

TALKING TO YOUR STAFF ABOUT AI (WITHOUT FEAR OR HYPE)

Audience: Leaders | Type: Culture and communication

Why this matters

AI can feel like a big change with real impacts. Most resistance comes from uncertainty, not opposition. Clear, calm communication builds trust and reduces fear.

A simple message leaders can use

- **Why:** We're exploring AI to save time, reduce burnout, and help us save more lives.
- **What it's not:** It won't replace people or make important decisions for us.
- **What we expect:** Thoughtful use, human review, shared learning. We'll learn where it benefits us and where it does not.

AI principle

Meet people where they are.
Confidence grows through clarity,
not pressure or panic.

Language to avoid

- "This will change everything."
- "You all have to use AI now."

Language to use

- "Let's be curious about what AI can do to help us."
- "What did we learn from trying this?"

What you can do this week

Schedule a team conversation and complete this framework together.

