

# A Human-Centered Approach to AI Adoption

Taking a human-centered approach to change means prioritizing your employees throughout the process. This involves providing them with the information, support, and attention they need to stay engaged and motivated. Human-centered change leadership recognizes that forcing change without addressing the human element often leads to limited success. While leading with a human-centered approach isn't a straightforward formula, there are practical steps you can take to focus on your employees and support the successful adoption of AI.



## Empathy

- Recognize each person is on a different aspect of an AI learning curve
- Understand real fears, fatigue
- Foster an environment of psychological safety



## Clarity and Feedback

- Share your vision and expectations about AI adoption
- Encourage open discussions on AI progress and impact
- Provide clarity on what's happening with AI



## Relationships

- Focus time and attention on your individual relationships
- Reframe AI as a tool to enhance skills and abilities
- Value what your team members bring to the work they do



## Listening

- Give your full attention
- Help them feel heard and valued
- Strengthen trust



## Humility and Self Awareness

- Acknowledge change is challenging for everyone
- Be transparent and authentic
- Demonstrate your own AI adoption