Reejig Academy

People Adoption Plan

Module 6 - Helping Your People Adopt AI

Your capstone deliverable. Design the full people-side strategy for AI transformation in your organisation.

Practitioner Note: *This isn't an adoption plan — it's an embedding plan. Action builds traction. Traction builds trust. Trust builds value. Anchor every answer to your pilot function from your AI Opportunity Analysis from Module 3.*

01 · Section · Get the Data

Map how AI impacts roles in your pilot function. Use task-level data, not job titles.

What is the dominant feeling in this function right now?

Name it honestly. It should shape your tone, channel, and timing in Section 02.

e.g. Anxious and confused - the CEO has talked about AI but nobody has been told what it means for their specific work. Silence is creating fear.

Role impact map — which roles are most impacted?

Role / Title	What's Changing	What's Staying	Skills Needed	AI Readiness
e.g. HR Business Partner				○ High — most tasks ready ○ Medium — some tasks ○ Low — limited exposure
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02 · Section · Communication Plan

Share openly, frame as opportunity, back with data. No vague promises.

Practitioner note: *The absence of information creates fear. Your communication must be backed by real data from your work architecture — where AI is coming in, where you'll invest in skilling, and what it means for people's work specifically. If you can't answer "What data will you share?" with specific numbers, go back to Section 01.*

Messaging Outline

Core message to your people
e.g. "In this function, AI handles [specific tasks] — so you can hit [their metric: NPS / NRR / cost of good wastage] faster and with less friction. Here's what changes for you specifically."

Tone	Primary Channels
e.g. Direct, reassuring, evidence-led	*e.g. All-hands, manager cascade, Slack announcement*

What data will you share publicly to back the message?
e.g. % of tasks AI-ready in this function, which roles are shifting and how, skilling investment committed, timeline for changes.

Who delivers the message — and why them?
e.g. The function's business leader delivers — they speak to the work and the targets. HR supports, doesn't lead.

When does communication go out?	How will you handle questions?
e.g. Week 1 of pilot — before changes are visible	*e.g. Live Q&A session, manager briefing pack, Slack channel*

03a · Section · Skilling Investment Plan

Where to invest based on your AI impact map. Connect skills to tasks — not just titles. Prompt training alone is not the answer.

Practitioner note: *Your organization has already invested in skills. This isn't about starting over — it's about connecting those skills to tasks. A skill without a task context is just a label. A skill mapped to a task is a deployment decision.*

Skilling Investment Plan (Priority gaps from your AI impact map)

Skill gap + task it enables	Who needs it	How (modality)	Timeline
e.g. AI workflow design — enables: weekly reporting task (currently 4hrs, target 45mins)			

The one skilling investment with the most immediate impact
Which gap, if closed now, would have the greatest effect on adoption in your pilot function?

Who owns skilling delivery?	Budget / Resource committed
e.g. L&D team, external partner, peer learning cohort	*e.g. $X, X hours per person, X weeks*

How will you know skilling is working? - at 30 days / at 90 days?
e.g. 30 days: Are people using the redesigned workflow — yes or no? Has the task time changed? *e.g. 90 days: Has the quality or output of the task improved? Are people doing higher-value work with the time freed?*

03b · Section · Task Adoption Guide — Before You Deploy

Don't give employees a tool and say "figure it out." Hand them the new way to do the task. Write one guide for your pilot function.

Practitioner note: *This is the artefact you hand to employees on day one. Show them: here's how this task used to work. Here's how it works now. Here's what quality looks like. One completed guide per wave minimum.*

Task Name
e.g. Weekly finance reporting - data pull and summary

Before — how this task worked	After — how it works now
e.g. Analyst manually pulls data from 3 systems every Monday.	*e.g. Automatically pulled overnight. Analyst reviews output.*

The AI agent handles	What you do
e.g. Data extraction from Workday, SAP, and BambooHR.	*e.g. Review, make decisions on exceptions, sign off final report.*

What quality looks like	Where to go if something looks wrong
e.g. Report completed by 9am Monday. Zero manual data errors.	*e.g. Flag to [name] in first 30 days. Escalation path: [list]*

04 · Section · Ethical Impact Review

Who's most impacted and how are you supporting them?

Practitioner note: *AI adoption can disproportionately affect certain groups — lower-income roles, less digitally-confident employees, people with caring responsibilities who can't easily upskill. Cross-reference with your Role Impact Map. Which roles rated High AI readiness also have lower digital literacy or less access to skilling time?*

Which groups or roles are disproportionately impacted?
e.g. High-volume transaction roles (most tasks AI-ready), employees with lower digital literacy, part-time workers who have less access to skilling time

How are you involving them in redesign decisions?	What specific support have you committed?
e.g. Representative included in workflow redesign workshops, feedback loop built in, manager briefed to proactively check in	*e.g. Additional skilling time, flexible learning formats, peer support pairing with a builder*

How will you communicate changes to most-impacted groups - and when?
e.g. Direct conversation from their manager before the all-hands announcement. Specific message that names their role and the support committed.

How will you monitor and respond to fairness concerns as adoption rolls out?
e.g. Pulse check at 30 and 60 days specifically with highest-impact roles. Escalation path if concerns arise. Named person responsible for fairness monitoring.

Capstone Checklist — Before You Present

- [ ] Every section completed for the pilot function — not hypothetically.
- [ ] Fairness review signed off by HR or a people lead.
- [ ] Executive sponsor has seen a draft before the room.