People Manager Support and Action Plan: AI Integration Initiative

1. Executive Summary

People managers are the most critical link in the change management process. This plan outlines a comprehensive strategy to support managers, define their key roles, and provide a phased action plan to guide them through the AI Integration Initiative. The goal is to equip managers with the tools, information, and coaching necessary to confidently lead their teams, manage resistance, and foster a positive and collaborative environment.

2. The Manager's Core Role in the Change

Managers will serve as the primary facilitators of this change, translating the high-level vision into daily, actionable steps for their teams. Their core roles are to be:

- **Communicator-in-Chief:** Responsible for delivering project updates and key messages directly to their teams in a clear, consistent, and empathetic manner. Managers will be the first point of contact for employee questions and concerns.
- **Coach and Mentor:** Guiding employees through the transition, providing hands-on support, and encouraging the adoption of new skills and technologies. They will work closely with "AI Champions" to ensure peer-to-peer support.
- **Feedback Provider:** Serving as a vital two-way conduit between the front-line employees and the project leadership. They will provide honest feedback on employee sentiment, identify challenges, and relay ideas for improvement.
- **Resistance Manager:** Proactively identifying and addressing signs of resistance. Managers will be trained to listen empathetically, understand the root causes of concerns, and provide tailored support or escalate issues when necessary.

3. Support for People Managers

To ensure managers can effectively fulfill their roles, they will receive dedicated support throughout the initiative.

- **Manager Readiness Workshops:** A series of workshops focused on change management principles, empathetic leadership, and communication best practices. These sessions will prepare them to address concerns about job security and the learning curve.
- **Dedicated Communication Resources:** Managers will be provided with a toolkit of talking points, FAQs, and email templates for their team meetings. This ensures

they have consistent and accurate information to share.
- **Access to a Change Management Coach:** Each manager will have a dedicated contact from the Change Management Team for one-on-one coaching and support, particularly for handling difficult conversations or complex team dynamics.
- **Direct Link to AI Champions:** Managers will have direct access to the "AI Champions" on their teams, enabling them to leverage this network for peer-to-peer coaching and support.

4. People Manager Action Plan by Phase

This phased plan outlines the specific actions managers must take to ensure a smooth transition for their teams.

Phase 1: Pre-Launch (Awareness)

Action	Description	Timing
Attend Manager Readiness Briefing	Participate in the leadership workshop to understand the project vision and their role.	Month 2
Cascade Key Messages	Following the CEO's town hall, hold a team meeting to reinforce the "empowerment, not replacement" message and answer initial questions.	Month 2
Identify AI Champions	Partner with the Change Management Team to identify influential team members who can serve as champions.	Month 2
Conduct Informal Check-ins	Have one-on-one conversations with each team member to gauge initial sentiment and identify potential sources of resistance.	Ongoing

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

Action	Description	Timing
Lead Departmental Meetings	Hold meetings to provide specific examples of how AI will impact roles, using the communication materials provided.	Month 3-4
Promote Training & Participation	Actively encourage team members to sign up for and attend the hands-on training workshops.	Month 4-5
Partner with AI Champions	Leverage champions to provide peer-to-peer coaching and support during the pilot and go-live.	Ongoing
Provide Feedback to Leadership	Use weekly reports to share team sentiment, adoption progress, and any issues or suggestions.	Ongoing

Phase 3: Post-Launch (Reinforcement)

Action	Description	Timing
Celebrate Successes	Publicly recognize team members who have successfully adopted the new tools. Share their stories in departmental meetings.	Ongoing
Review Performance Metrics	Use new AI-generated productivity data to coach team members on their performance.	Quarterly
Continue Coaching	Provide ongoing one-on-one coaching and support,	Ongoing

Action	Description	Timing
	helping employees to further refine their skills with the new technology.	
Escalate Persistent Issues	Work with the Change Management Team to address any persistent resistance or challenges that cannot be resolved at the team level.	Ongoing