

# Change Agent Action Plan: AI Integration Initiative

## 1. Executive Summary

This plan details the strategy for activating a network of **Change Agents** to support the AI Integration Initiative. These agents, also referred to as **"AI Champions,"** will be influential, respected employees selected from each impacted department. Their primary role is to serve as a bridge between the project team and the front-line workforce, acting as advocates, coaches, and first-line support. The success of this plan is paramount, as these champions will provide the face-to-face, peer-level support that is essential for mitigating resistance and driving successful adoption.

## 2. The Role of the Change Agent

Change agents are not a part of the formal project team but are key to its success. Their responsibilities include:

- **Communication Liaison:** Act as a two-way channel for information. They will communicate project updates and key messages to their peers and, in turn, provide valuable, honest feedback and concerns from the front lines back to the project team.
- **Hands-on Coach:** Provide direct, informal support to colleagues during the transition. This includes demonstrating how to use the new tools and helping to troubleshoot initial questions and minor issues.
- **Advocate for the Change:** Act as a credible and trusted source of information. Their personal success stories will be far more impactful to their peers than a message from leadership.
- **Feedback Collector:** Systematically gather qualitative feedback from their colleagues, helping the project team understand the emotional pulse of the organization.

## 3. Change Agent Training Program

Change agents will participate in a specialized training program to equip them with both the technical and soft skills needed to be effective.

- **Module 1: AI Integration & Vision (Half-Day Workshop):**
  - **Content:** A deep dive into the project's strategic vision, technical capabilities of the new AI tools, and the overarching business rationale.
  - **Objective:** Ensure agents have a complete understanding of the "why" and "what" behind the change, allowing them to confidently answer questions

from their peers.

- **Module 2: Technical Mastery & "Sandbox" Practice (Full -Day Workshop):**
  - **Content:** Extensive hands-on training with the new AI platforms, dashboards, and mobile applications. Agents will be the first to work with the tools in a dedicated, risk-free practice environment.
  - **Objective:** Ensure agents are "super users" who can confidently demonstrate the new technology and assist others with its use.
- **Module 3: Empathetic Coaching & Communication (Half -Day Workshop):**
  - **Content:** Training on soft skills, including active listening, empathetic communication, and how to address resistance and anxiety. Role-playing scenarios will be used to practice difficult conversations.
  - **Objective:** Equip agents with the ability to build trust and coach their colleagues effectively, not just on how to use a tool, but on how to feel comfortable with the change.

## 4. Change Agent Action Plan by Phase

This phased plan outlines the specific actions each change agent will take throughout the project lifecycle.

### Phase 1: Pre-Launch (Awareness)

- **Action:** Attend all readiness briefings and workshops.
- **Action:** Begin informal one-on-one conversations with colleagues to introduce the idea of AI and gauge initial sentiment.
- **Action:** Work with the project team to identify potential resistors and key influencers in their departments.

### Phase 2: Pilot & Go-Live (Understanding & Adoption)

- **Action:** Actively participate in the pilot program and share initial feedback with the project team.
- **Action:** Provide daily, hands-on coaching and support to colleagues in their work areas.
- **Action:** Host informal "Q&A" sessions during lunch breaks or at the end of the day.
- **Action:** Systematically collect feedback from their peers (both positive and negative) and report it back to the project manager weekly.

### Phase 3: Post-Launch (Reinforcement)

- **Action:** Share their personal success stories on the company intranet or at

departmental meetings.

- **Action:** Act as ongoing peer mentors, helping new employees or late adopters get up to speed.
- **Action:** Continue to provide feedback to the project team on what is working well and what can be improved for the next phases.

## 5. Monitoring & Support for Change Agents

The success of the change agents depends on our ability to support them.

- **Regular Check -ins:** The project manager will hold weekly 30 -minute meetings with the entire cohort of change agents to discuss progress and challenges.
- **Dedicated Support Channel:** A dedicated Slack channel or internal chat group will be created for agents to communicate directly with each other and the project team for urgent questions or support.
- **Formal Recognition:** Agents will be formally recognized by leadership at the project's completion, with their contributions highlighted on the company intranet and in official communications.