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# Navigating the GenAI Transformation

## Empower leaders and managers to co-create an AI-enabled organization guided by purpose, trust, and strategic vision.

FA-0334 · One day

Agentic & Generative AI · DevOps, Cloud & Infrastructure

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# Introduction

## One day

In an era where Generative AI isn't just a tool but a workforce game-changer, leaders must transcend mere adoption to craft a future where AI augments human ingenuity. This **intensive one-day** course equips executives and managers with transformative strategies—spanning strategic vision, human-centered design, governance, and culture change—to not just implement AI, but to embed it meaningfully into business operations.

Anchored in deep industry insight and real-world applicability, this course delivers actionable frameworks to inspire confidence, drive adoption, and ensure Generative AI becomes a business enabler—not a liability.

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# Learning outcomes

Participants completing this course will be able to:

1. **Articulate a clear, purpose-driven AI "North Star"** that aligns with organizational vision and business outcomes.
2. **Design and lead a strategic roadmap** for GenAI adoption with measurable goals and quick-win demonstrations.

3. **Establish trust through governance and oversight**, combining data accessibility and responsible AI practices.
4. **Redesign workflows and operating models** to integrate AI as a capability—not just a tool.
5. **Drive change with people-first transformation**, enabling experimentation, upskilling, and employee engagement.
6. **Support leaders through the transition** with frameworks for communication, championing, and iterative adaptation.

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# Prerequisites

- A basic understanding of AI / GenAI—what it does and its business potential.
- Representation from leadership, middle management, and change agents for integrated perspective.
- Access to organizational strategy documentation, current workflows, and data governance policies.
- Commitment to pilot learning, open culture, and willingness to iterate.

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# Training outline

## 1. Framing the Transformation

### 1.1 Why GenAI? Purpose beyond hype

- The imperative: Why ask “why?” before adopting AI.
- Learn from real-world missteps (e.g. Commonwealth Bank’s AI misfire) and the importance of human-centric, phased adoption.

### 1.2 Defining the “North Star” for GenAI

- Outcome-focused vision over tool deployment.
- Map your organization across potential tiers: manual, AI-augmented, agentic swarms.

## 2. Strategic Roadmapping for Leaders and Managers

### 2.1 Building a GenAI Strategy Roadmap

- Identify high-value, ROI-driving use cases; move from pilots to scaled workflows.
- Adopt strategic pillars: Vision, Values, Risks, Adoption.

### 2.2 Leadership Roles & Governance

- Role of CAIO or equivalent in integrating AI strategy, risk, and oversight.
- Responsible AI governance: ethics, policy, oversight frameworks .
- Build an AI oversight committee, human-in-the-loop checkpoints to manage hallucination and bias risk.

## 3. Reimagining Workflows & Operating Models

### 3.1 Embedding GenAI as Capability

- Redesign from discrete AI tool use to integrated agentic workflows .
- Balance: high-touch customer areas vs back-office automation, and progression to minimum viable organizations (MVOs).

### 3.2 Workflow Evolution Phases

- Phase 1: AI aiding specific tasks
- Phase 2: Swarms of AI agents managed by humans
- Phase 3: Agentic swarms delivering outcomes with human oversight .

## 4. Building Trust: Data, Governance & Transparency

### 4.1 Establishing Trust Infrastructure

- Accessible data ecosystems + quality governance = trust.
- Morgan Stanley case: rigorous evaluation led to 98 % adoption among wealth managers.

### 4.2 Ethical, Transparent AI Use

- Adopt responsible AI frameworks and transparency standards.

## 5. People-Centered Change & Culture

### 5.1 Leading with First Principles: Reframe AI as Human Enabler

- Emphasize human creativity and empathy aided by AI.

## 5.2 Change Management Pillars

- Forbes-Council: Leadership, Data readiness, Workforce empowerment, Roadmap with quick wins.
- Nerdery: Vision, transparent communication, culture of experimentation, agile feedback loops, recognition .
- Prosci: People-first approach leveraging ADKAR for AI transformation

## 5.3 Skills & Engagement Tactics

- Training, Lilli Clubs (McKinsey example): employee-led agent creation
- Singtel's AI Academy training 10,000+ employees.

# 6. Iterate, Measure & Scale

## 6.1 Agile Pilot Learning

- Rapid experiment-feedback loops, celebrate early wins.

## 6.2 Metrics, ROI & Long-Game Strategy

- Track ROI, adoption, productivity improvements.

## 6.3 Sustaining Change Muscle

- Embed continuous transformation capability.

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