

# Change Management for an AI Mindset on Google Cloud

This course provides leaders and change agents with the structured frameworks and psychological insights necessary to drive a successful organizational shift toward Agentic AI. It moves beyond technical deployment to focus on diagnosing organizational readiness, mitigating adoption friction, and building a sustainable enablement ecosystem.

Learners will explore the psychological "friction forces" that stall AI transformation, such as identity threats and trust deficits, and learn to replace them with an empowerment narrative that emphasizes human augmentation over replacement. Through a series of practical modules and real-world scenarios, participants will learn to map stakeholder archetypes, design behavioral activation sequences, and establish a formal change governance loop to map behavioral indicators to tangible business value.

**DURATION**

2-3 hours

**LEVEL**

200 - Intermediate

**FORMAT**

Instructor-led

**SCALABLE**

1-50, scaled to 1000

## What you'll learn

- Analyze the psychological and operational friction forces of AI transformation to diagnose organizational readiness.
- Apply a structured change management framework to shift employees from awareness to behavioral advocacy.
- Design an AI literacy and upkilling ecosystem that addresses workforce capability gaps.
- Evaluate change program effectiveness by mapping behavioral leading indicators to business value and establishing a formal change governance loop.

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| Overview               | 5 modules · 1 appendix                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Who this course is for | <ul style="list-style-type: none"><li>• Primary Audience:<ul style="list-style-type: none"><li>◦ Transformation and enablement leads: Change management professionals and CoE specialists responsible for the methodology and high-level execution of AI readiness.</li><li>◦ Strategic talent partners: HR and L&amp;D leaders overseeing reskilling pathways and supporting employees through AI-driven workforce transitions.</li></ul></li><li>• Secondary Audience:<ul style="list-style-type: none"><li>◦ Narrative and communication leaders: Marketing and comms heads responsible for crafting the organizational AI story and managing stakeholder interest.</li><li>◦ Operational people managers: Leaders at the front lines who must manage team anxiety, ensure psychological safety, and integrate AI into daily workflows.</li></ul></li></ul> |
| Products               | <ul style="list-style-type: none"><li>• Gemini Enterprise</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Prerequisites          | <ul style="list-style-type: none"><li>• No prior change management experience required.</li><li>• This course is a direct companion to the Organizing for Success on Google Cloud: Building Your AI Center of Excellence Spark</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Not covered            | <ul style="list-style-type: none"><li>• This course does not cover building and deploying agents, and assumes good business acumen.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

## Module 01

### AI and the changing organization

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| Topics     | <ul style="list-style-type: none"><li>• The future of work: The AI landscape</li><li>• AI adoption friction forces</li><li>• Assessing your organization's AI readiness</li></ul> |
| Objectives | <ul style="list-style-type: none"><li>• Analyze the unique psychological and operational friction forces of AI transformation to diagnose organizational readiness.</li></ul>     |
| Activities | <ul style="list-style-type: none"><li>• 1x discussion to identify friction forces</li><li>• 1x activity to diagnose organizational readiness</li></ul>                            |

## Module 02

### Building change architecture

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|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Topics     | <ul style="list-style-type: none"><li>• Stakeholder mapping</li><li>• The AI narrative: Crafting a communication strategy</li><li>• Behavioral activation: Moving from awareness to advocacy</li></ul> |
| Objectives | <ul style="list-style-type: none"><li>• Apply a structured framework to construct a change management plan that moves employees from awareness to behavioral advocacy.</li></ul>                       |
| Activities | <ul style="list-style-type: none"><li>• 1x activity to map stakeholders</li><li>• 1x demo Gemini prompt</li><li>• 1x behavioral activation discussion</li></ul>                                        |

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## Module 03

### Building AI capability at scale

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|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Topics     | <ul style="list-style-type: none"><li>• AI literacy</li><li>• The components of AI enablement</li><li>• Managing your workforce through the transition</li></ul> |
| Objectives | <ul style="list-style-type: none"><li>• Design an AI literacy and upkilling ecosystem that addresses workforce capability gaps.</li></ul>                        |
| Activities | <ul style="list-style-type: none"><li>• 1x workforce management discussion</li></ul>                                                                             |

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## Module 04

### Sustaining the culture

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| Topics     | <ul style="list-style-type: none"><li>• What should you measure?</li><li>• Establishing feedback loops</li><li>• The virtuous cycle</li></ul>                                                        |
| Objectives | <ul style="list-style-type: none"><li>• Evaluate change program effectiveness by mapping behavioral leading indicators to business value and establishing a formal change governance loop.</li></ul> |
| Activities | <ul style="list-style-type: none"><li>• 1x value mapping discussion</li><li>• 1x Change Management framework demo prompt</li></ul>                                                                   |

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## Module 05

### Summary and quiz

#### Topics

- Review of core concepts
- Quiz

#### Activities

- 4x multiple choice quiz questions
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## Module 06

### Appendix

#### Topics

- AI change readiness diagnostic
- “Change management framework generator” prompt

#### Activities

- Resources for participants to use in their own time.