

## Coaching Dialogue: Addressing Resistance to Change

**Between :**

- **Chris:** Maintenance Manager
- **Dave:** Long-Serving Technician (mid-40s, 20+ years of experience)

**Setting:** A quiet corner of the workshop, away from the main bustle.

**Chris:** Hey, Dave. Got a minute? I wanted to check in with you privately. I know you've been around longer than anyone here, and your opinion matters a lot. I've noticed you've seemed a bit quiet since the big announcement about the AI initiative. What's on your mind?

**Dave:** (Sighs) Thanks, Chris. I appreciate that. I'm just... I'm not so sure about all this. It feels like we're being told we aren't good enough anymore. I've been doing this job since I was a kid. I can tell what's wrong with a compressor just by the sound it makes. Now they want a computer to tell me what to do? Honestly, I feel like I'm too old for this.

**Chris:** I hear you, Dave. And I want to tell you, a lot of people feel that way, and those feelings are completely valid. We know this is a big change, and it's a natural fear to think your years of hard-won knowledge are being devalued. But I promise you, that's not what this is. The message from the CEO is genuinely about **empowerment, not replacement**.

**Dave:** What does that even mean? Empowerment? It sounds like corporate talk for "here's your new boss, it's a robot."

**Chris:** It's not like that at all. Think about the most valuable thing you bring to this company — it's not just the ability to perform a repair. It's the years of experience that let you look at a problem and know exactly where to start. The AI is a tool that does the grunt work of data collection and sorting for you. It's like having a team of assistants who can check thousands of sensors at once, but you're still the one in charge. You're the expert who looks at their report and says, "That's not right, the sound tells me it's actually over here."

**Dave:** So, I'm just a babysitter for a computer? What if I can't figure out how to use the thing? I'm not a whiz with all this tech.

**Chris:** That's a fair concern, and it's why our approach to this is so focused on you. This isn't going to be a big, overwhelming class. We're setting up hands-on, small-group workshops. We'll also have a "sandbox" practice environment where you can mess around with the tools without any pressure to get it right. And here's the most important part: we're creating an **"AI Champions" program**.

**Dave:** What's that?

**Chris:** It's a group of long-serving employees like you who are willing to try the tools out first. They'll get extra training and will be there to act as peer mentors—not managers, but trusted colleagues—to help others through the transition. You'd be perfect for something like that, by the way. Your experience is exactly what we need to make sure this works correctly.

**Dave:** I don't know about being a champion. But it sounds better than just being thrown in the deep end.

**Chris:** It's not about being a champion right away, Dave. It's about being supported. We want you to feel confident, not like you're starting over. This is about making your job safer and more strategic, and preserving the knowledge you've built over decades. How about this? Next week, we're having one of the preliminary "sandbox" sessions. No pressure, no final decisions. Just come and try it out with a few others. What do you say?