

PEOPLE

AI Change Management Checklist

Prepare your team for AI adoption - communication, training, and managing resistance

17 checklist items

How to use this checklist:

Work through each item in order. Check off completed tasks as you go. Items marked [!] are critical - do not skip them. Share this checklist with your team and assign owners to each section for accountability.

About GetServices.ai

GetServices.ai is the AI services marketplace connecting businesses with vetted AI experts, tools, and implementation support. Our resources are free to use and share. Visit getservices.ai to explore AI services.

AI Change Management Checklist

Leadership Alignment

- ☐ **!** Secure executive sponsorship - identify a named executive champion for the AI initiative.
Note: AI initiatives without executive sponsorship have a 3× higher failure rate.

- ☐ **!** Align leadership on the "why" - document the business case in plain language for all managers.
- ☐ **!** Define what success looks like at 30, 90, and 180 days - get leadership sign-off.

Communication

- ☐ **!** Announce the AI initiative to all affected employees before deployment - no surprises.
- ☐ **!** Address the "will AI replace my job?" question directly and honestly in all communications.
Note: Silence on this question creates fear and resistance. Be proactive and transparent.

- ☐ **!** Create an FAQ document for employees covering what the AI does, what it doesn't do, and how to

- ☐ **!** Establish a feedback channel (Slack channel, email alias, or regular Q&A sessions) for employee

Training

- ☐ **!** Identify all roles that will interact with the AI system and create role-specific training.
- ☐ **!** Deliver hands-on training - not just documentation. People learn AI tools by using them.
- ☐ **!** Train employees on AI limitations: when to trust the AI and when to override it.
Note: Over-reliance on AI outputs is as dangerous as under-reliance.

- ☐ Create a "super user" cohort - 2-3 power users per team who can support their colleagues.
- ☐ Schedule refresher training after the first 30 days once employees have real experience.

Resistance Management

- ☐ Identify likely resisters early - involve them in the pilot to convert skeptics into advocates.
- ☐ Share early wins publicly - celebrate the first team to hit a measurable improvement.
- ☐  Create a process for employees to flag AI errors or concerns without fear of judgment.

Governance

- ☐ Establish an AI governance committee with representatives from IT, legal, HR, and operations.
- ☐  Define an acceptable use policy for AI tools - what employees can and cannot use AI for.