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Change Management via Agentic AI

Leveraging Automated Collaboration to Implement Change

In businesses with well-defined AI Governance, it's safe to say that Agentic AI is well ingrained in most business processes. This being true means the business is using Agents to scale efforts, and to collaborate efficiently. Further, as these Agents are well-defined, management can refine and even dictate how business processes take place, presumably to maximize profit and/or growth.

In this scenario, when management sees an opportunity for refinement, it should be easy to implement new policies by simply outlining them to connected AI, with instructions (and oversight) to revise in-place Agentic policies. A modern CAO (Chief AI Officer) should be able to instruct the AI Orchestration platform to model and project how new policies will impact KPIs (Key Performance Indicators) quickly and with some measure of accuracy. The C-suite and perhaps the board should also be able to see how these KPIs will look down the road, near-term, and long-term.



Agentic Change Management



Of course, management will be obliged to monitor how well the new policies and procedures are improving the position and performance of the company. Knowing that change management is sometime more voodoo than science helps keep those in charge concerned about the impact of such changes. This is especially true if they are implemented in hours instead of weeks – or quarters!

It's vital that the human element is maintained here, as most organizations are really defined by the people who make it work. People are often naturally resistant to change and find rapid change stressful. Businesses which incorporate a layer of narrative to change management help dissipate some of the stress by informing people what's coming and why.

Complete Agentic Change Management systems require the descriptive elements and even incorporate internal marketing modules to help "sell" the new policies before they are put in place. Unfortunately, Agentic AI moves at break-neck speeds and so the potential for reckless, rapid change is high. This is a prime example of the need to keep humans in the loop to ensure things don't go off the rails.

Setting good policy is an art form and the resulting change management is the curation of that art with the conscientious knowledge of the organization and its unique people, culture and ability to absorb and leverage changes in advancement of the intended goals. Adding Agentic AI to this ballet can either destroy the balance already achieved or bring it to new heights while documenting the road there.

Perhaps leveraging this new technology will help businesses which can't implement change well and do so with both speed and the human elements in balance.

-John Remmler