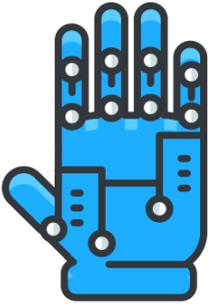


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WAYS TO PREPARE YOUR BUSINESS

FOR THE INTRODUCTION OF AI

BY LEE HOPKINS AND JO CURKPATRICK



1. STAY UP-TO-DATE ON TECHNOLOGY

Carve out about an hour a week of your time to upskill yourself on artificial intelligence. That hour can be spread out in 15-minute research and reading blocks. Read a few blogs, set up a Google Alert to notify you when Google finds something new published about AI or reach out to your peers to find out what they're doing.



2. GET CLEAR GUIDANCE FROM LEADERS ABOUT THEIR INTENTIONS

Prepare your communication by finding out what your leadership team are going to do with artificial intelligence. For example, find out what their first projects will be, what future projects are planned, what (if any) retraining is planned, will there be redundancies and what new jobs are going to be created as a result?



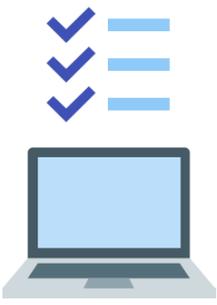
3. WORK WITH HR TO DETERMINE WORKFORCE CHANGES

There are bound to be staff movements and transitions with the introduction of artificial intelligence. Prepare to communicate not only to those directly affected but also their colleagues and, if possible, their families. This will place your organisation in the best light.



4. COMMUNICATE OPENLY WITH YOUR EMPLOYEES ABOUT THE FUTURE

Don't delay in communicating with employees. Even if your leadership team doesn't have any specific, immediate plans to introduce artificial intelligence into the workplace, your employees are nevertheless concerned and interested. 'No news' just fosters rumour and speculation.



5. CLOSELY MONITOR EMPLOYEE SENTIMENT AND REACTIONS

How you communicate about artificial intelligence will either play into the fears of those directly affected or into the hands of outside influencers. Be prepared for negativity, pessimism and cynicism. Ensure you clearly communicate why changes are going to occur and what the organisation is doing to help employees retrain or upskill.

The introduction of artificial intelligence into your organisation needn't be fraught with danger. Handled calmly and with adequate preparation, the major changes that the introduction of this new wave of technology brings will not trip you up.