Generative AI x Change Management

Framework and tips to stay ahead of the curve

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Reminders:

Introduction

Your Copilots for today

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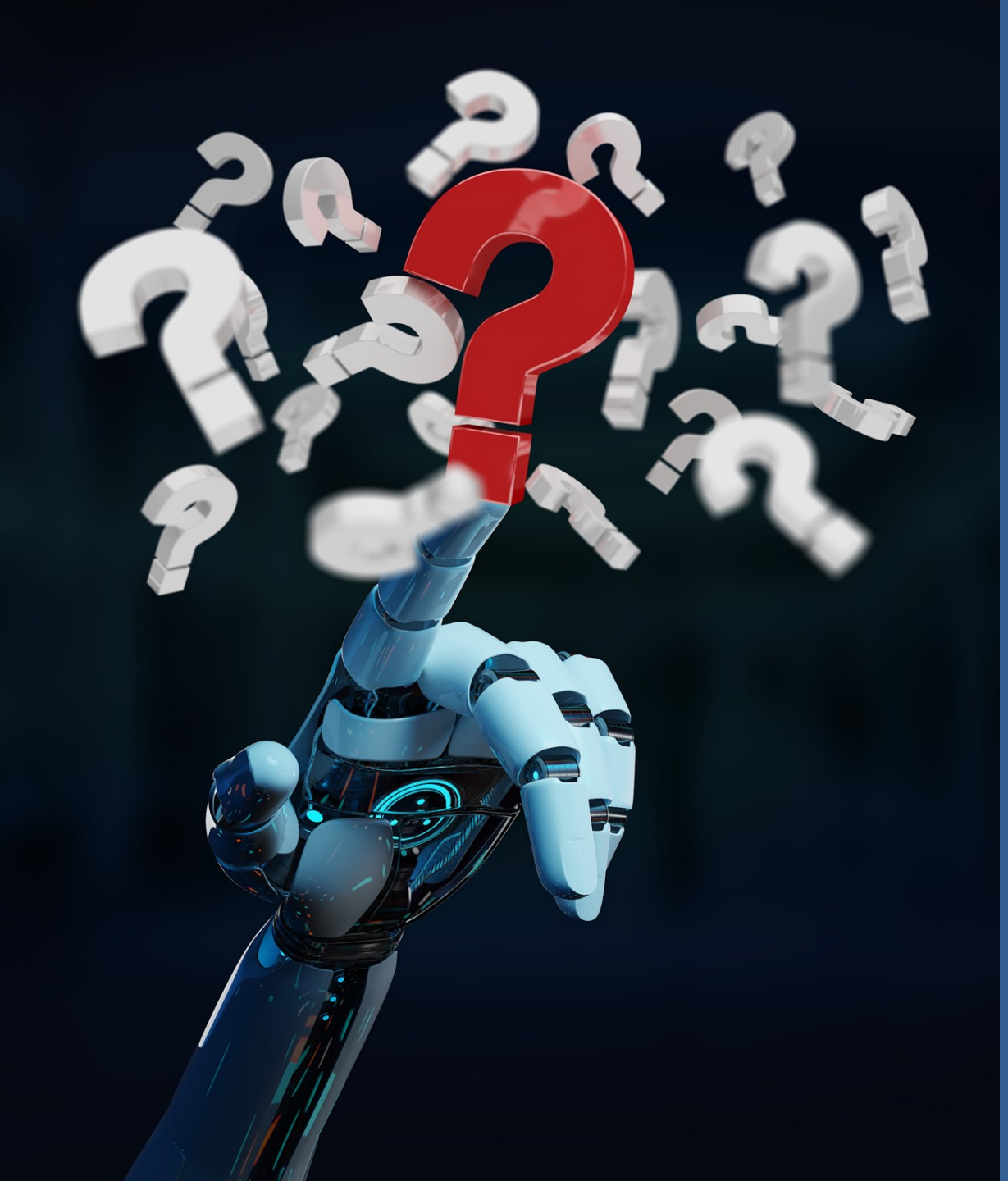


Question: AI use and frequency

AI timeline and forecasts

A quick glance, and where we're headed

≤2022

- Development of LLM models for text and media generation
- Public release of generative AI applications: ChatGPT, Dall-E

2023

- Improved input/ outputs: ChatGPT4
- Major tech companies enter AI race: Copilot, Gemini, Claude
- Major AI start-ups and tech companies begin partnering

2024

- Rollout of internal and off-shelf GenAI applications
- On-device AI computations (e.g., mobile)
- Increasing need for AI change, training, L&D

2025+

- Augmented workforces
- Artificial General Intelligence
- Widespread adoption including late majority
- AI regulations

Embedding AI in ACMP practices

Use cases and processes

Integrating AI into initiation activities initiatives

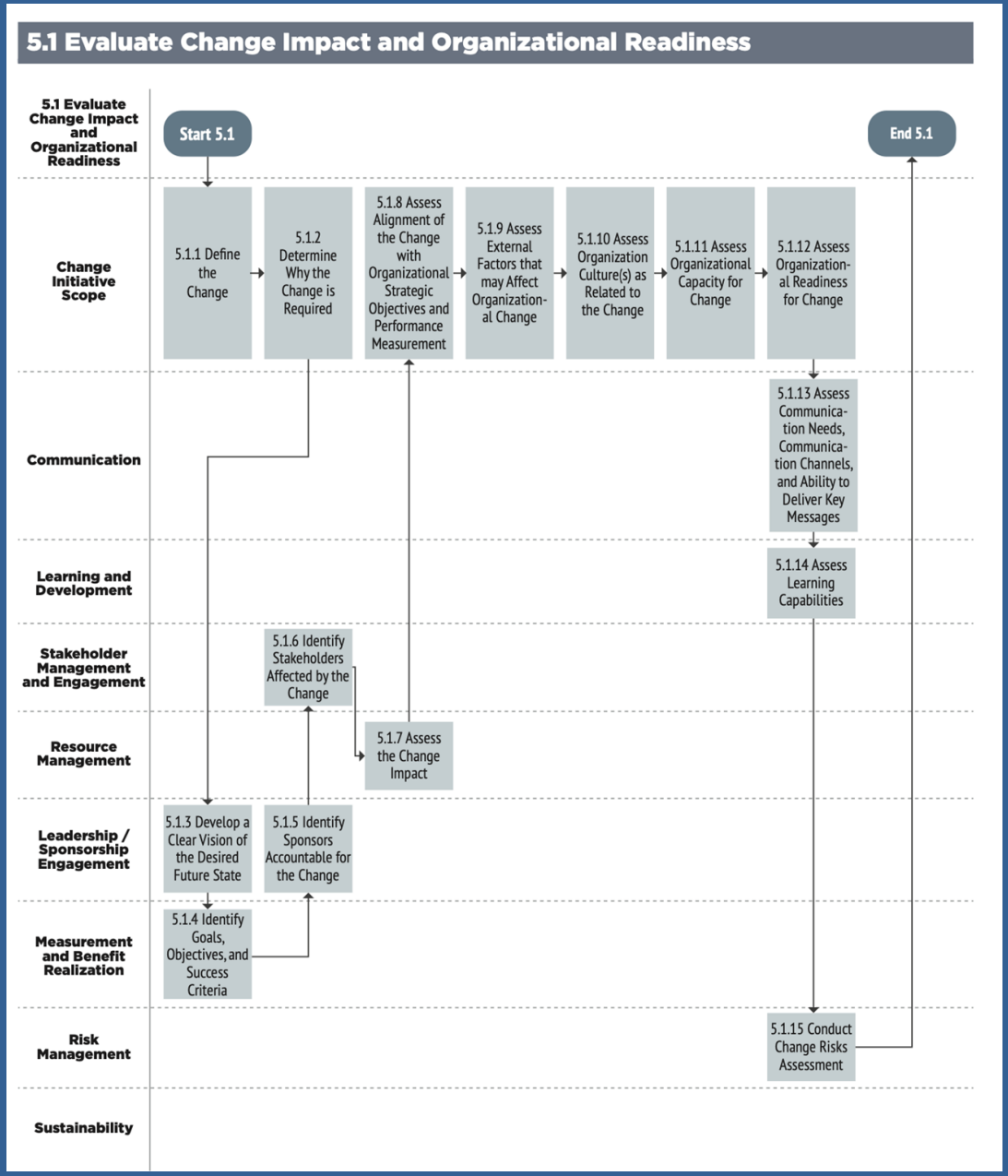
Suggest plugging in a segment of the process in the tool and then asking AI to generate the baseline documents.

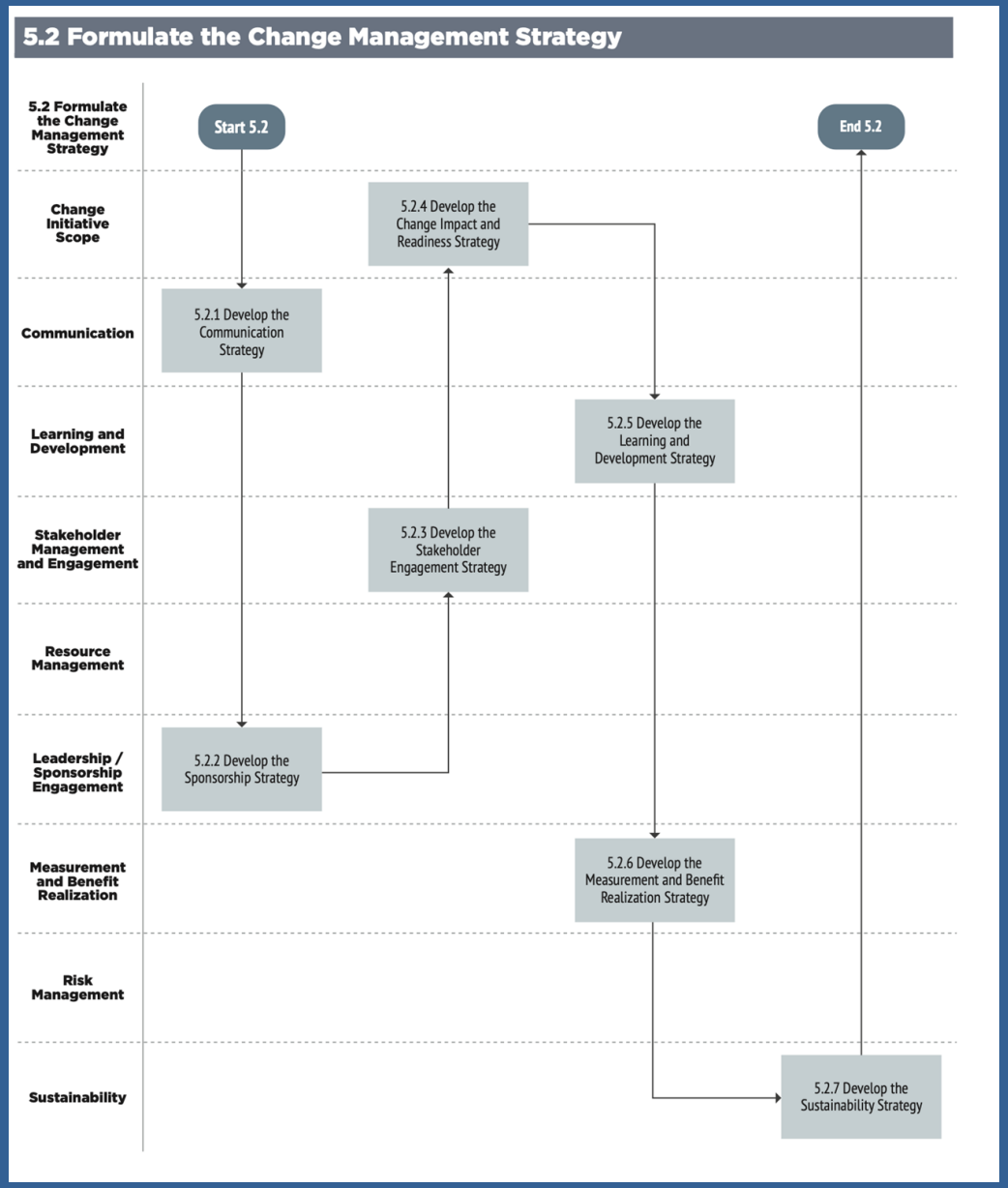
Prompt 1: StellarTech Solutions is rolling out Microsoft Copilot to all of its employees as a part of its workforce modernization strategy. This change is required to drive operational efficiencies. Please create one slide for each of the following change management elements:

- Change vision
- Goals, objectives and success criteria
- Key stakeholder groups typically affected by the change
- Change impact by each key stakeholder group

Prompt 2: Using the change impact assessment created, generate a communication plan for a two-month implementation with a one month post implementation hypercare period

Prompt 3: Generate a sponsor awareness Viva Engage post that could be used to socialize this change with the broader organization





Soundboard your communication strategy

Prompt 1:

Please develop a communication strategy for StellarTech's release of Microsoft Copilot. Your strategy should include the fact that employees are reluctant to adopt Copilot for fear that it will replace or eliminate their role.

Please base this on the ACMP handbook for Change Management. After you give the output, please collate the information into a table.

Please base this on the ACMP handbook for Change Management. After you give the output, please collate the information into a table and then create a PowerPoint slide with the table

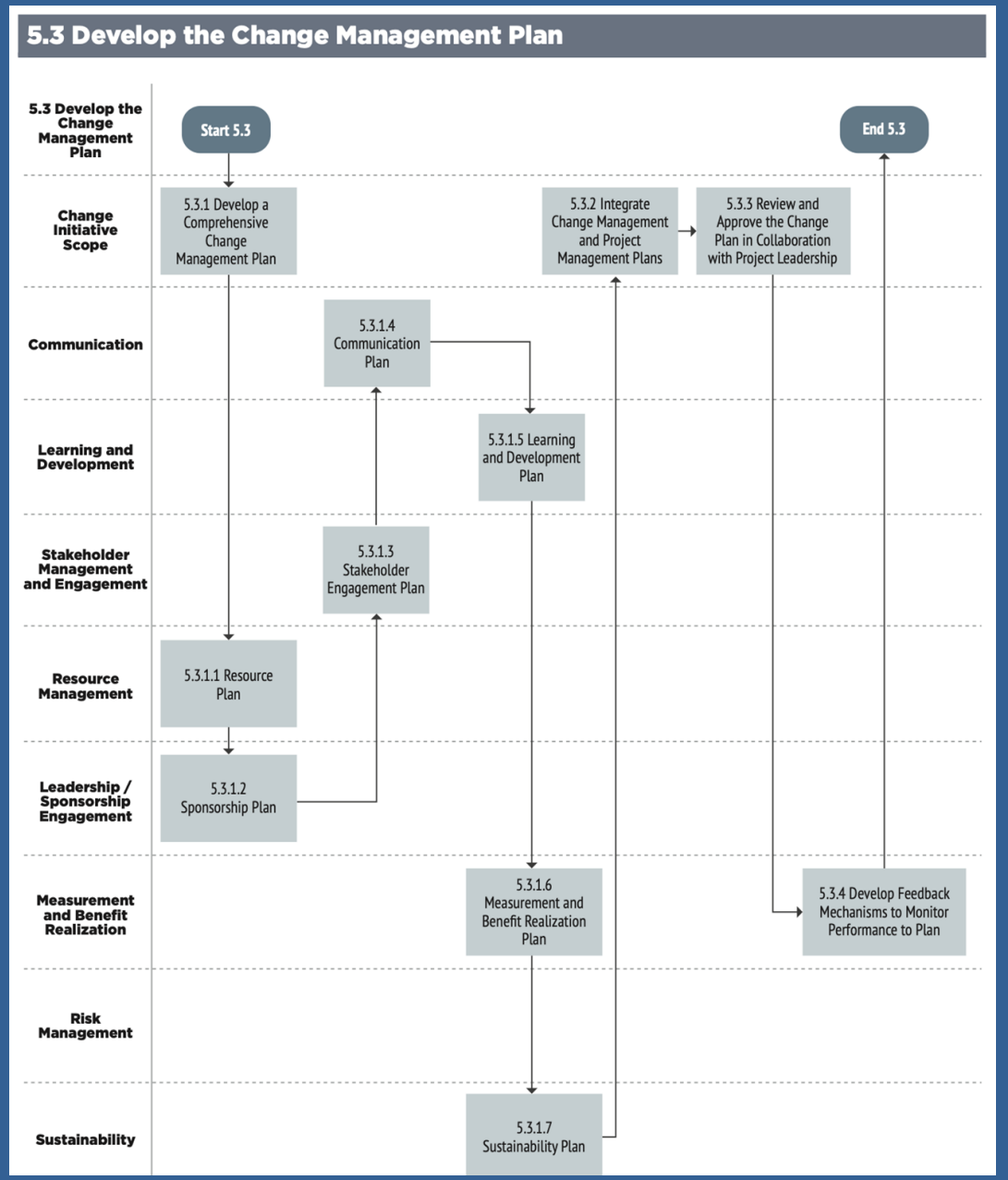
Prompt 2:

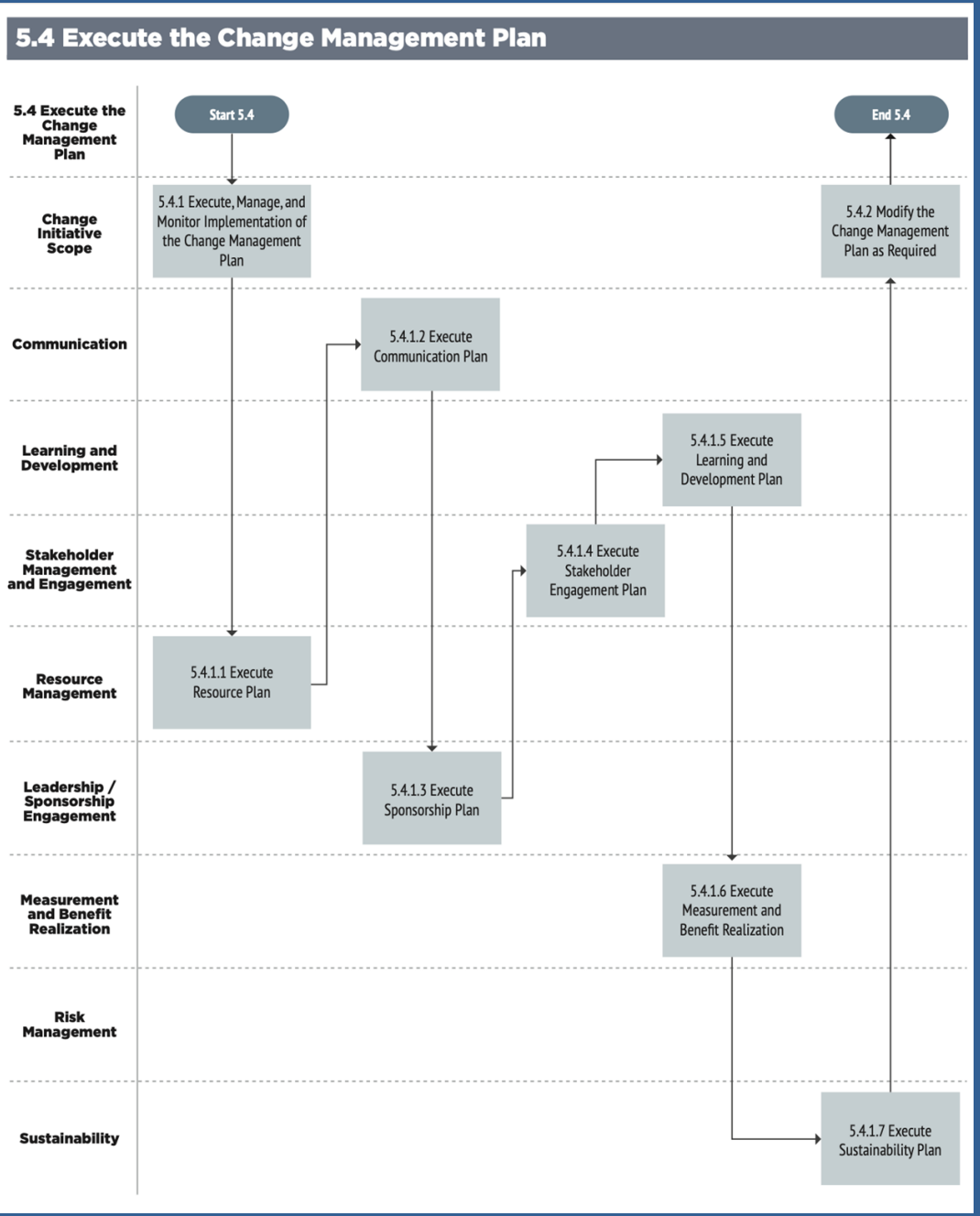
Demonstrating more powerful LLM models (ChatGPT4)

Using AI to help review timelines and plans

Prompt 1:

Please develop a change management plan for StellarTech's release of Microsoft Copilot. Please based it on the ACMP Handbook for Change Management's 5.3 process (Develop the Change Management plan). Your plan should include context that it is a global company and there is some resistance to adopt Copilot. The timing plan should be over a 10 month period. Once you've provided the output, please collate it into a table with the columns representing each month





Wrapping up: AI in execution and evaluation

Prompt 1:

Define the topic 3 metrics to explore during a Microsoft Copilot implementation. Provide the top 3 for deploying the solution, 3 for measuring utilization/adherence and 3 for measuring performance (benefits realization)

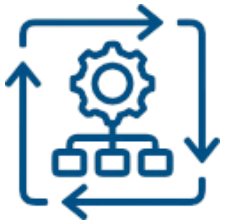
Time permitting exploration:

Building a Change Management advisor trained on various Change Management materials

Theming AI's productivity uses for Change Managers

Generating

Fostering creativity, generating options, igniting ideation

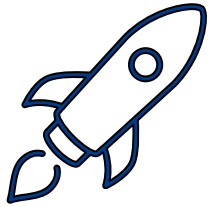


Analyzing

Deciphering complexities, revealing patterns, informing decisions.

Advising

Customized guidance, soundboarding and sparring



Sustaining

Supporting longevity, bolstering efficiency, nurturing stability

Sustaining the change

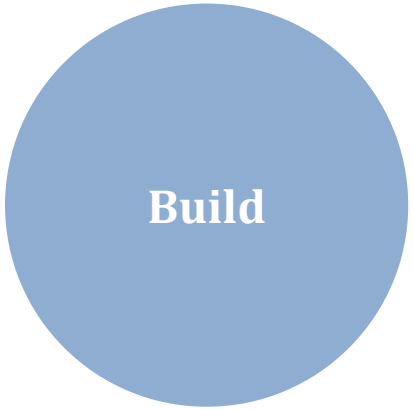
Use cases and processes

Creating sustenance with Change Management initiatives

Centre of Excellence

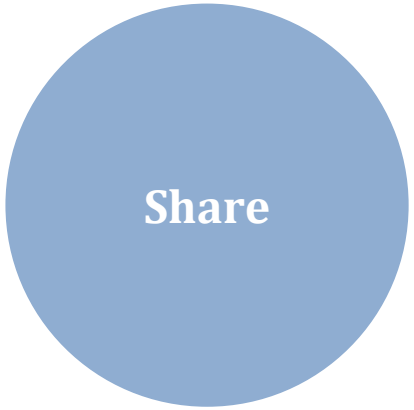
Keep abreast of evolving technology and test how it can be applied in Change Management.

CM Office



Release standard set of prompts linked to specific change deliverables.

Community of Practice



Showcase AI use cases in regular knowledge sharing (community cadence) forums. People are/aren't ready for tools (e.g., Copilot)

Encouraging the AI journey

You

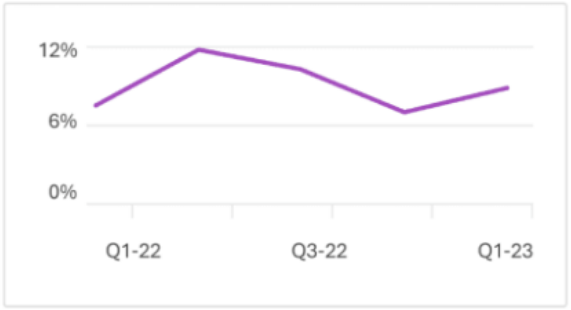
Please draw an avocado with sunglasses on

ChatGPT

Copilot

Here's a PivotChart that shows an insight about your data.

Sales by quarter



+ Add to a new sheet

AI-generated content may be incorrect

Can I see another insight?

Add all insights to grid

Ask a question or make a request about data in a table

0/2000

Q & A

Thank you for your time and growing your AI journey

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