

Good Morning.

How companies can move beyond AI experimentation to build real, internal AI capability.



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What does AI-Capable mean?

The ability to identify, prioritize, and **apply AI** in real work—**sustained by** the **systems, skills, and judgment** to use it effectively, responsibly, and continuously **as the technology evolves.**



Where are You All At?



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AI is **Moving Faster** than
we can **Build Capability**



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AI is Moving at **Technology Speed** We're All Moving at **Human Speed**





75% of AI's economic gains → ~20% of companies

AI Strategy vs. duct-taping tools and pilots together

*"What's he
building in there?"*

~ Tom Waits, 1999



Adopting Tools



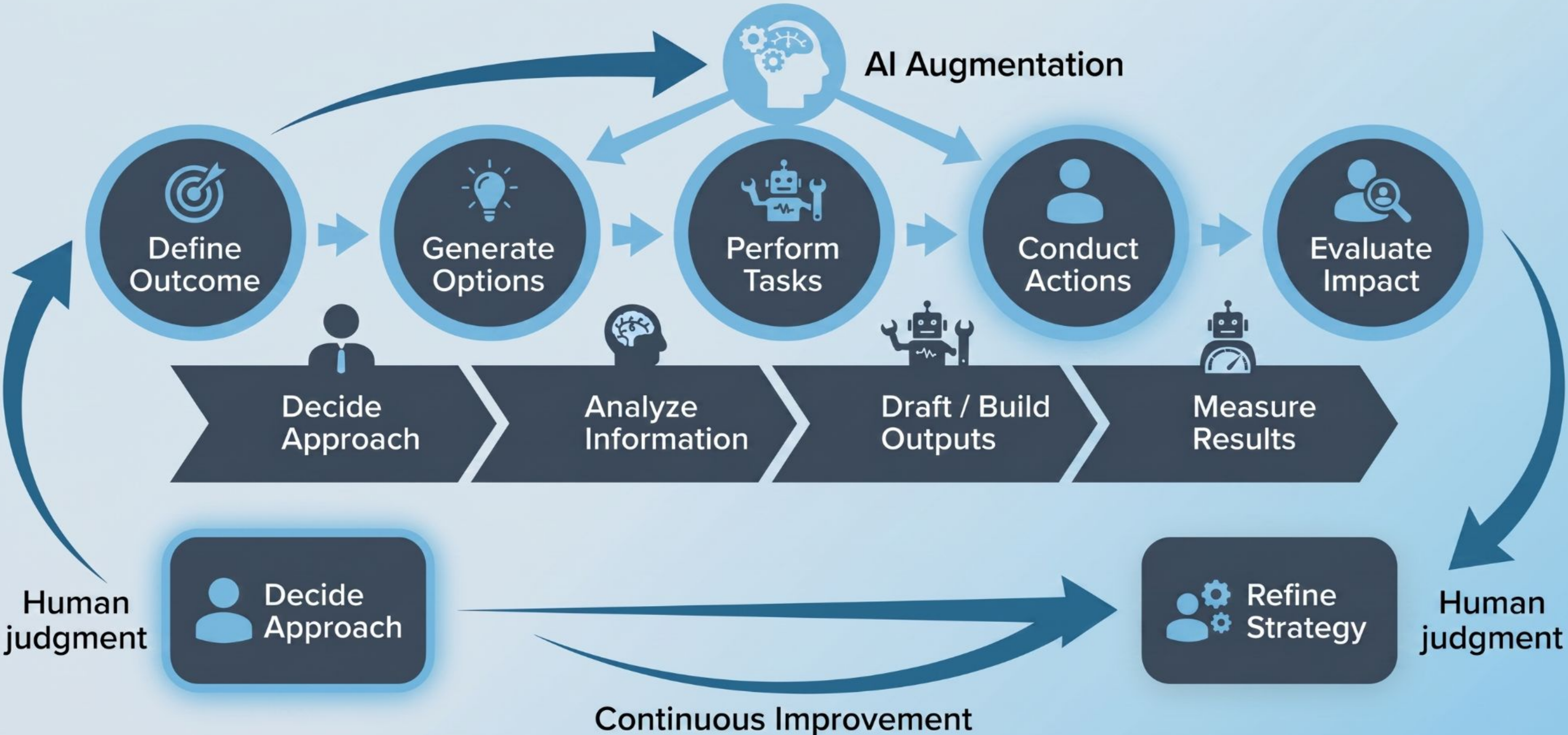
AI Value Comes From Redesigning Workflows, Not Adopting Tools



Redesigning Workflows



Where AI Creates Value: Inside Redesigned Workflows



AI isn't Going to Put Most Companies Out of Business in the Next 2-3 Years



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Technology Infrastructure Comparison

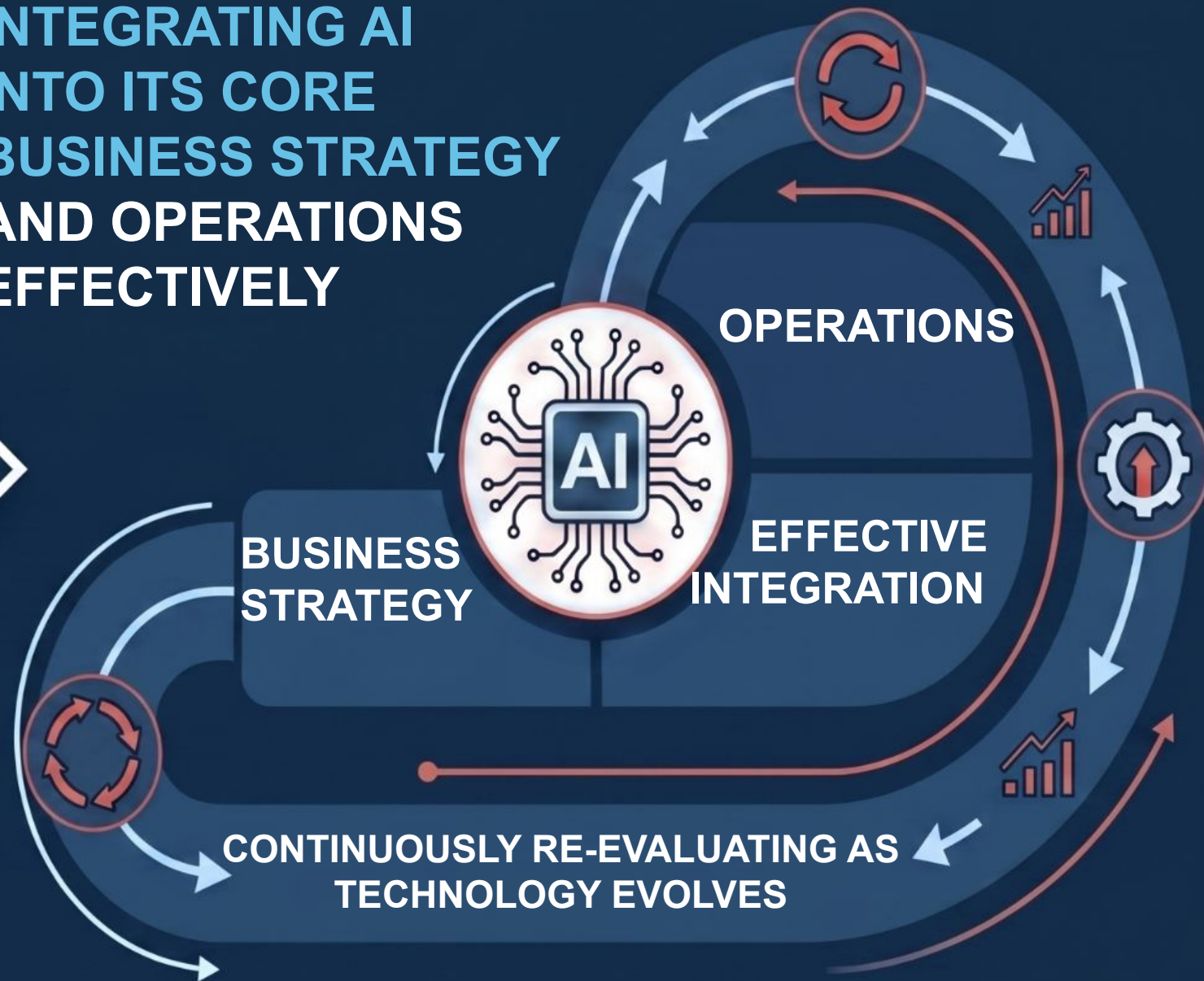
Technology	Infrastructure Investment <small>(Today's \$)</small>	Typical Asset Lifespan	Est. Annual Maintenance / Operating Cost	Time to Broad Business Impact
Railroads	~\$400 - \$500B	50 - 100+ yrs	~2 - 4% of capital <i>(~\$8 - 20B/yr historically)</i>	40 - 70 yrs
Electrical Grid	~\$150B - \$300B	30 - 60 yrs	~3 - 5% <i>(~\$5 - 10B equivalent early; far larger today)</i>	40 - 60 yrs
Highways	~\$630B	40 - 75 yrs	~1 - 2% <i>(~\$5 - 8B/yr early equivalent)</i>	30 - 40 yrs
Telecom / Internet	\$500B+	10 - 30 yrs	~6 - 10% <i>(high upgrade cadence)</i>	20 - 30 yrs
AI Infrastructure	<i>est. ~\$500B (per year; growing)</i>	3 - 7 yrs <i>(compute)</i> 20 - 30 yrs <i>(facilities)</i>	~15 - 25% <i>(power, cooling, refresh)</i>	5 - 15 yrs <i>(estimated)</i>

HERE



THERE

A COMPANY
CAPABLE OF
INTEGRATING AI
INTO ITS CORE
BUSINESS STRATEGY
AND OPERATIONS
EFFECTIVELY



PRE-WORK: START BY CHANGING YOUR MINDSET

Shift from Tools Thinking to Value Thinking



TOOLS THINKING

Most AI conversation:
“What tools should we use?”



VALUE THINKING

Better question:
“Where can AI create value, and what time horizon?”

Think about AI Value across Three Categories

Quick Wins

(using AI)

*Immediate productivity gains
(individual or team)*

ROI: Low, hard to quantify

Examples:

- Meeting summaries/notes
- Drafting emails / proposals
- Data analysis / research
- Content creation
- Coding assistance

Operational Enhancements

(improving how work happens)

Improves workflow and process across teams

ROI: Measurable (time, effort, quality, throughput)

Examples:

- Customer support automation
- Sales prep + workflows
- Document processing
- Marketing
- Integration of assistants and agents

Strategic Moves

(changing how you win)

Changes how the company competes

ROI: High, long-term, *can be risky

Examples:

- AI-powered products & services
- End-to-end automation
- Human-driven to AI-augmented
- Turn data into a \$\$ asset
- Differentiated customer experiences

**You Gotta
Go Slow
to Go Fast**



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A Roadmap to Building AI Capability Inside Your Company

(in 1-yr or less)



Phase 1

Readiness & Alignment

Build a shared understanding of where you are and how to move forward together.

- **Train** your team on baseline AI literacy and responsible use
- **Assess** readiness across people, data, and workflows
- **Align** leadership on goals, pace, & investment
- **Evaluate** key workflows and underlying data structures
- **Identify** early risks, constraints, and guardrails

Months 1-2

Phase 2

Opportunity ID & Prioritization

Create a prioritized portfolio of opportunities rooted in real operational needs.

- Identify **where AI can create value** in your business
- Map **core workflows** to uncover opportunities
- **Prioritize opportunities** based on impact, effort, & risk
- Identify **role-specific** skill gaps and training **needs**
- **Categorize opportunities:** Quick Wins, Operational Enhancements, Strategic Moves

Months 2-3

Phase 3

Planning, Governance & Preparedness

Build a structured, executable roadmap for highest-value opportunities.

- Build a **12-month AI roadmap**
- Develop 30/60/90-day **implementation plans** for priority use cases
- **Establish governance** structures & policies
- **Define** what needs to change to make it possible
- Identify role shifts and **prepare people** for workflow changes

Months 4-5

Phase 4

Implementation & Workflow Redesign

Celebrate early wins and maintain strong organizational momentum.

- **Embed AI** into real workflows (not side projects)
- **Redesign** roles, handoffs, and processes to support adoption
- **Provide coaching** during implementation
- **Support cross-functional coordination** and execution
- **Reinforce** through change management and training

Months 6-9

Phase 5

Continuous Improvement

Lead an organization that adapts and extends AI capability over time.

- **Establish routines** to continuously improve workflows and outputs
- **Monitor outcomes** and **validate** AI-generated results
- **Refine processes** over time
- Stay current on **new capabilities and possibilities**
- Provide ongoing training and support to **scale adoption**

Months 9+

Let's Get Real:

AI Isn't Going to Implement Itself. Who Owns This?

1 Assign side-of-desk

Feels easy. Goes nowhere.

- Assigned to smart, already overloaded people
- Leadership skills gap
- Disconnected from company strategy
- No clear ownership
- Scattered pilots / tools

2 Bring in a consultant

Moves fast. Might not last.

- Immediate expertise and momentum
- You're renting capability, not owning it
- Hard to get staff buy-in
- Expensive to sustain
- You must pick up the ball

3 Build internal leadership

Takes effort. Actually works.

- 1–5 people with clear ownership
- Dedicated time & structure
- Coaching and peer-support
- Becomes a core leadership function, not a project
- Capability compounds across the business

Where many businesses are Tripping over their own feet

1. Declaring “AI-first”...might as well say “people-second”
2. Buying tools like we’re collecting Pokémon
3. Anointing a “Head of AI” and hoping for the best
4. Expecting ROI before capability exists
5. Launching pilots that never leave the runway



What Else is Gonna Get in Your Way

(and how to handle it)



FEAR

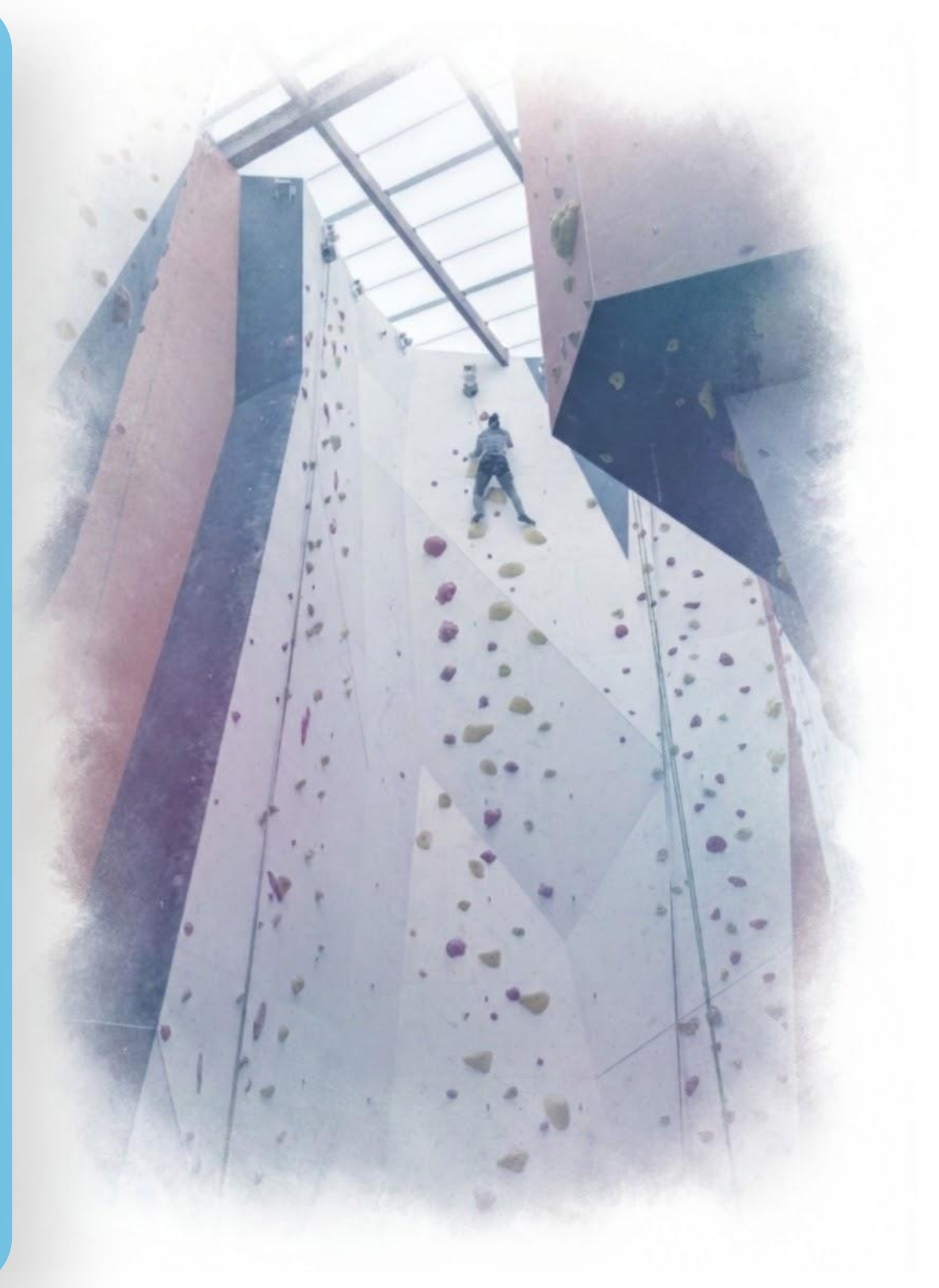
What it looks like:

- Is this going to replace my job?
- What if we don't get it right?
- What if the agent goes rogue?

What it *actually* is: Uncertainty.

How to navigate it:

- Name it out loud
- Start small and make it safe
- Focus on the next step, not the whole climb



RESISTANCE TO CHANGE

What it looks like:

- This won't work here
- AI will never be able to do...
- Agreement... followed by no changes

What it *actually* is: Uncertainty

How to navigate it:

- Start with the willing; celebrate wins
- Help people connect with the 'why'
- Change management as a core skill

Remember: *The future of technology isn't for everyone, and that's okay.*



THE CONFIDENCE CEILING

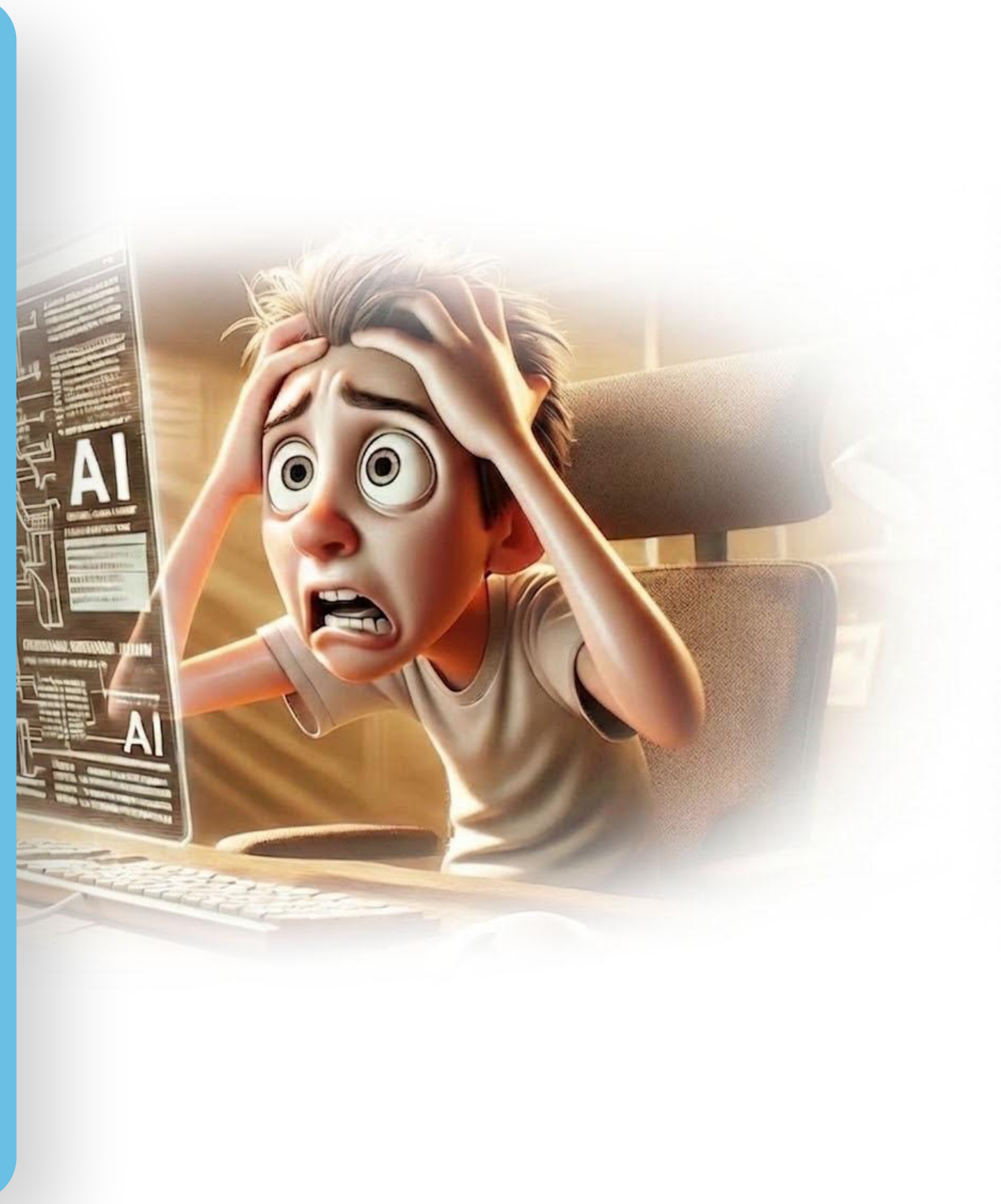
What it looks like:

- AI feels complex & hard to evaluate
- Multiple tech layers intersecting
- Decisions feel heavier

What it *actually* is: Uncertainty

How to navigate it:

- What else do we need to consider?
- Use AI to expose blind spots
- Bring in expertise when stakes are high



**You know how to lead
through uncertainty.**

You do it everyday.



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Free AI Resource Library



Get access to:

- A free library of AI tools and functionality by software, industry, and business function
- Tons of free / low-cost training resources

<https://ainavigatorcollective.com/resourcefinder/>



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Thank You!



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