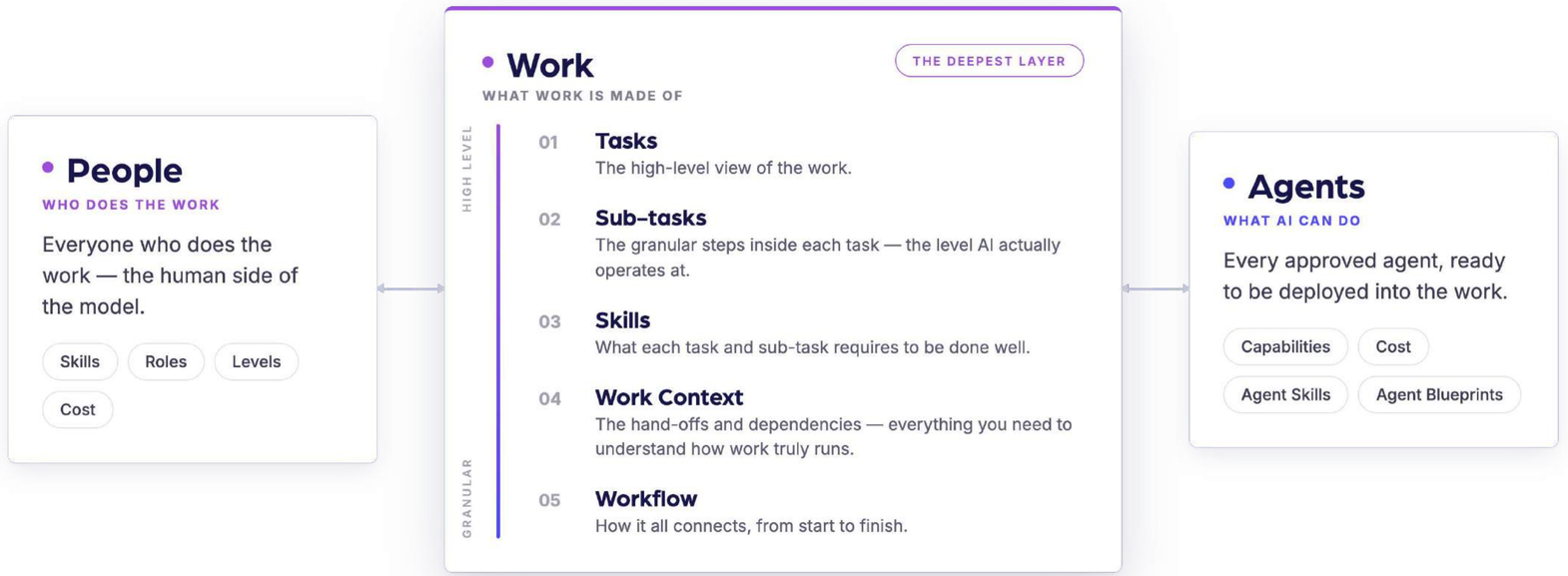
See the economics across people and agents

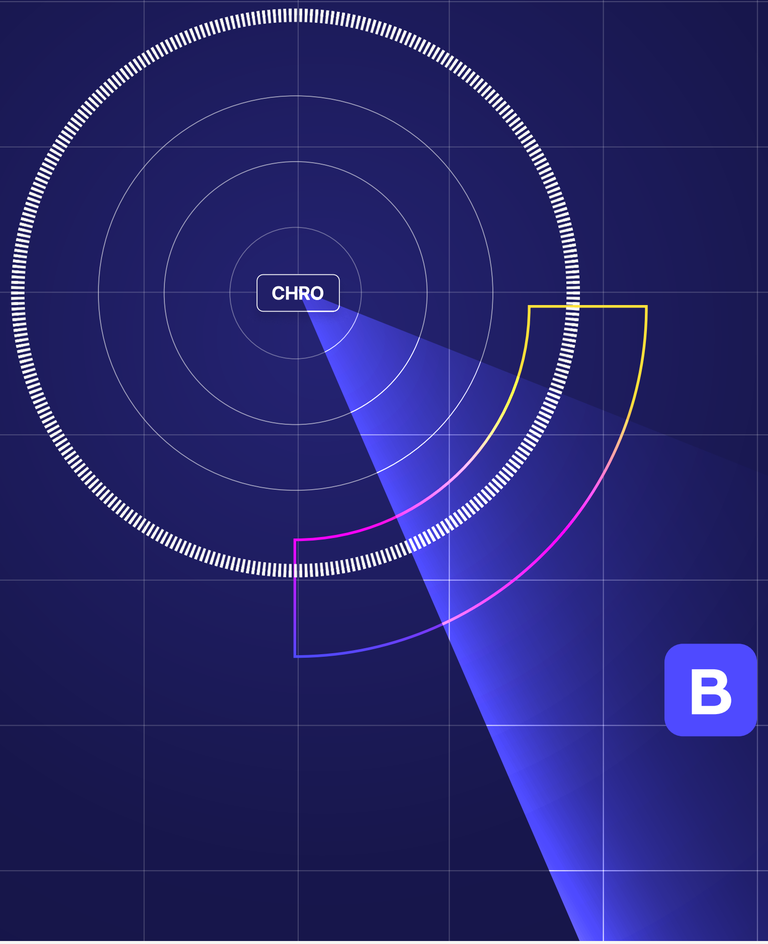
The cost of the work, side by side. A person against the token cost of an agent, task by task, so every people-or-agent call is deliberate, not accidental.

PILLAR A | SEE THE WORK

The Work Context Graph

One connected model that captures the full context of how work really runs - so you can safely deploy AI. All of this is anchored to your work architecture - the wiring of your company - turning scattered data into one connected model you can act on.





PILLAR B

Design & build the work

These responsibilities come next because this is where visibility turns into value. **You redesign the work around the strengths of people and agents**, rather than speeding up the process you already had.

04 **A bold and responsible workforce strategy**

05 **Redesign the work and reinvent the workflows**

06 **Keep the Work Architecture live**

07 **Build and run the agents, with IT and the business**

08 **Plan the total workforce**

PILLAR B | DESIGN AND BUILD THE WORK

This is where the work actually changes

How to own it: Set the strategy first, bold on AI and responsible to your people, then redesign the work with the business leaders who own it and IT who build it. Reinvent the workflow around the best of people and agents, rather than speeding up the old one.

Move to pillar C when: The Work Architecture is live and maintained, every agent in your workforce is known, and your workforce plan covers both.

04

A bold and responsible workforce strategy

The strategy over all of it. Redesign work to elevate your people, not displace them, and move fast on AI at the same time. Bold without responsible is chaos. Responsible without bold is falling behind. You own holding both.

05

Redesign the work and reinvent the workflows

Analyze where the opportunity is, then redesign the work for people and agents, reinventing the workflows around the best of both, rather than automating the old process.

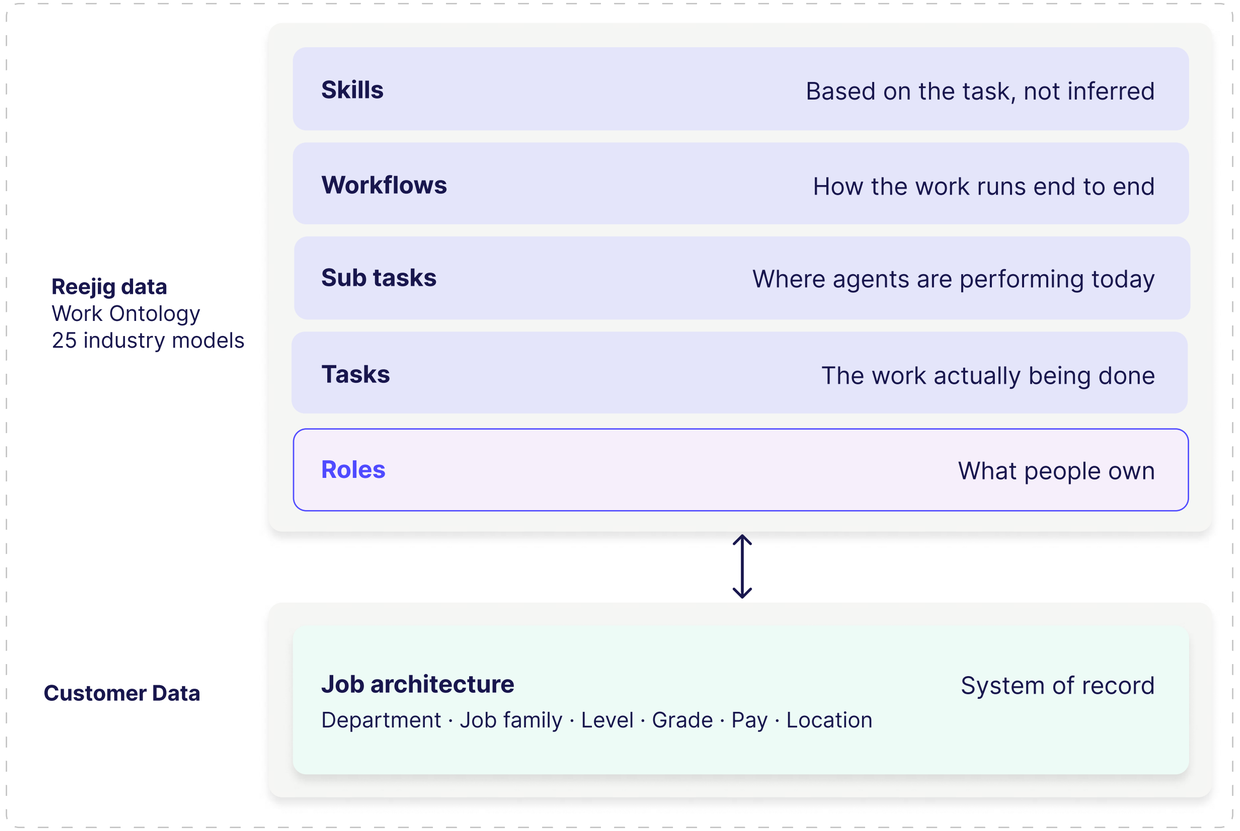
PILLAR B | DESIGN AND BUILD THE WORK

06

Keep the Work Architecture live

Upgrade from a static job architecture to a living Work Architecture, the real structure of roles, tasks and workflows across people and agents, and keep it current as the work changes, so it never falls out of date.

What the new Work Architecture is made up of →



PILLAR B | DESIGN AND BUILD THE WORK

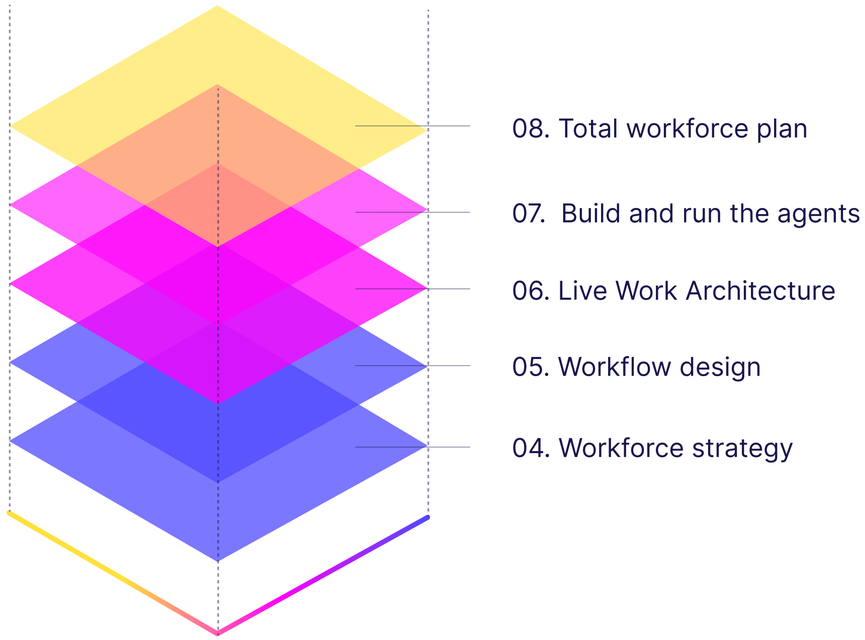
07 Build and run the agents, with IT and the business

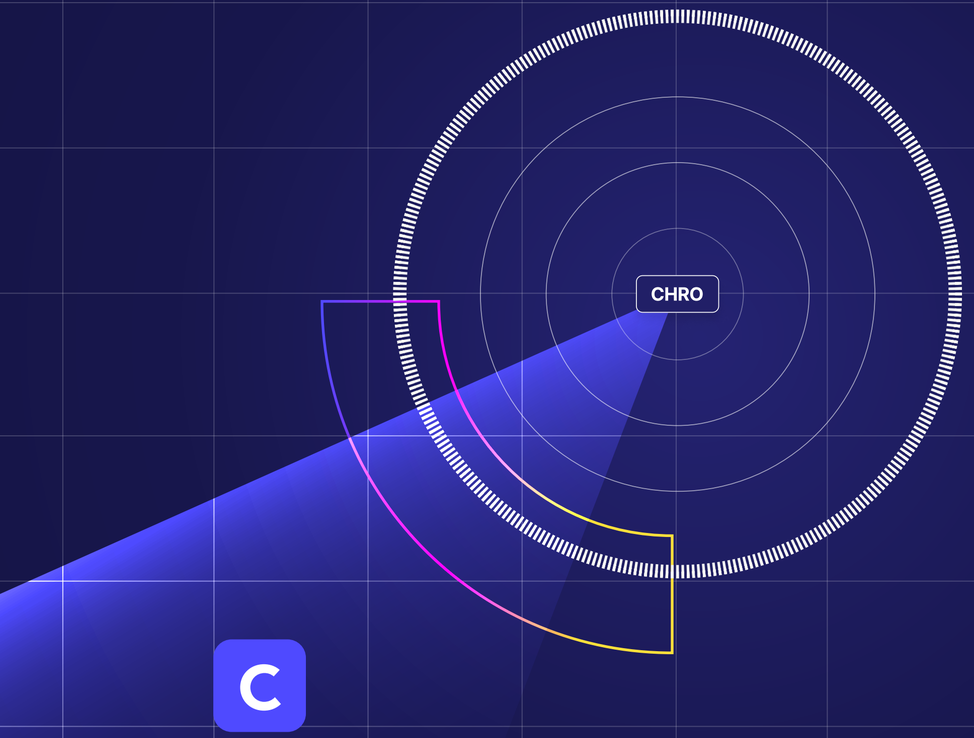
IT owns the technology. You own knowing every agent in your workforce, the work it does and the capability it holds, and you partner with IT and the business to build and run the right agents into the work.

08 Plan the total workforce

Plan your total workforce, the capability you need and the cost of it, across people and agents.

"Design and build" is not five separate projects. It is one system, and each layer only holds if the one beneath it is in place. →





PILLAR C

Bring your people with you

These responsibilities come next because your people turn a redesign into results. Most are more ready than their organizations are - meet them there.

09 **Reset how your people work**

10 **Drive adoption**

11 **Reskill and pivot your people**

PILLAR C | BRING YOUR PEOPLE WITH YOU

Your people are what make the redesign real

How to own it: Set the new expectations before the new work lands, so the change is understood rather than resisted. Support adoption until the redesigned work shows up in real behaviour, not training completion. Reskill and move people into higher value work as their old work is redesigned.

Move to pillar D when: the new ways of working are in use, adoption is measurable, and everyone whose work changed has a path forward.

09

Reset how your people work

Set the new expectations as the way people work changes, and lead them into the new ways of working, so the change is understood, not resisted.

10

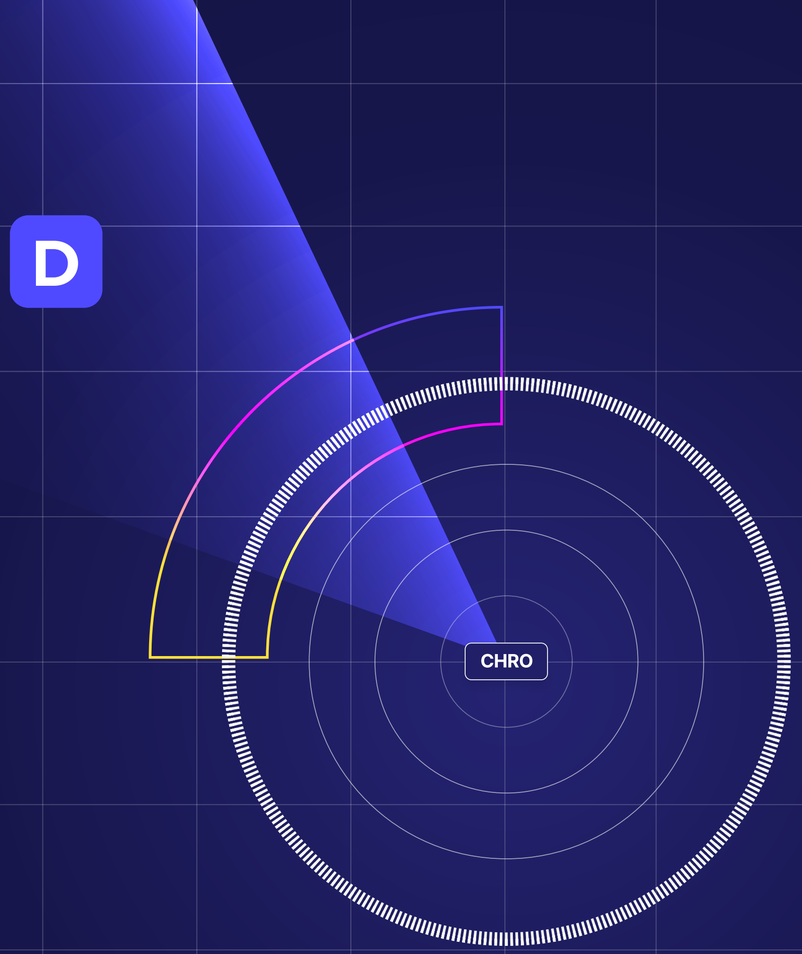
Drive adoption

Make sure your people can adopt the redesigned work, so it lands in real behaviour and the potential is realised.

11

Reskill and pivot your people

Reskill and move people into higher value work as their old work is redesigned, so no one is left behind.



PILLAR D

Measure & steer

These responsibilities close the loop because proof earns you the next round of investment and the authority to lead it.

12 **Intelligence for the board and C-suite**

13 **Measure the return**

PILLAR D | MEASURE AND STEER

Proof is what earns you the mandate

How to own it: Give the board and the executive team one quarterly view of the opportunity, the work redesigned and the effect on your people. Measure the return in the work itself: velocity gained, hours unlocked, and where you redirected that capacity.

Return to pillar A when: the work has changed again - which it will.

12

Intelligence for the board and C-suite

A clear, quarterly view for the board and the executive team of the AI opportunity, the impact on work, and the impact on your workforce.

13

Measure the return

Prove it in the terms that matter: the work redesigned, the velocity gained, the hours unlocked, and what you do with them, redirecting that capacity to higher value work rather than simply cutting.

PILLAR D | MEASURE AND STEER

Intelligence for the board and C-suite

TRACK THE IMPACT

Velocity gained
What AI now handles end-to-end

Value created
What AI now handles end-to-end

Hours unlocked
Capacity returned to the workforce

SEE THE SHIFT

Tasks removed
What AI now handles end-to-end

New tasks created
Work that didn't exist before the agents

Skills impacted
Rising, fading, or shifting in shape

KNOW THE NEXT MOVE

Pivot paths opened
Where people can move next, grounded in the new task mix

Roles re-engineered
Jobs rebuilt around the new human + agent split

Risk coverage
Jobs rebuilt around the new human + agent split

LEAD THE SHIFT

This is your moment to lead

No CHRO has had an opportunity like this. Work is being rebuilt from the task up, across people and agents - **and it's landed closest to you.**

Take it on and you don't keep pace with the change. You decide what it looks like.

HOW TO START

Talk to a **Reejig Work Strategist** about how we can help you build your AI Work Design Team, so the capability stays inside your business.

https://www.reejig.com/book-a-demo →

PILLAR D

Measure & steer

Proof is what earns you the mandate.

How Reejig helps

- Tracks real hours unlocked across people and tasks.
- Measures value created against a clear baseline.
- Proves velocity gains from workflow to enterprise.



PILLAR A

See the work

Map the work. See your total workforce, people and agents.

How Reejig helps

- Maps every task and workflow.
- Captures live business context.
- Builds AI-ready foundations - 92% accurate from day 1.

PILLAR C

Bring your people with you

Your people are what make the redesign real.

How Reejig helps

- New way of working is rolled out to every employee including SOPs.
- Workflows live inside the systems your people already use.
- Build your AI Work Design team with you.

PILLAR B

Design & build the work

Redesign and build the work, and keep the architecture live.

How Reejig helps

- Orchestrates AI agents - the right. agent for every step of your workflows.
- Ships workflows into pilots monitored against real work change.
- Builds the AI workflows and agents

Reejig

AI WORK DESIGN BLUEPRINT

We build the way the world works.

reejig.com | The Work Operating System

COMPANIES LEADING THIS SHIFT WITH US

IKEA
WPP
Lilly
micron
Microsoft
salesforce
Dolby
KraftHeinz
Johnson&Johnson
DENSO
Medtronic
MERKLE