

AI Trust & Adoption Checklist

Practical steps for HR, Comms & Transformation leaders

AI adoption isn't just about rolling out tools. It's about building the trust that makes employees actually use them. This checklist helps you evaluate whether your organization is creating the right conditions for adoption.

1. Policy & Governance

- Do we have an AI use policy that employees can understand?
- Is there a clear statement of what AI will not be used for?
- Have we laid out and clearly explained how employee data is protected?

2. Communication & Narrative

- Have we translated AI strategy into simple, relatable language?
- Do employees know why AI is being introduced, and what's in it for them?
- Are managers equipped with Q&A packs or talking points?
- Have we addressed common myths or fears openly?

3. Transparency & Inclusion

- Have employees been invited to test or pilot tools before rollout?
- Have we shared both the benefits and the limitations of AI?
- Are feedback channels in place for employees to raise concerns?
- Do leaders communicate regularly about progress and lessons learned?

4. Skills & Support

- Have we provided training on how to use AI tools?
- Are there resources, including FAQs, learning hubs, coaching to build comfort?
- Do employees see examples of peers successfully using AI?

5. Leadership & Culture

- Are leaders modelling responsible AI use themselves?
- Are we rewarding experimentation and learning, not just efficiency gains?
- Do employees believe leadership is being transparent and fair in AI adoption?

Scoring Yourself

-  **Mostly green ticks:** You're creating an environment of trust — adoption will follow.
- Mostly gaps:** Your tools may be installed, but without trust, they won't take root.

Tip: Share this checklist with your leadership team, HR and IT. Use it to spark discussion on where you are today — and what needs to shift to turn AI strategy into real employee adoption.