



From Vision to Reality: Inspiring Change Management in the Age of AI

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Poll #1 – What are the top 3 leadership skills for managing change?

- Keep staff in a state of urgency, but not too much
- Focus on trusted best-practices, the “way we’ve always done it”
- Foster faster adaption across the organization
- Protect staff from the external chaos
- Distribute leadership and ownership to all staff

Are You Waiting for Things to Return to Normal? ...**SORRY!** *4 Skills Leaders Need Now...*

1. Leaders and their people will need **constant upskilling** tailored to an environment of chaos, uncertainty, and volatility
2. **Foster Adaption** – helping your people develop the next “best practices” that’ll enable your organization to thrive in a new world
3. **Embrace Disequilibrium** – maintaining a sense of urgency but keeping people out of fight-flight-freeze
4. **Distribute Leadership and Ownership** throughout organization



“The only person who likes change is a baby with a wet diaper.”





Poll #2 – Currently, what AI applications are you using in your title agency?

- Automated Title Search & Examination
- Fraud Detection & Risk Assessment
- Process Automation & Workflow Optimization
- Enhanced Underwriting & Risk Pricing
- Automated Document Review & Compliance

Chat Question – Why do people resist AI?

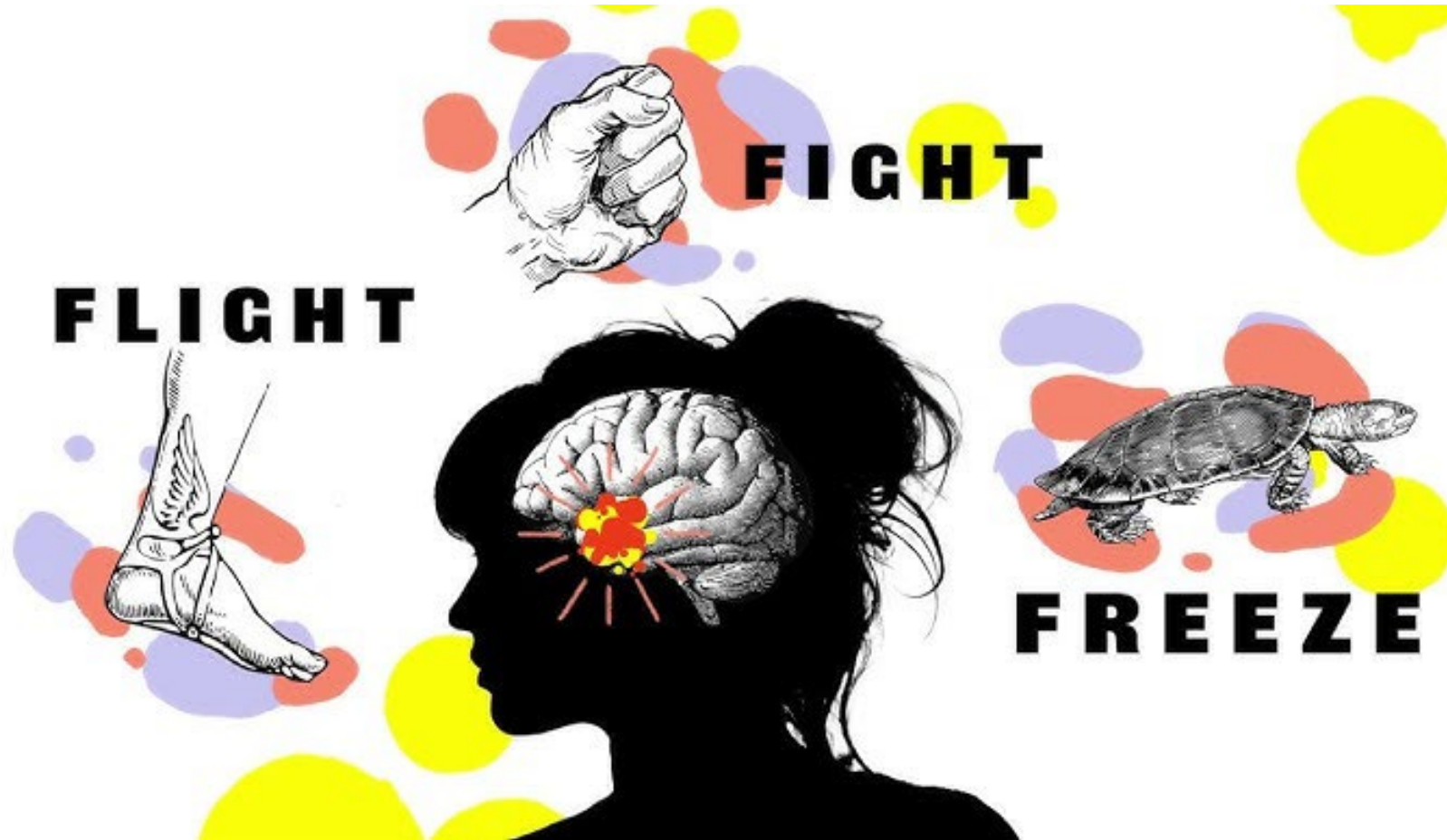
- 77% of Americans are concerned that it's adoption will cause **job losses** in the next 12 months.
- 88% think AI has increased the likelihood that their **personal data** will be used in malicious ways by criminals.
- Nearly half of Americans believe that one day AI will **attack humanity**.
- 79% of corporate leaders said that use of AI would be critical for their business's success over next two years. But **only 20%** of them reported using AI in daily activities.

What's Driving the Resistance? AI is too...

- Opaque
- Emotionless
- Rigid
- Independent, and that...
- **Interacting with humans is far more preferable.**

-Harvard Business Review, Jan-Feb 2025

Same = Safety



Where Awareness Goes, Energy Flows

“Neurons that
fire together,
wire together.”



"The skills and capabilities of an organization are no greater than the sum skills of its people."

-Ken Blanchard



A

Awareness – Of the need for change

D

Desire – To participate and support the change

K

Knowledge – On how to change

A

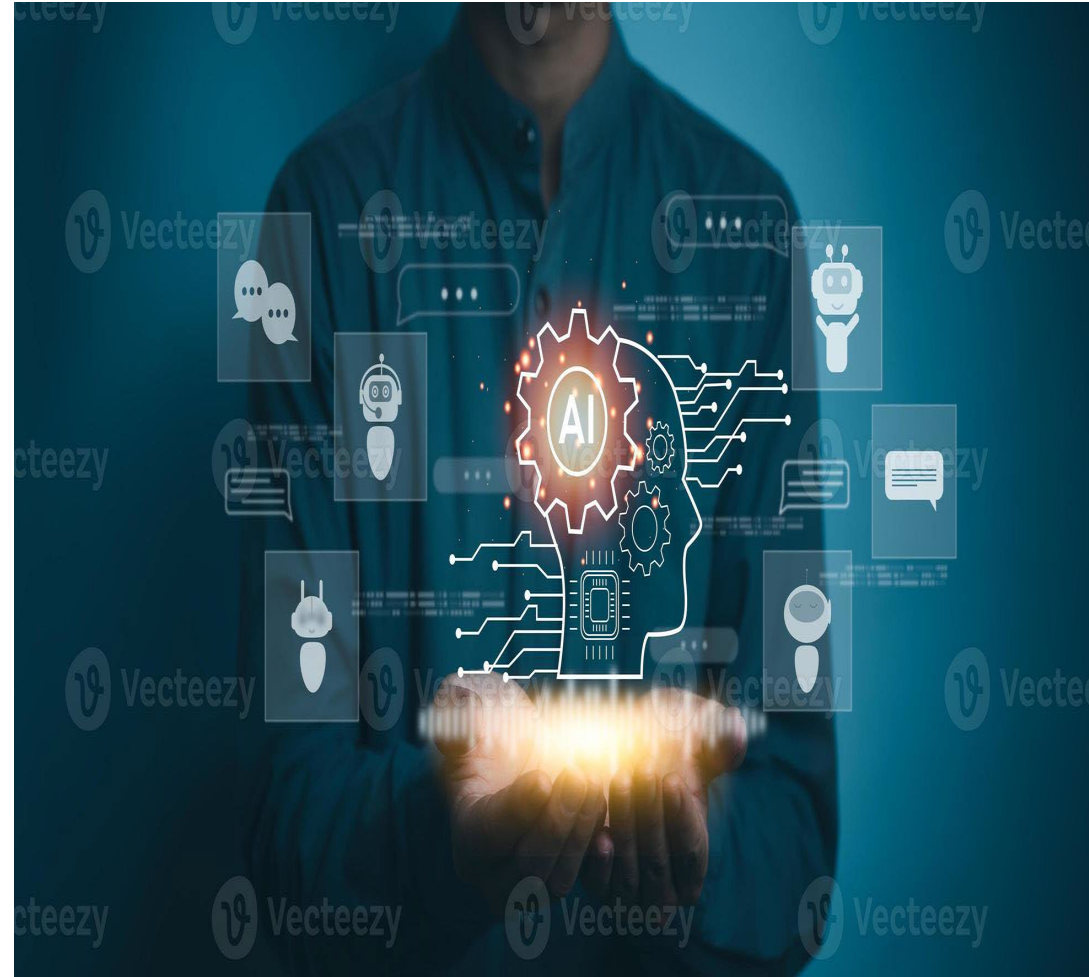
Ability – To implement required skills and behaviors

R

Reinforcement – To sustain the change

In addition to AI; examples of other workplace disruptions

1. Technology Upgrades
2. Organizational Restructuring
3. Remote Work Shift
4. Leadership Changes
5. Economic Downturns and Budget Cuts
6. Policy or Cultural Changes
7. Market or Industry Disruptions
8. Mergers and Acquisitions
9. Workforce Reductions or Layoffs
10. Supply Chain Disruptions

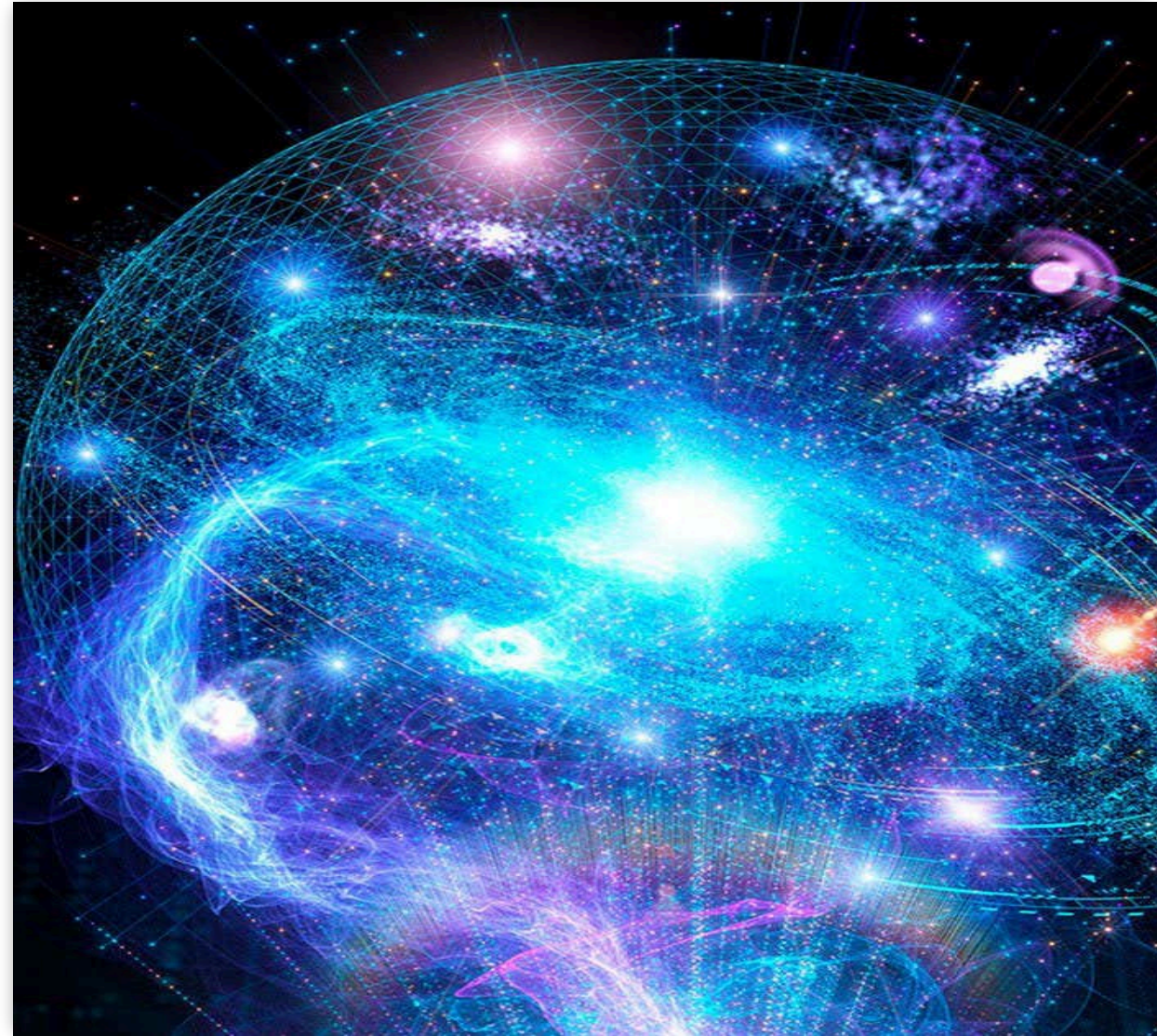


Chat Question –
What are the top TWO
leadership skills for
influencing others?



7 Leadership Skills for Influencing Others

1. Build Connection, Trust, and Credibility
2. Effective Communicators
3. Model Emotional Intelligence
4. Lead by Example
5. Appeal to Logic and Emotion
6. Empowerment and Ownership
7. Create a Sense of Urgency



Leading Change

**Pull, not
Push**



Change Questions for “*Challenging the Status Quo*”

1. Why the change? - What's the business case?
2. Why change now? – What's the urgency?
3. What if we don't change? - What's the cost of not changing?
4. What would be the benefit to our people?
5. What would be the benefit to the organization?
6. What will change and when?
7. What will NOT change?



Building Resilient People

- 1. Encourage a Growth Mindset**
- 2. Recognize & Celebrate Resilience**
- 3. Create Psychological Safety**
- 4. Model Resilient Behavior**
- 5. Encourage Adaptability**
- 6. Strengthen Coping Mechanisms**
- 7. Give Meaning & Purpose**



Old or Young
Woman?



People resist change that is...

- Too Big
- Too Fast
- Poorly Understood



Thank You!

Q & A

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