

The Human Side of AI

Preventing Bottlenecks

AI doesn't create momentum by itself.
People do.

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THE TOOL IS READY.

ARE YOUR PEOPLE?

A leadership conversation about
trust, training and the work around
the technology.

WHY THIS CONVERSATION MATTERS TO MY WORK



I work where technology meets the people expected to use it

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CURRENT WORK

Data operations leadership and AI adoption across real teams, workflows and client commitments.

CROSS-FUNCTIONAL FOUNDATION

Graduate education in Information Systems and Mass Communications, supported by project and product leadership credentials.

WHY IT MATTERS HERE

I see what happens after an organization buys the tool and asks people to change how they work.

AI is moving faster than confidence is growing

I built my career in IT and recently moved into data operations. Across both worlds, I watched the same divide grow: some people reach for AI immediately. Others pull away before they ever test it.

The bottleneck often begins with what people imagine will happen next.

PURPOSE

TRUST

CAPABILITY

LEADERSHIP

Tell me: what have you heard about AI?

Join the live audience wall

- 1 Scan the code and enter the conference code.
- 2 Tap JOIN IN.
- 3 Add one word or one short phrase.

Your anonymous response will appear on the screen.



SCAN TO JOIN

plotonitconsulting.com/atd2026

CONFERENCE CODE: PLOTONIT

Before adoption, people are protecting something

IT WILL TAKE MY JOB

IT WILL MAKE ME STUPID

WHO GETS BLAMED WHEN IT'S WRONG?

I DON'T TRUST IT

I WON'T TRAIN MY REPLACEMENT

I DON'T HAVE TIME TO LEARN ANOTHER TOOL

IT CREATES ERRORS

WHAT HAPPENS TO OUR DATA?

LEADERSHIP WILL USE IT TO WATCH US

Resistance is often a clue about trust, identity, time or accountability.

“WE ARE SPENDING
MILLIONS ON AI.”

“WHY ARE SO MANY PEOPLE
STILL NOT USING IT?”

My annual mentorship call had stopped being about technology.

Everything was available—except the conditions to use it

OPTIONAL WORKSHOPS

Employees could attend if their calendars allowed.

KNOWLEDGE BASE

The answers existed if people knew what to search for.

ONLINE COURSES

Learning lived beside the work that never stopped.

Information was supplied. Time and practice were not.

Different industries. The same leadership question.

LEGAL

CoCounsel Legal
Lexis+ AI
Harvey

HEALTHCARE

Dragon Copilot
Abridge

HR + LEARNING

Workday Illuminate
LinkedIn Learning AI
Cornerstone AI

OPERATIONS + SERVICE

Power BI Copilot
Salesforce
Agentforce
ServiceNow Now Assist

SHOW OF HANDS: Which tool has your team tried? Keep your hand up if people still use it.

Where is your organization in its AI journey?

Take out your phone. Scan the code. Tap Live Polls.

Choose one answer. You have 30 seconds.

- 01** Exploring
- 02** Piloting
- 03** Scaling
- 04** Still deciding



SCAN TO VOTE

ACCESS DOES NOT EQUAL ADOPTION

49%

of U.S. employees said they never use AI in their role

12% used AI daily

26% used it at least a few times a week

Gallup surveyed U.S. employees in Q4 2025.

Source: Gallup, January 25, 2026

Support turns access into a work habit

80%

**frequent use with
high manager support**

44%

**frequent use with
low manager support**

Private-sector employees inside organizations that had adopted AI

Source: Gallup, March 10, 2026

THE INVESTMENT IS ALREADY ENORMOUS

The spending race makes adoption a business issue

\$644B

worldwide GenAI spending forecast for 2025

META	ALPHABET	AMAZON
\$72B	\$91.4B	\$131.8B

Company figures are total 2025 capital spending, heavily driven by AI and technical infrastructure. These are not software license totals.

Sources: Gartner; Meta, Alphabet and Amazon 2025 full-year results

One tool met three people in three completely different places

- 01** — A threat to hard-earned expertise
- 02** — Interest with no open hour to practice
- 03** — Confidence that arrived before judgment

One rollout. Three bottlenecks. Three leadership responses.

THREE EMPLOYEES · THREE DIFFERENT BOTTLENECKS

01

THE EXPERT SKEPTIC

“I will not teach it
how to take my
job.”

FEAR + IDENTITY

02

THE WILLING PROFESSIONAL

“I want to learn. I
do not have time to
practice.”

NO PROTECTED TIME

03

THE EAGER USER

“I use it all the
time.”

ENERGY WITHOUT JUDGMENT

One training strategy will fail all three.

“I will not teach it how to take my job.”

He knew the work. He had survived enough system rollouts to know that today's transformation can become next quarter's forgotten password. Nobody had trained him, but everyone expected him to trust the outcome.

His resistance was information, not insubordination.

She wanted to learn. Her calendar had other plans.

She was interested in AI and could see the value. But practice had to compete with deadlines, meetings and customer work. She had time to learn AI right after she finished the work AI was supposed to help with.

Interest without protected time becomes postponed adoption.

Confidence arrived before judgment

This employee was already finding shortcuts. The risk was not resistance. It was speed without verification, privacy awareness or a clear point for human review.

Usage is visible. Good judgment takes practice to see.

The technology is only one part of the system

NO CLEAR USE CASE

People cannot see where AI belongs in their actual work.

DATA + PRIVACY FEAR

Rules are missing, vague or buried in policy language.

WORKFLOW FRICTION

The new tool adds steps while the old process stays.

MANAGERS DO NOT MODEL USE

Employees hear encouragement but observe avoidance.

NO SUCCESS MEASURE

Logins replace evidence about time, quality and confidence.

If the expectation is required...

why is the learning optional?

If people must learn after the work is done, that is not a learning plan. It is homework.

What is the biggest AI adoption bottleneck in your organization right now?

Take out your phone. Scan the code. Tap Live Polls.

Choose one answer. You have 30 seconds.

01 Trust

02 Training

03 Workflow

04 Leadership



SCAN TO VOTE

After you vote, turn to someone near you. You have 60 seconds to discuss what leadership would need to change.

Treat AI capability like a business requirement

01 PURPOSE

Choose the work and the result that matters.

02 TRUST

Clarify boundaries, accountability and human review.

03 CAPABILITY

Practice with real tasks during protected work time.

04 LEADERSHIP

Model use, review outcomes and remove old steps.

The environment around people determines whether access becomes adoption.

A 30-day adoption test

WEEK 1

Choose one workflow

Name the decision owner and current quality checks.

WEEK 2

Practice with real users

Include the skeptic, the time-poor learner and the eager user.

WEEK 3

Fix the conditions

Clarify rules, protect time and remove one old step.

WEEK 4

Measure changed work

Compare time, quality, exceptions and confidence.

Logins measure access. Changed work measures adoption.

What would make AI adoption easier?

- 01 Clearer policies
- 02 More hands-on practice
- 03 Better manager support
- 04 More relevant use cases

First, vote in Live Polls. Then open My Notes and write one change you will make in the next 30 days.

Have a question? Tap Ask Jade to send it anonymously.



VOTE · TAKE NOTES · ASK JADE