

A guide to help you turn Personio's **Making AI Work** event into action.

Making AI Work: Action Plan Toolkit

Personio

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Start where the pressure is highest.

1

If employees are expressing anxiety or scepticism, start with **Stream 1 (trust)**.

2

If you can't see, assess, or move skills clearly enough, start with **Stream 2 (skills hiring and mobility)**.

3

If managers are struggling to support growth as work shifts, start with **Stream 3 (development)**.



Stream 1

Trust

01

Align leaders on the “why” behind the AI strategy

Trust drops quickly when leaders sound certain, then change direction. A shared “why” gives managers language they can use without over-promising.

Do this next week: Run a short alignment with leadership and turn it into something useful for managers.



- 1. Bring together the smallest set of leaders** needed to define the message.
- 2. Align on three points:**
 - Why are we rolling out AI? (What changes if we do nothing?)
 - What matters most in the next 90 days? (eg. learning, risk reduction, customer impact.)
 - What are we unsure about? (Make a plan for finding out more.)
- 3. Turn that into a short manager note** on what our priorities are, what we know today, and what we don't know yet.

Success signal

Managers give a consistent answer to “why are we doing this?” and “what happens next?”, and employee questions shift from rumour and reassurance-seeking to practical “how do we...” questions.

02

Create capacity for adoption

If you want people to experiment and change how they work, you have to make time for it. Otherwise, adoption becomes “extra work”, done by the keen few after hours, and trust erodes.

Do this next week: Pilot protected experimentation time with one team or function.



- 1. Block 60–90 minutes per week** in everyone’s calendar for four weeks, protected by the manager.
- 2. Be explicit about the trade-off.** Name one thing that will be de-prioritised to make time.
- 3. Give people a starting point:** one example of someone using AI to improve a process or piece of work.
- 4. Set simple guardrails:** approved tools, data rules, where questions go, and what good use looks like.

Success signal

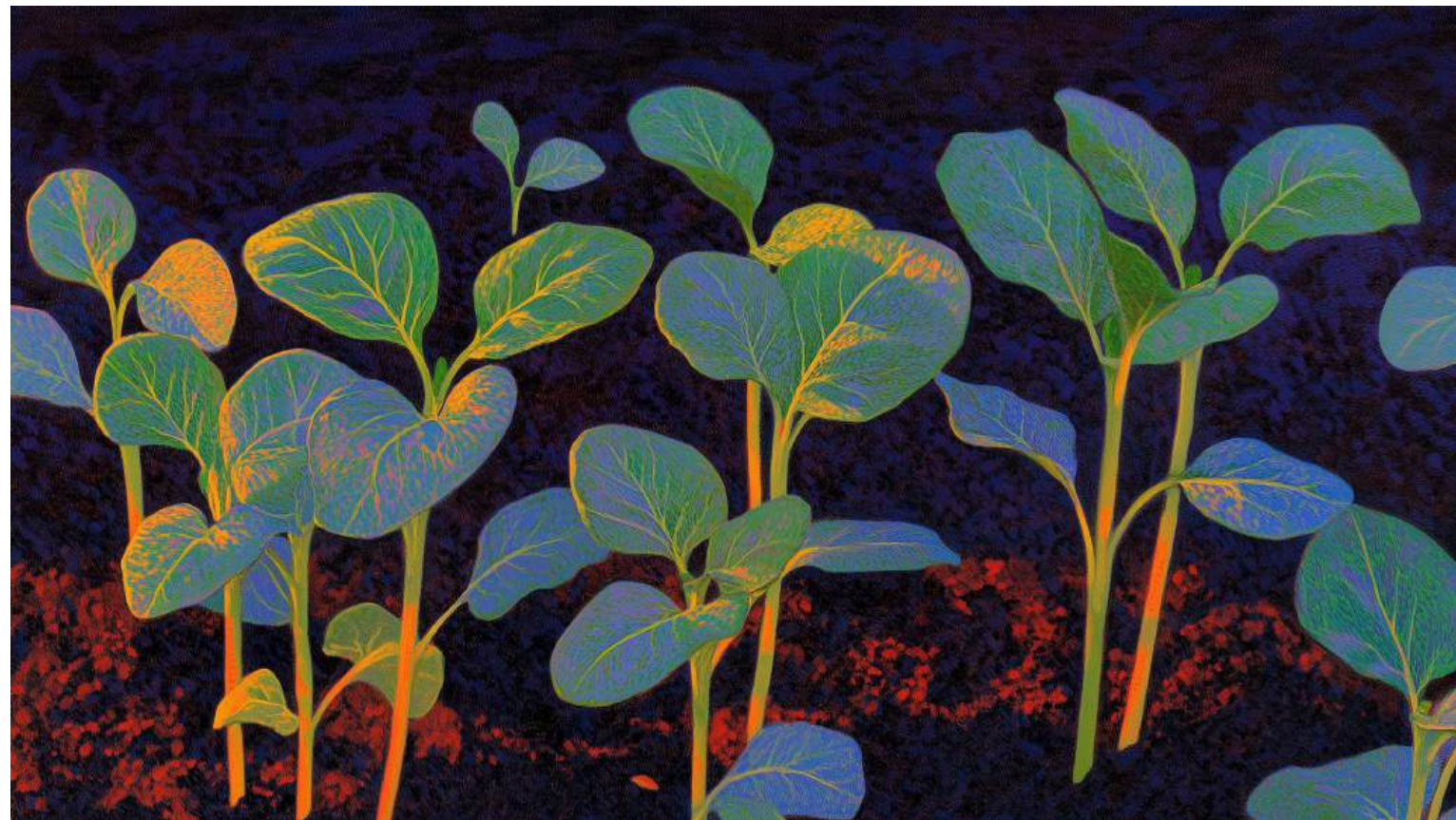
People are using AI in day-to-day work during working hours, and you have a short list of examples worth repeating.

03

Install an experimentation rhythm

Making time gets people started. A shared rhythm stops learning from staying private, uneven, or buried in DMs. The aim is to make “we tried, we learned, we adjusted” feel normal across the organisation.

Do this next week: Set up one shared learning loop and give people an easy way in.



- 1. Create one channel** where people can post examples and questions.
- 2. Publish a weekly five-minute round-up from HR:** what we tried, what worked, what didn't work, what we learned, what we're doing next.
- 3. Give people one low-stakes prompt** to try out and ask them to share the result.

Success signal

People start using each other's prompts and examples, and you can point to specific changes you made because of what you learned.

Stream 2

Skills hiring and mobility

01

Start hiring for adaptability

Skills-based hiring can increase applicant volume, which makes shortcuts tempting. Define one observable signal of adaptability and score it consistently, so volume doesn't push you back to proxies.

Do this next week: Pick one role and assess one adaptability signal.



- 1. Pick one priority role** to work with first.
- 2. Choose one adaptability signal you'll assess**, for example:
 - Learning speed (how they approach an unfamiliar problem)
 - Judgement under uncertainty (how they validate and decide)
 - Change resilience (how they adjust when requirements shift)
- 3. Use one method consistently:** structured question, short work sample, or a simple scorecard.

Success signal

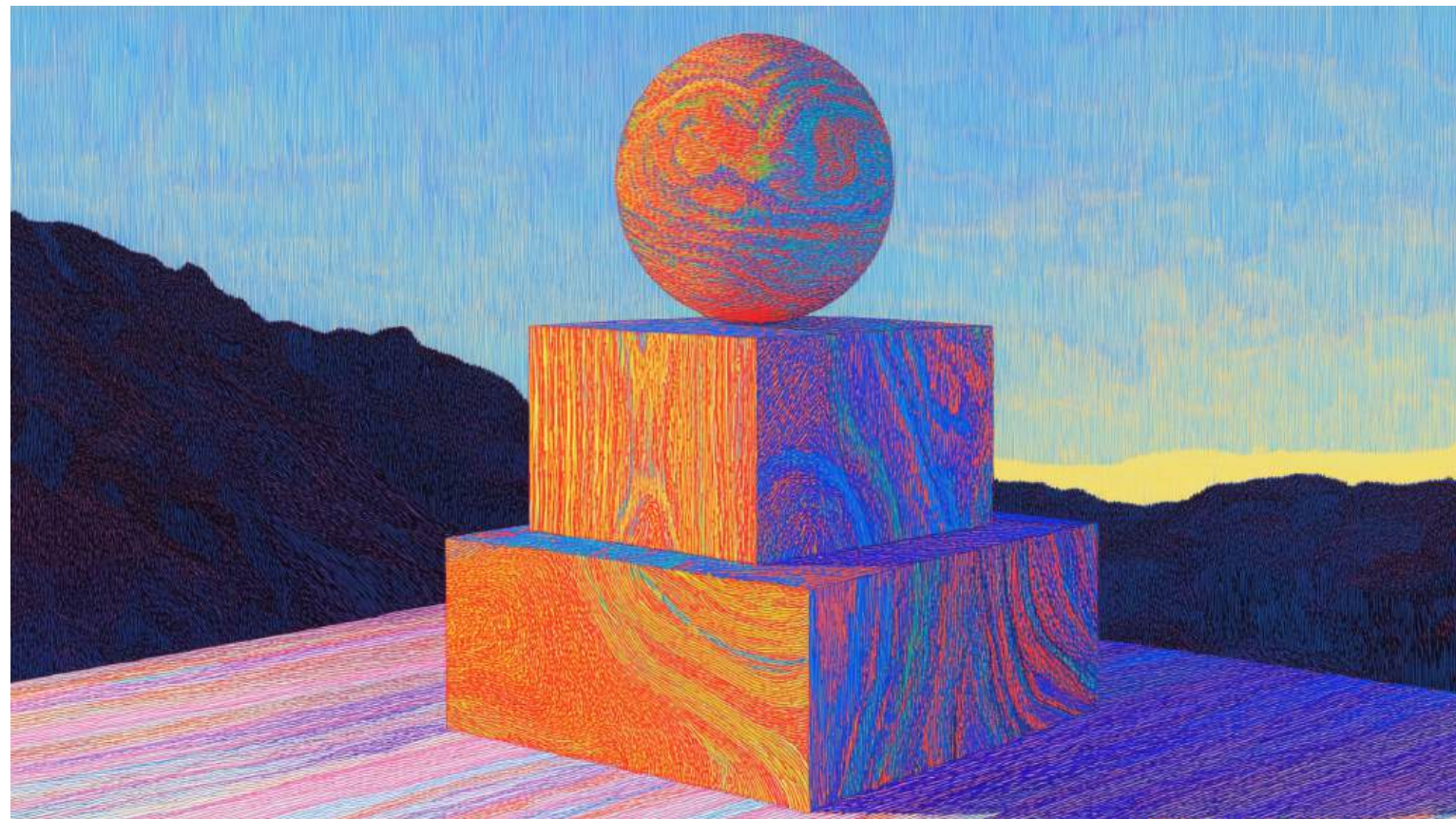
Interviewers score the same signal consistently, candidates experience the process as fairer, and hiring teams stop defaulting to tenure as the deciding factor.

02

Define the skills needed for a specific workflow

A skills list is useful for making decisions on who to move onto priority work. A skills-block view starts from one workflow and names the skills needed to deliver it, including the combinations that matter in practice.

Do this next week: Start with one workflow and work backwards to skills.



- 1. Choose one business outcome** with a deadline (eg. reduce time-to-resolution in Support, improve renewal process, launch a new workflow).
- 2. Identify 5–8 critical tasks or decisions** in that work.
- 3. For each, write the 2–3 skills** that matter most to do it well.
- 4. Circle the two skills you're most exposed on** (single points of failure or clear gaps).

Success signal

You have a short list of skills that clearly map to business delivery, and leaders agree: "These are the skills we need to build or move."

03

Plan a mobility pilot

Instead of completely reorganising your workforce, run one controlled move: a short internal “loan” that matches skills to work, creates learning, and exposes where your system blocks movement.

Do this next week: Plan one temporary staffing move based on skills.



- 1. Take the skills blocks from Action 2,** identifying the extra skills coverage needed for this project or workflow.
- 2. Agree one temporary move:** Borrow one person for a defined slice (eg. 10–20% for four weeks).
- 3. Write a one-paragraph “mobility agreement”:** what they’ll deliver, what they’ll learn, and what happens at the end of the loan.

Success signal

A cross-team loan is agreed and scheduled without months of negotiation, and the project lead can describe what improved afterwards (speed, quality, reduced bottleneck, better coverage).

Stream 3

Development

01

Build judgement when using AI

When AI is part of the workflow, the quality of the outcome depends on human judgement: what context people add, what risks or mistakes they catch, and what they choose to rely on. This action makes those expectations explicit so managers can coach them consistently.

Do this next week: Define three judgement behaviours for one role family.



1. **Pick one role family.**
2. **Define three observable judgement behaviours** for AI-supported work, for example:
 - **States assumptions and context** (inputs, constraints, etc.).
 - **Checks for risk** (employee trust, compliance, bias, tone).
 - **Owns the decision** (what they accepted, changed, or rejected, and why).
3. **Add them to an existing mechanism:** a check-in template, a performance conversation prompt, or a manager 1:1 guide.

Success signal

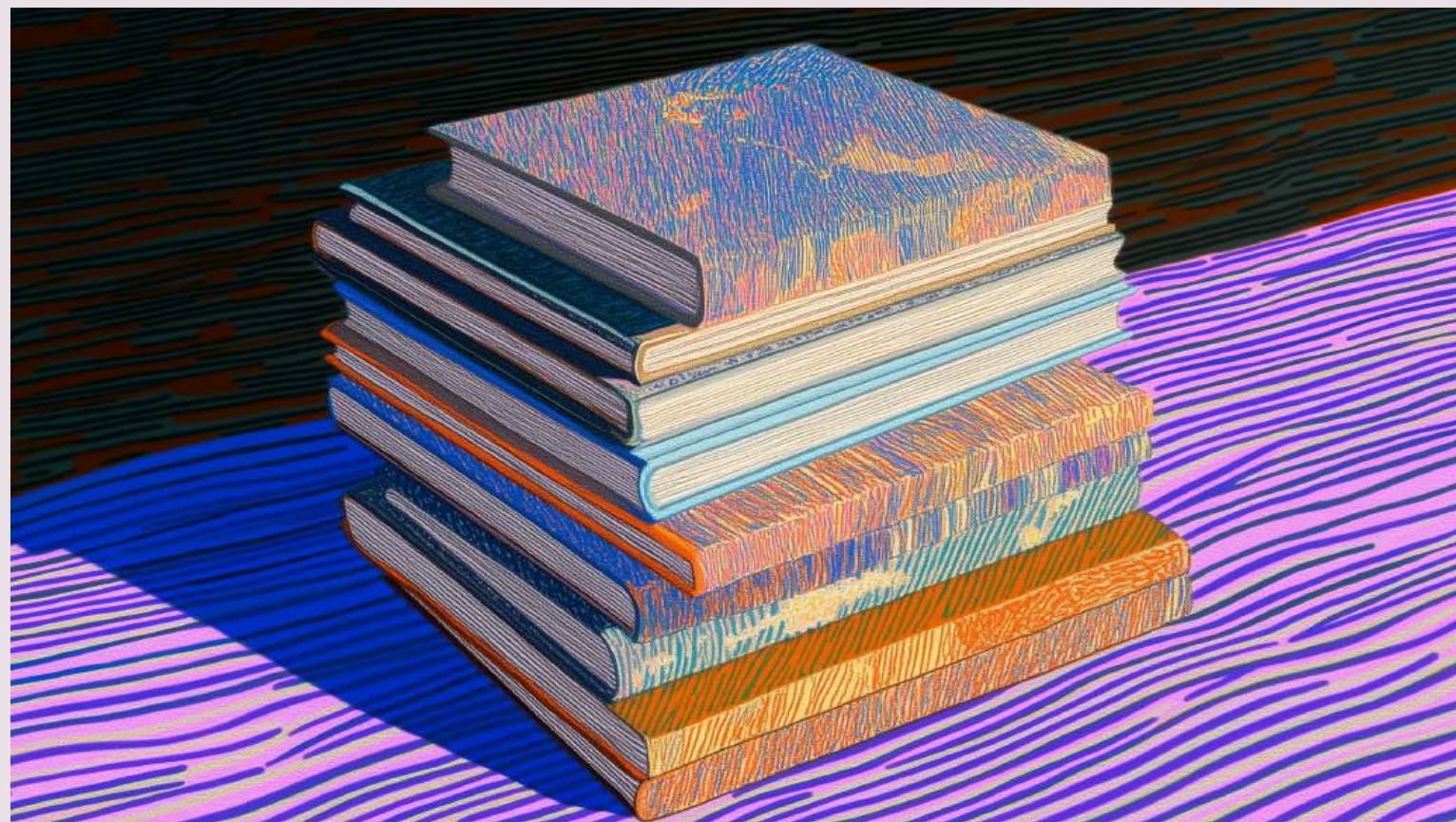
Managers start coaching judgement (“talk me through how you validated this”) rather than just speed of execution, and you see higher-quality outputs with fewer avoidable mistakes or rework.

02

Put an expectation framework in place

When work is shifting, the hardest part of a development conversation is setting stable expectations. Expectation frameworks give managers and employees a shared reference, while allowing for updates as the role changes.

Do this next week: Draft expectations for one role family.



1. **Choose one role family** to pilot.
2. **Draft a framework** defining expectations per level, focussing on:
 - **Impact:** scope, quality, timeliness, and outcomes delivered.
 - **Functional mastery:** core craft and domain knowledge.
 - **AI:** how AI is used responsibly to improve outcomes.
3. **Add one explicit line to the framework:** "This will be reviewed regularly as tooling and ways of working change."
4. **Use it in one real moment:** a calibration, a growth conversation, or a promotion discussion.

Success signal

Managers can set clear expectations, and employees leave knowing what "good" looks like now and what to work on next.

03

Measure one development change that matters

When skills needs are shifting, it's hard to plan training programmes with confidence — and even harder to prove ROI a quarter later. Rather than trying to predict what will matter in a year, run a short pilot tied to real work and measure one outcome you can report back on.

Do this next week: Plan a 30-day development pilot.



- 1. Pick one development intervention** tied to ongoing work, eg. improving performance conversations, reducing rework in a workflow, speeding up a recurring cycle.
- 2. Choose one metric to track over 30 days**, such as:
 - Time saved on a recurring people process
 - Reduction in rework loops
 - Cycle time to complete a workflow
- 3. Run the pilot in one team**, then share the result: what moved, what didn't, and what you'll try next.

Success signal

You can point to one credible number and one story that leadership understands, and you get support to keep iterating rather than having to “solve development” in one go.

With Personio, HR can guide AI-driven change with clarity

Get a real-time view of the organisation, share leadership-ready insights on trends and risks, fast, and keep expectations clear as roles evolve.

Ready to see how Personio can support AI-driven change for your organisation?

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