INTEQGROUP

Organizational Change Management for Agentic AI Initiatives

Leading the Human Side of AI Agent Adoption - From Workforce Readiness to Enterprise Transformation

**Team Training: Onsite or Live Virtual
2 Days | 14 Hours**

AI agents are not tools people use - they are teammates people work alongside, delegate to, oversee, and trust with judgment that was previously exclusively human. This fundamental difference means traditional change management frameworks, built for ERP rollouts, process redesigns, and system migrations, are insufficient for agent-driven change.

Yet most organizations apply the same OCM playbook to agent initiatives that they use for software deployments: a town hall announcement, generic FAQs, standard training, and hope. The result is predictable - resistance that could have been anticipated, trust that erodes from the first visible failure, and adoption that stalls because the human side of the equation was treated as an afterthought.

Inteq's Organizational Change Management for Agentic AI Initiatives training course provides the complete methodology for leading the human side of agent adoption - from workforce readiness assessment through enterprise-scale sustainment.

The course addresses the dimensions that make agent-driven change qualitatively different: identity disruption when agents perform judgment work, trust dynamics with autonomous systems, workforce transition with dignity, and the continuous nature of change when agents learn and evolve.

Participants build a complete Agent Change Management Plan through cumulative exercises across both days, carrying a single agent initiative from stakeholder analysis and readiness assessment through workforce transition planning, resistance management, and adoption measurement.

The readiness evidence from Day 1 of the course directly drives the execution planning on Day 2 of the course - mirroring reality, where preparation without execution planning remains theoretical, and execution without readiness evidence produces resistance that could have been prevented.

Based on deep organizational change management and business analysis experience, Inteq has identified and structured the foundational patterns of agent-driven change. Participants utilize these patterns to systematically assess, prepare for, and manage the human side of AI agent initiatives - producing integrated Agent Change Management Plans ready for executive presentation and organizational execution.

You will learn:

- To differentiate agent-driven change from traditional technology change across seven critical dimensions and apply the Agentic AI OCM Lifecycle Framework

- To conduct stakeholder analysis using seven agent-specific archetypes with impact assessment and influence-attitude mapping

- To assess and address the psychological dimensions of agent-driven change - identity disruption, trust dynamics, and fear - with targeted interventions

- To design multi-audience communication strategies including honest response frameworks for workforce impact conversations

- To assess organizational readiness across six dimensions with structured scoring rubrics and Go/No-Go decision frameworks

- To develop enterprise agent portfolio strategies with maturity staging, health assessment, and strategic roadmaps

- ...and much more

Course Outline

Why Agentic AI Changes Everything About Change Management

- Seven dimensions differentiating agent-driven change
- Agentic AI OCM Lifecycle Framework (six phases)
- Change Management Maturity Model for AI initiatives
- Agent change landscape assessment

Stakeholder Analysis and Impact Assessment

- Seven stakeholder archetypes for agent initiatives
- Four impact types: displacement, augmentation, transformation, creation
- Agent Impact Matrix and severity scoring
- Influence-attitude mapping and hidden stakeholder identification

The Psychology of Agent-Driven Change

- Professional identity impact assessment (five dimensions)
- Trust dynamics with autonomous systems (five phases)
- Fear taxonomy with matched intervention strategies
- Psychological safety assessment for agent adoption

Communication Strategy for Agentic AI Initiatives

- Five narratives every agent initiative must establish
- Audience-specific communication matrices
- Honest response frameworks for workforce impact conversations
- Communication cadence and crisis communication protocols

Organizational Readiness Assessment

- Six-dimension readiness framework with scoring rubrics
- Readiness gap analysis and remediation planning
- Go/No-Go Decision Framework
- Executive recommendation methodology

Workforce Transition Planning and Role Redesign

- Task-level impact analysis and role redesign methodology
- Four transition pathways: augmentation, elevation, redeployment, separation
- Emerging roles in the agent era
- Six ethical principles for workforce transition

Resistance Management and Adoption Acceleration

- Five root causes of agent-specific resistance
- Stakeholder-specific resistance profiles and warning signs
- Resistance-to-advocacy conversion pathway
- Quick wins strategy for adoption acceleration

Training, Upskilling, and Continuous Learning Design

- Three-tier learning architecture
- Agent collaboration competency framework
- Hybrid team leadership competencies
- Learning effectiveness measurement

Adoption Measurement and Sustainment

- Five stages of behavioral adoption
- Leading and lagging adoption indicators
- Trust metrics for agent initiatives
- Six sustainment mechanisms to prevent regression

Capstone: Agent Change Management Plan Assembly

Carry a single agent initiative through the complete change management lifecycle - producing a comprehensive Agent Change Management Plan comprising stakeholder analysis, readiness assessment, communication strategy, workforce transition plan, resistance management plan, learning architecture, and adoption measurement framework.

Who should attend?

- Change Management Leads and OCM Practitioners
- HR and Organizational Development Professionals
- Business Analysts and Business Systems Analysts
- Project and Program Managers
- Operations Managers and Process Owners
- IT Leaders and Digital Transformation Leads
- Executives and Senior Leaders responsible for AI initiatives
- Workforce Planning Professionals
- Communications Leads and Internal Communications Teams

Prerequisites:

None. This course provides a comprehensive and cohesive approach to change management for Agentic AI initiatives regardless of background and level of experience. It is designed to complement Inteq's AI Agent Business Analysis curriculum and can be taken independently or as part of the full program.

What's included:

- Digital badge and personalized certificate of completion
- Continuing Education Units (CEUs)
- IIBA Professional Development Units (PDUs)
- Electronic comprehensive course manual
- Supplemental course materials including stakeholder analysis templates, readiness assessment rubrics, communication strategy frameworks, workforce transition planning tools, and resistance management worksheets

TEAM TRAINING: (Onsite or Live Virtual): Inteq's 2-day Organizational Change Management for Agentic AI Initiatives training course can be tailored to your organization's specific training needs and