



# Organization Design for AI Adoption: Leading with Empathy, Innovation, and Alignment

Presented By:

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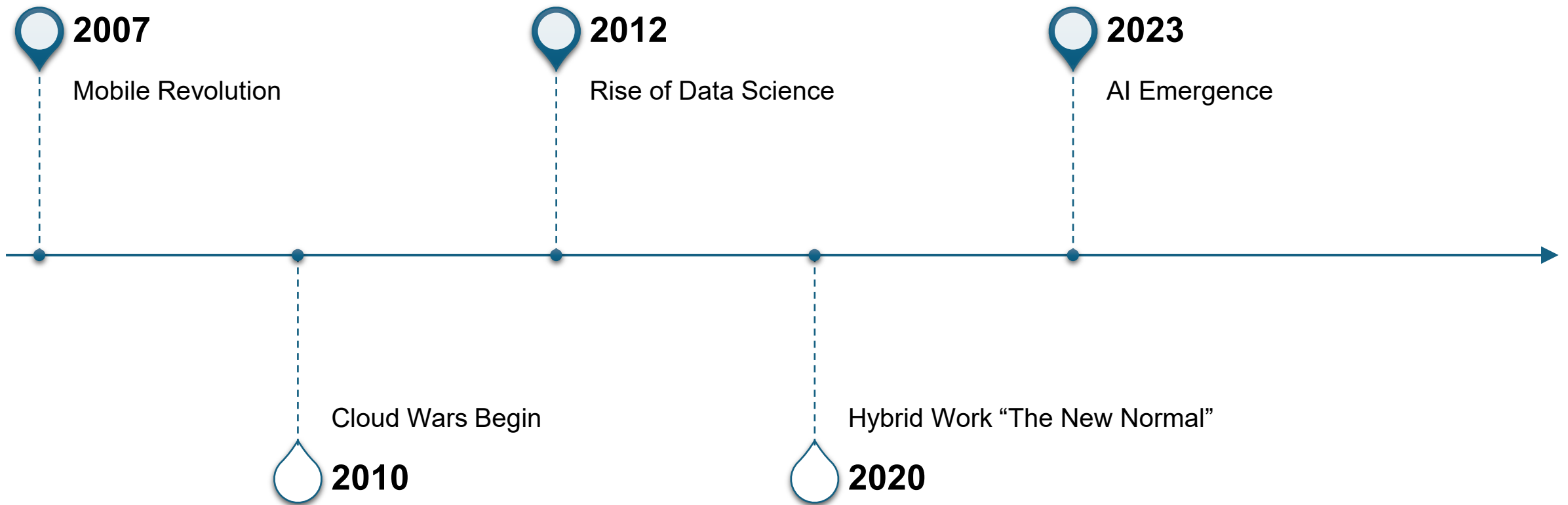
Kate Weiland-Moores, COO

Joe Steiner, Solutions Architect

# Organization Design for AI Adoption – Complimentary Session

- 30 minutes with our experts to explore how to structure teams, roles, and processes for successful AI adoption.
- Get practical insights and answers to your specific questions.
- Schedule a follow-up — we'll drop the bookings link in the chat during the session.

# Last 20 Years in IT



# Today is Not Yesterday



**Physical, Location-Based Work → Work Anywhere**



**Data Secured within Purpose Built Apps → Data Everywhere**



**IT Led Infrastructure Projects → Business User Adoption of Tech**



**Directed User Interfaces → Natural UI/UX & Conversational Computing**



**Limited by Technology → Imagination Encouraged**

## Moving from NO → YES

Modern approaches to security matured to be more enabling than restricting

- Less Focus on Network & Device Restrictions, More on Identity & Access Controls
- Data, Devices & Users Are Mobile, Security Needs to Follow
- Treat AI Agents as Users

**Enter Zero Trust...**

# Lessons from Zero Trust

**"Never trust, always verify."**

Strong security approach for any technology to protect the organization without limiting work.

Despite the name, **Zero Trust** → **Increased Trust** as organizations trust employees to use new technologies

With strong security & new technologies, people were enabled to work in new creative ways previously thought impossible.

**People vs IT → People & IT**

# AI Era – Are You Ready?

## AI is a Human First Technology



**IT:** Provide a secure, reliable & trusted platform that can withstand & enable the org's creativity.



**HR:** Develop a culture where employees can create the most business value with AI



**Leadership:** Ensure employee use of AI creates business value and is not just another toy

## Organizations Need to Change to Enable Users to Realize the Value

# The Rise of the Frontier Firm

- A Frontier Firm is a new kind of organization built around AI-powered intelligence on demand, human-agent teams, and fluid work structures.
- These firms scale faster, operate more agilely, and generate value more efficiently than traditional organizations.
- Every Employee Becomes an “Agent Boss”

the 2025 Work Trend Index Annual Report titled "The Year the Frontier Firm Is Born"—was written and published by Microsoft.

## Journey to the Frontier Firm

Every organization's AI transformation will look different, but here's how we see it playing out over time.

### Phase 1

Human with assistant



Every employee has an AI assistant that helps them work better and faster

### Phase 2

Human-agent teams



Agents join teams as “digital colleagues,” taking on specific tasks at human direction

### Phase 3

Human-led, agent-operated



Humans set direction and agents execute business processes and workflows, checking in as needed



# Intelligence on Tap

AI is now considered a durable good—abundant, affordable, and scalable.

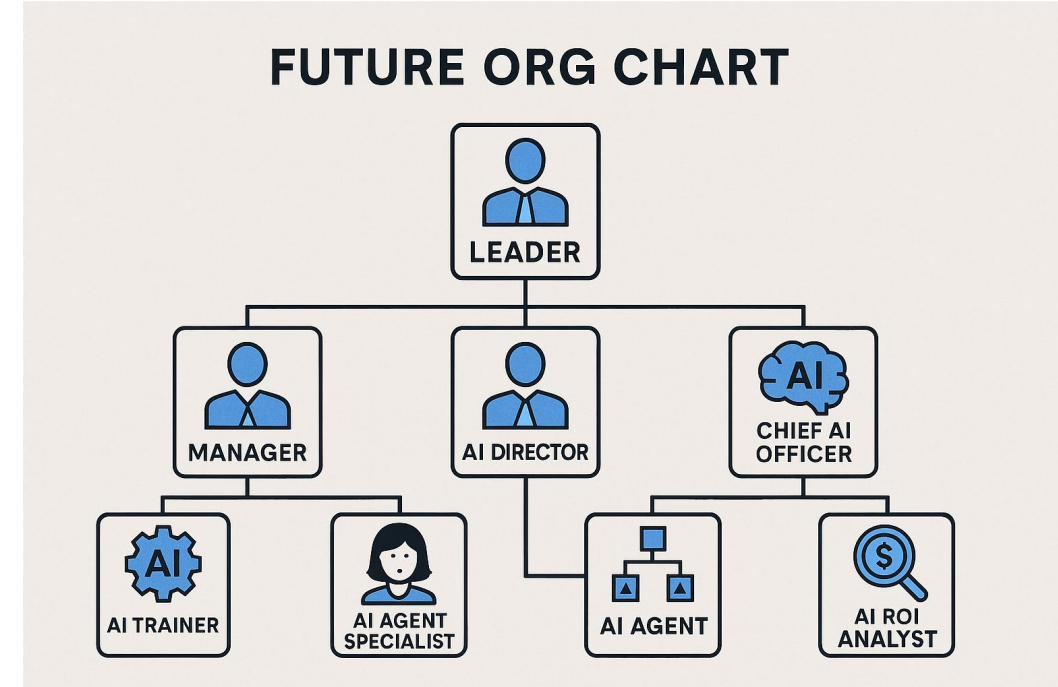
81% of leaders plan to use digital labor (AI agents) to expand workforce capacity within 12–18 months.

This shift helps close the capacity gap: 53% of leaders say productivity must increase, but 80% of employees feel maxed out.



# Leadership Alignment – Starts at the top

1. Align AI with Business Goals – Start with a NORTH STAR
2. Use Data to Show Momentum
3. Emphasize the Human-AI Partnership
4. Start Small, Scale Fast – Start with augmentation



# Zero Trust Culture



INTENTIONAL



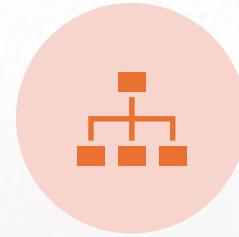
VALUE DRIVEN



ORG CHART  
ALIGNMENT



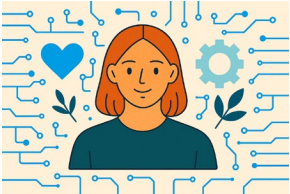
COMMUNICATION  
PATHS



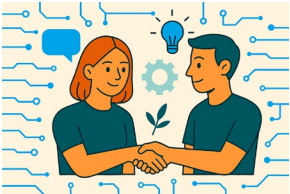
PSYCHOLOGICAL  
SAFETY



# Values for the Future



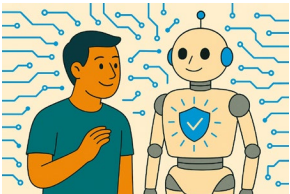
Human First



Collaboration

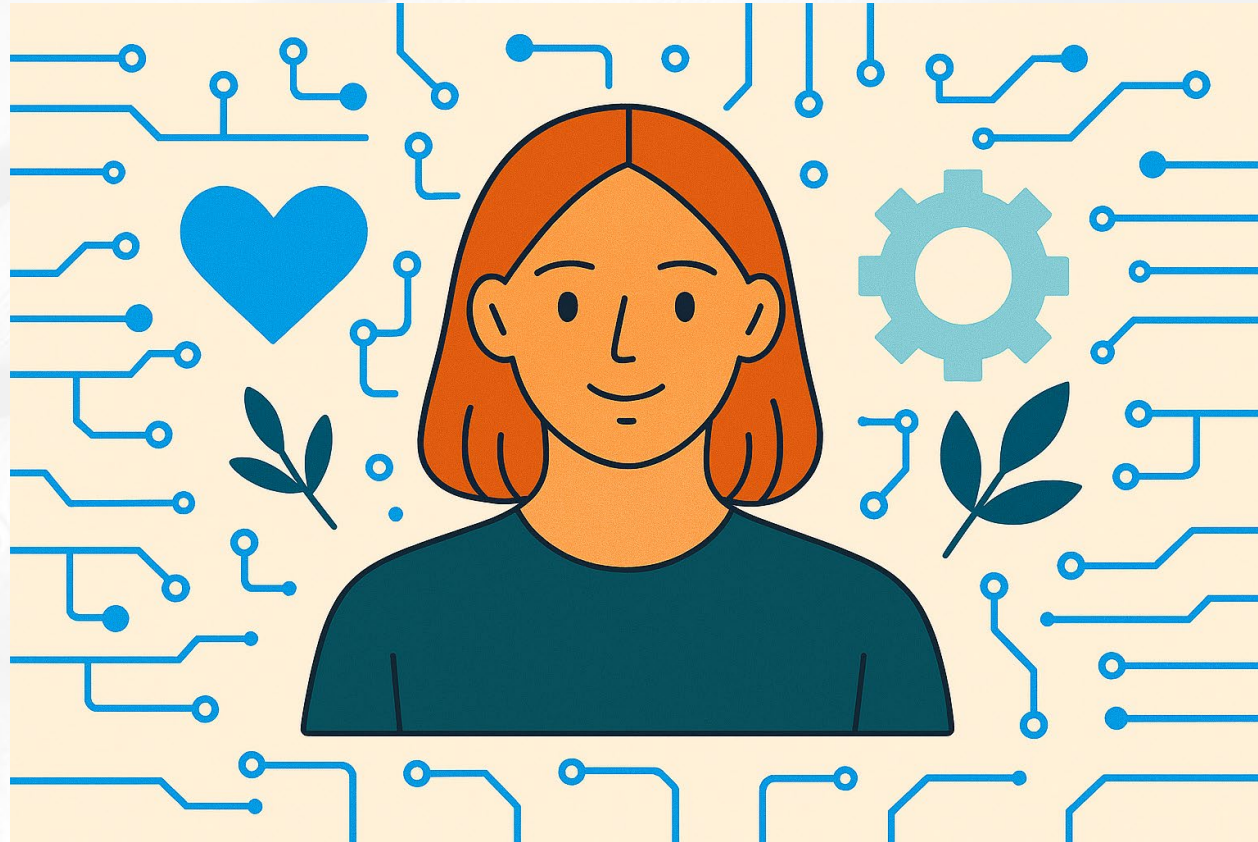


Creativity

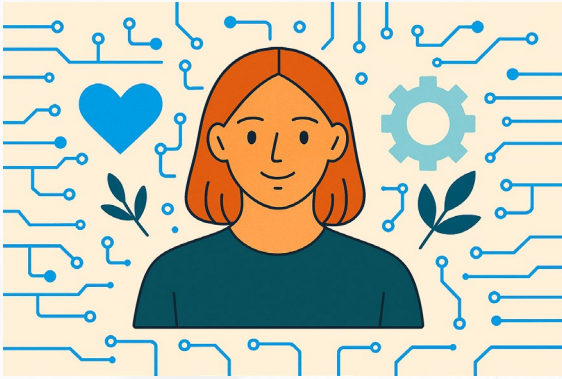


Accountability

# Human First



“Human First” means prioritizing people; employees, customers, and communities in every decision, action, and innovation. It’s a commitment to empathy, dignity, and respect as the foundation of our culture and strategy.



# Human First

## **Ethical Innovation**

Build and adopt technology with integrity, ensuring it aligns with values and safeguards human rights, privacy, and autonomy.

## **Protect Quality and Human Experience**

Uphold the highest standards of work while ensuring that people remain at the heart of every process, decision, and outcome.

## **Transparent AI & Automation**

Ensure clarity around how decisions are made by machines and maintain human oversight where it matters most.

## **Digital Well-being**

Recognize the impact of technology on mental health, focus, and connection. Our systems are designed to support, not overwhelm, human users.

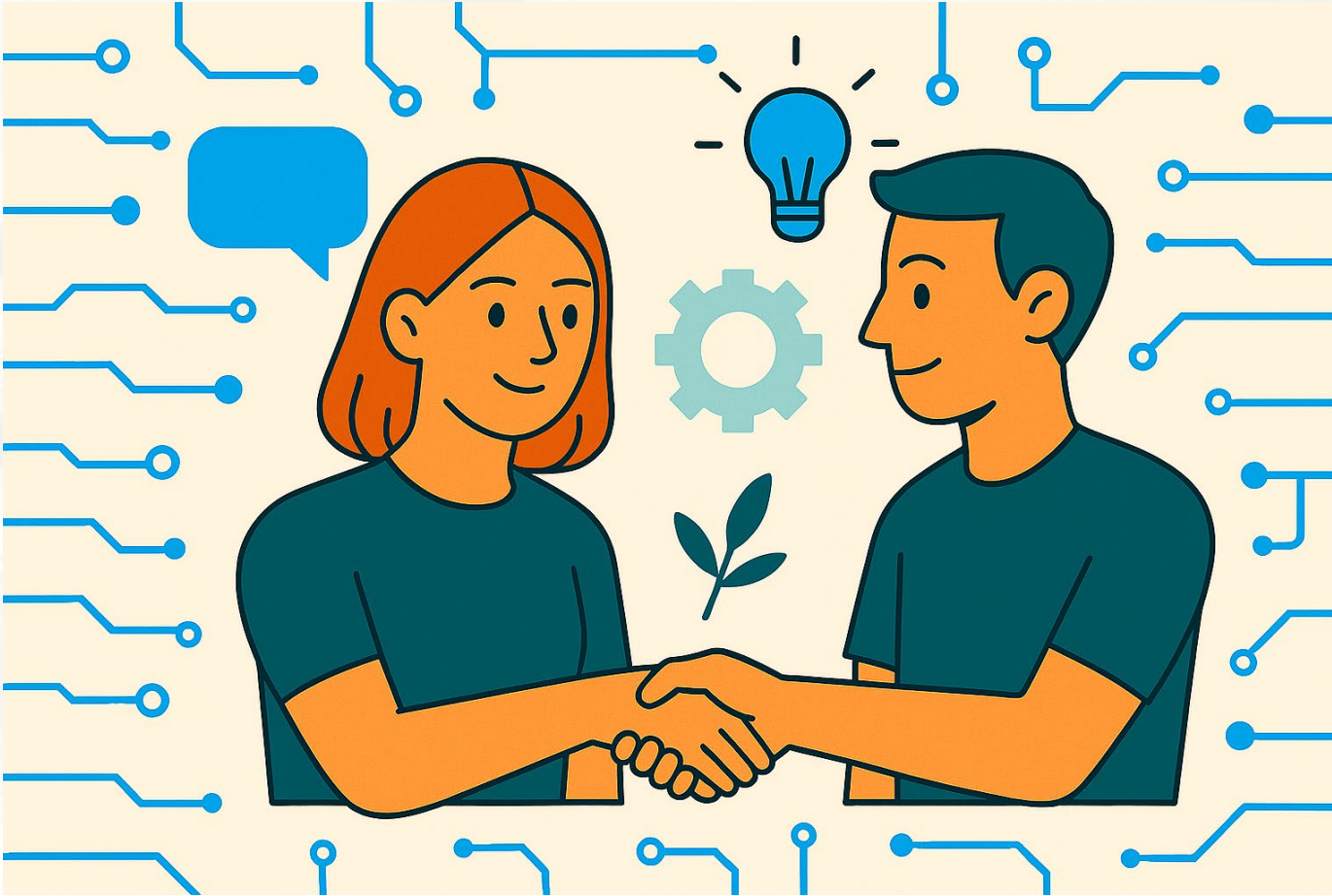
## **Continuous Learning & Adaptability**

Invest in upskilling and reskilling so our people can thrive alongside evolving technologies.

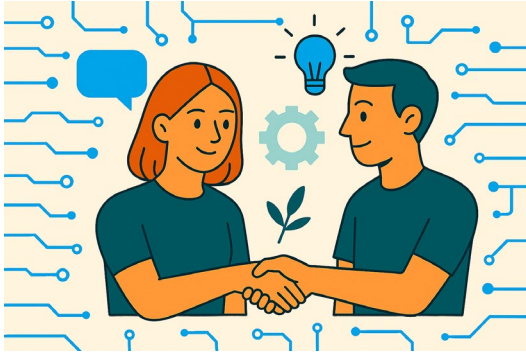




# Collaboration



Collaboration means working together across boundaries, human and digital, to solve problems, spark innovation, and create shared value. In a future shaped by AI and intelligent agents, collaboration becomes a dynamic partnership between people and machines, grounded in trust, transparency, and purpose.



# Collaboration

## **Human + Machine Synergy**

Embrace AI and agents as teammate, tools that extend our thinking, accelerate our work, and unlock new possibilities. Collaboration is no longer just human-to-human; it's human-to-machine and machine-to-machine, with humans at the center.

## **Cross-Functional Fluidity**

Technology dissolves silos. Collaborate across disciplines, geographies, and platforms, using digital tools to co-create in real time and at scale.

## **Shared Intelligence**

Build systems that learn from collective input, human and artificial; and evolve through feedback. Knowledge is democratized, and insights are amplified.

## **Co-Elevation, Not Competition**

We design collaboration to elevate all contributors. AI is not a competitor—it's a collaborator that helps humans focus on creativity, empathy, and strategic thinking.

## **Radical Candor and Feedback Forward**

Collaboration requires clear lines of direct feedback. Feedback need to be given and received with grace, care and in a timely fashion



# Creativity



Creativity is the spark that drives innovation, problem-solving, and transformation. In a future shaped by AI and intelligent agents, creativity becomes a dynamic interplay between human imagination and machine intelligence. It is where bold ideas meet powerful tools to unlock new frontiers.



# Creativity

## **Human Ingenuity, Machine Amplification**

Harness AI to extend our creative reach, generating ideas, exploring patterns, and prototyping solutions faster and more expansively than ever before.

## **Curiosity-Driven Innovation**

Foster a culture where asking “what if?” is encouraged. Technology becomes a playground for experimentation, not just execution.

## **Co-Creation with Intelligent Agents**

We collaborate with AI as creative partner; sparking new concepts, refining outputs, and pushing boundaries through iterative dialogue between human and machine.

## **Adaptive Thinking**

Creativity thrives in change. Embrace emerging technologies as catalysts for rethinking how work happens, communicate, and solve problems.

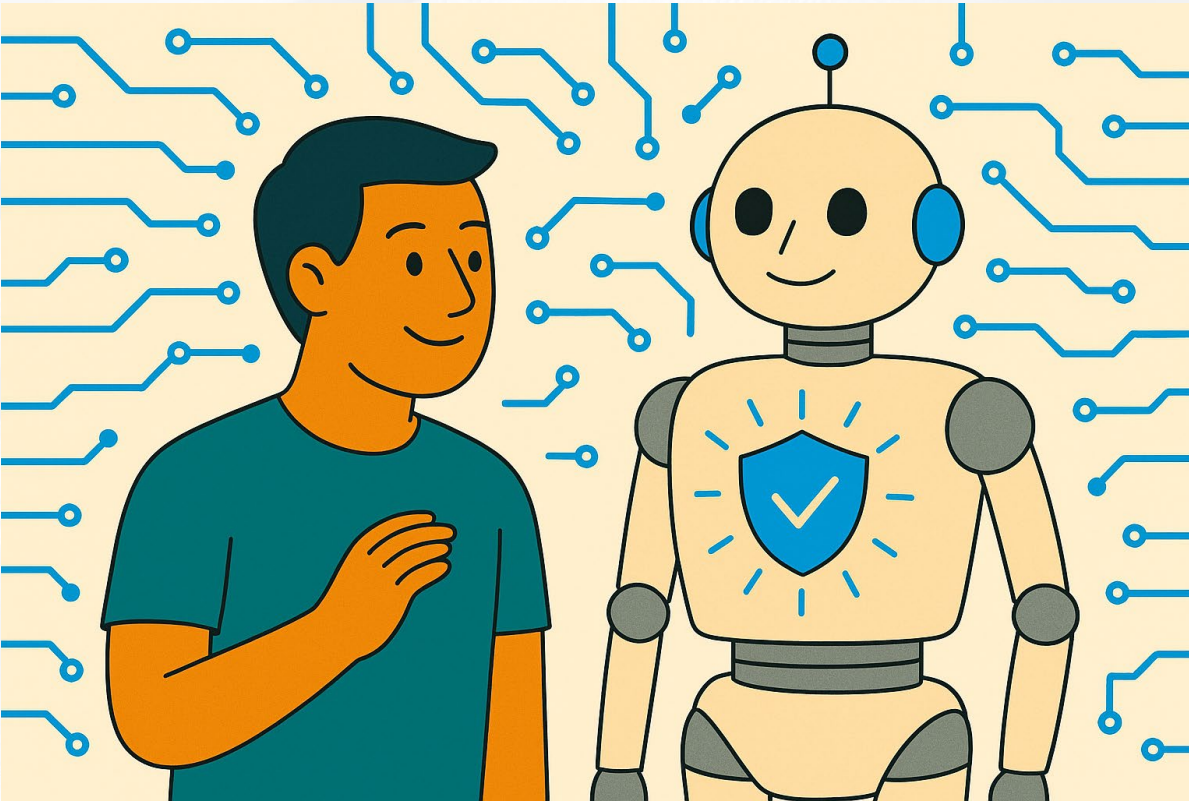
## **Designing for Humanity**

Creative efforts are rooted in empathy and purpose. Use technology to craft experiences that resonate with real human needs and aspirations.

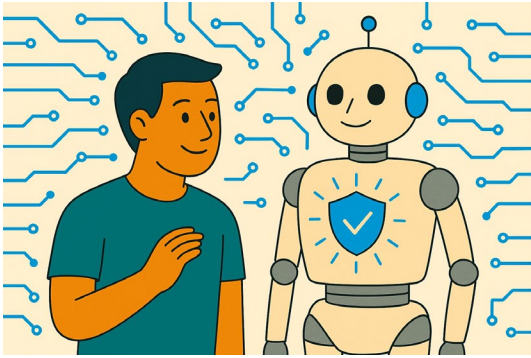
## **Empowered Expression**

We democratize creativity; giving every employee access to tools that help them visualize, build, and share ideas regardless of technical background or position in the organization

# Accountability



Accountability means taking responsibility for our actions, decisions, and their consequences; whether made by humans, machines, or a combination of both. In a future shaped by AI and intelligent agents, accountability becomes a shared commitment to ethical use, transparent governance, and continuous learning.



# Accountability

## **Human Oversight of Technology**

Ensure that humans remain responsible for decisions made with or by AI. Intelligent agents may assist, but accountability stays with people.

## **Transparent Systems**

Build and deploy technology that is explainable, auditable, and aligned with our values. Users and stakeholders deserve clarity on how outcomes are generated.

## **Ethical Data Stewardship**

Treat data with care; protecting privacy, ensuring consent, and using information responsibly to avoid harm or bias.

## **Shared Responsibility Across Teams**

Accountability is not siloed. From developers to decision-makers, everyone plays a role in ensuring technology is used ethically and effectively.

## **Continuous Monitoring & Improvement**

Don't "set and forget." We regularly evaluate the performance and impact of AI systems, adapting as needed to uphold trust and fairness.

## **Clear Boundaries for Agents**

Define what intelligent agents can and cannot do, ensuring they operate within ethical and operational guardrails.



# Why Engaged Employees Matter



According to a recent study by Gallup, businesses with higher levels of employee engagement achieve better business outcomes in the following ways:



# How to Measure and promote Engagement *Concurrency*



- Look to what you can do now, and help others do the same
- Engagement Surveys
- Create Space for people to connect and share ideas
- Connection to Leaders – Feedback loop
- Engagement Forms

# Key Enablers for Success



1. Establish an Organization Culture enabling innovation
2. Create an AI Vision & Values based on Organization Culture
3. Center of Excellence of People passionate to lead
4. Responsible AI Practices to ensure AI Vision & Values alignment
5. Enable All Users to Create & Innovate!



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# Connect with Us on LinkedIn!



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Solutions Architect



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# Thank you!

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Humans as AI Agents: A Blueprint for Scalable and Trustworthy AI Systems



# Agent Boss Responsibilities

# Delegating tasks to AI agents

## Routine Task Delegation

Agent Bosses delegate routine and repetitive tasks such as summarizing feedback and scheduling to AI agents to save time.

## Enabling Strategic Focus

Delegation allows human team members to concentrate on high-value strategic work by offloading operational tasks to AI.

## Clear Expectations Setting

Effective delegation requires setting clear objectives and context for AI agents to ensure accurate task execution.

## Consistent Insight Generation

AI agents generate quick and consistent insights by analyzing data like customer feedback efficiently.



# Monitoring agent performance

## Performance Monitoring

Agent Bosses track AI agent productivity, accuracy, and learning progress using detailed dashboards.

## Intervention and Adjustment

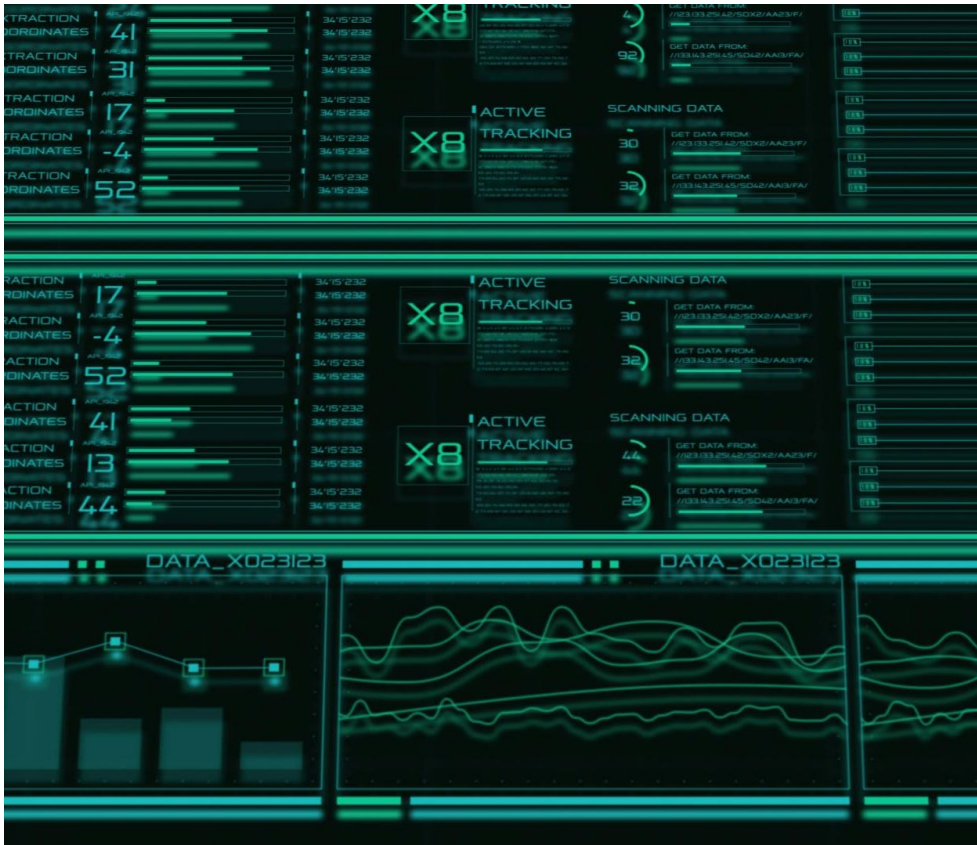
If performance declines or errors occur, workflows are adjusted or agents are retrained promptly.

## Setting Benchmarks and KPIs

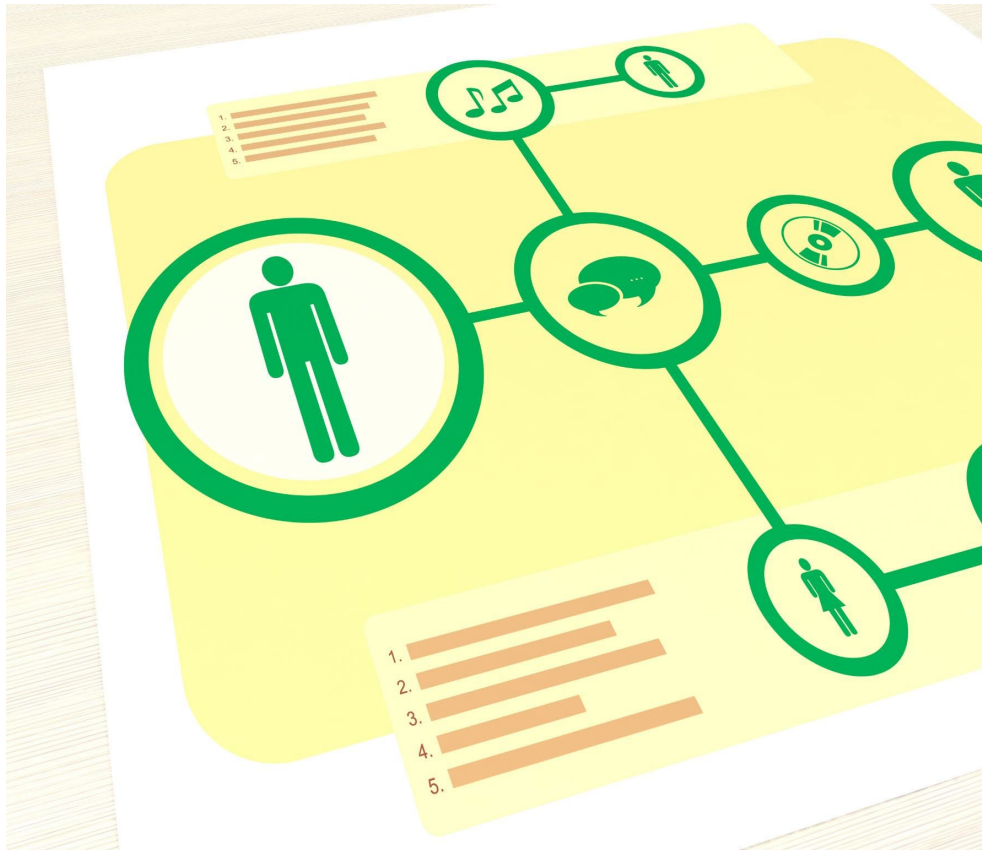
Benchmarks and KPIs are established to evaluate AI agents similarly to human employees.

## Ensuring Positive Contribution

Ongoing oversight ensures AI agents support team goals and avoid risks or inefficiencies.



# Training and fine-tuning agents



## Feedback and Error Correction

Agent Bosses provide feedback and fix errors to improve AI agent performance and reliability.

## Updating Knowledge Base

Uploading new datasets and documents ensures agents stay informed with the latest organizational policies and data.

## Prompt and Instruction Adjustment

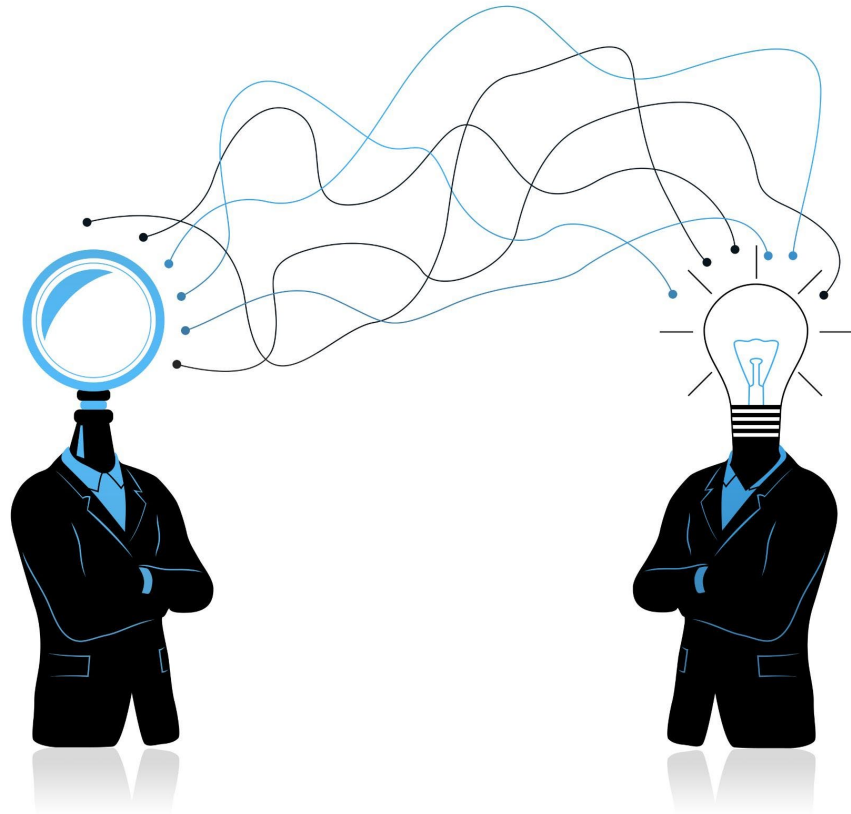
Fine-tuning prompts and instructions enhances the quality and accuracy of agent responses.

## Continuous Training and Adaptation

Ongoing training helps AI agents adapt to business changes and align with company goals.



# Designing human-agent workflows



## Role of Agent Bosses

Agent Bosses design workflows integrating human creativity with AI efficiency for optimal task management.

## Task Allocation Strategy

AI agents handle repetitive data tasks while humans focus on strategic and creative decision-making.

## Maximizing Efficiency

Assigning tasks to the most suitable resource enhances workflow efficiency and overall impact.

## Understanding Capabilities

Effective workflow design requires deep knowledge of AI agents' strengths and limitations.

# Strategic orchestration of multiple agents



## Coordinating Diverse AI Agents

Agent Bosses manage multiple AI agents performing varied functions like research, analysis, and support.

## Integrating Outputs into Workflow

Outputs from various AI agents are integrated to form a seamless and cohesive organizational workflow.

## Aligning with Business Objectives

Agent Bosses align AI agent activities to broader business goals ensuring strategic coherence.

## Driving Innovation and Agility

By orchestrating AI agents, Agent Bosses foster innovation, agility, and responsiveness organization-wide.

# Coaching team members on agent collaboration



## Training on AI Collaboration

Agent Bosses train team members on prompting AI agents and interpreting their outputs effectively.

## Promoting Best Practices

Documentation and workshops help share best practices for interacting with AI agents among employees.

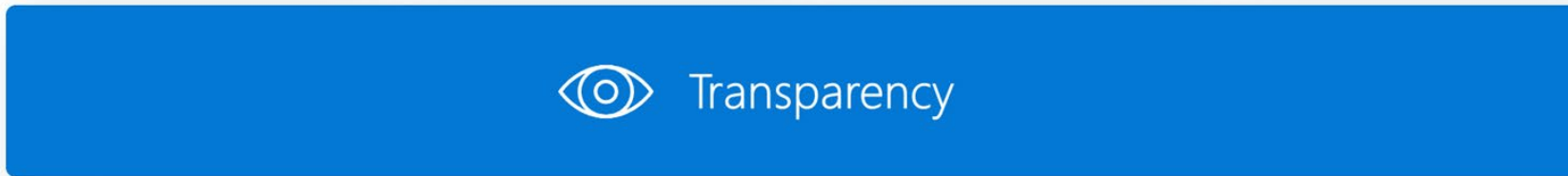
## Fostering AI Literacy

Cultivating a culture of AI literacy empowers employees to leverage AI tools for productivity and creativity.

## Supporting Hybrid Teams

Agent Bosses support hybrid human-agent teams as organizations redefine roles and workflows.

# Microsoft Responsible AI Principles



Trust of AI  
extends beyond  
Security concerns

Microsoft's  
Responsible AI  
Framework &  
Dashboard assist  
with this

