

EA-010: AI Adoption & Change Readiness Assessment™

Is Your Enterprise Prepared to Turn AI Capability into Trusted, Sustained Ways of Working?

Purpose

A practical executive assessment for evaluating whether leadership, workforce readiness, communication, learning, workflow redesign, trust, support, and reinforcement mechanisms can convert AI initiatives into responsible and sustained enterprise adoption.

Educational Executive Self-Assessment | Version 1.0

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About This Assessment

AI adoption is not achieved when a tool is purchased, launched, or demonstrated. It occurs when people understand the purpose, trust the operating boundaries, possess the necessary skills, integrate the capability into real work, receive effective support, and sustain improved behaviors over time. This assessment helps leaders identify the organizational conditions that enable or obstruct responsible AI adoption and enterprise change.

How to Complete It

1. Rate each statement

Use the 1-5 scale based on current, observable enterprise practice - not future intent, isolated pilots, or vendor assurances.
2. Score each domain

Add the five ratings in each domain. Every domain score ranges from 5 to 25.
3. Calculate the total

Add all eight domain scores. The overall AI adoption and change readiness score ranges from 40 to 200.
4. Interpret the pattern

Review the total and the distribution. Any domain below 15 represents a material adoption dependency that may limit trust, workforce readiness, effective use, operational integration, or sustained change.
5. Select 90-day actions

Choose a limited number of executive actions that strengthen sponsorship, communication, workforce readiness, workflow redesign, support, trust, reinforcement, or continuous learning.

Rating Scale

1 Strongly Disagree	Practice is absent or contradicted by current evidence.
2 Disagree	Practice is inconsistent, informal, or limited to isolated areas.
3 Partly Agree	Practice exists in several areas but is not yet enterprise-wide.
4 Agree	Practice is generally reliable, measured, and consistently applied.
5 Strongly Agree	Practice is integrated, evidence-driven, and continuously improved.

Recommended use: Complete individually first, then compare results as an executive team. Differences in ratings are evidence of leadership, communication, readiness, trust, workflow, support, or reinforcement misalignment and should be discussed before averaging scores.

Domain 1: Executive Sponsorship & Change Leadership

Rate each statement from 1 (Strongly Disagree) to 5 (Strongly Agree). Base the rating on repeatable enterprise behavior and current evidence.

Executives communicate a consistent, credible reason for adopting AI that connects enterprise strategy, stakeholder value, workforce impact, and responsible use.					
Each material AI-enabled change has a visible executive sponsor with authority to resolve cross-functional barriers, allocate resources, and sustain accountability.					
Leaders model the expected behaviors by using evidence, respecting governance boundaries, inviting challenge, and avoiding exaggerated claims about AI capabilities.					
Leadership decisions address both technical implementation and the human, process, policy, role, and cultural changes required for adoption.					
Executive sponsors remain engaged beyond launch and review adoption evidence, workforce concerns, operational impact, and corrective actions until the change is sustained.					

Domain score: _____ / 25

Evidence or observations:

Domain 2: Stakeholder Engagement & Change Impact

Rate each statement from 1 (Strongly Disagree) to 5 (Strongly Agree). Base the rating on repeatable enterprise behavior and current evidence.

Affected stakeholder groups are identified early, including users, managers, customers, partners, oversight functions, support teams, and people whose work may be indirectly changed.					
Change-impact assessments document how AI will alter tasks, decisions, responsibilities, controls, skills, workload, service experience, and escalation paths.					
Stakeholders participate meaningfully in requirements, design, testing, implementation planning, and post-launch improvement rather than being consulted only after decisions are made.					
Concerns, resistance, accessibility needs, labor implications, and unintended impacts are captured, evaluated, and addressed through accountable actions.					
Adoption plans are tailored to stakeholder readiness, influence, risk, role, location, and degree of operational disruption.					

Domain score: _____ / 25

Evidence or observations:

Domain 3: Communication, Transparency & Trust

Rate each statement from 1 (Strongly Disagree) to 5 (Strongly Agree). Base the rating on repeatable enterprise behavior and current evidence.

Communication explains what the AI capability does, why it is being introduced, what will change, what will not change, and how success will be evaluated.					
Users receive clear information about limitations, approved uses, prohibited uses, data handling, human oversight, accountability, and how to report concerns.					
Enterprise messages distinguish verified capability from aspiration, experimentation, marketing language, and unsupported promises.					
Leaders create safe channels for questions, dissent, error reporting, and feedback without penalizing employees for raising legitimate concerns.					
Communication effectiveness is measured through understanding, confidence, behavior, feedback, and observed use rather than message distribution alone.					

Domain score: _____ / 25

Evidence or observations:

Domain 4: Skills, Learning & Role Readiness

Rate each statement from 1 (Strongly Disagree) to 5 (Strongly Agree). Base the rating on repeatable enterprise behavior and current evidence.

Role-based competency requirements identify the knowledge, judgment, process skills, data literacy, risk awareness, and technical proficiency needed for responsible AI-enabled work.					
Learning programs combine concepts, realistic scenarios, hands-on practice, policy guidance, error recognition, escalation, and role-specific application.					
Employees have protected time, access, coaching, and appropriate environments to practice before being expected to perform AI-enabled responsibilities.					
Readiness is verified through demonstrations, observed performance, simulations, assessments, or supervised use rather than training completion alone.					
Learning content, job aids, and competency expectations are updated as tools, policies, risks, workflows, and lessons change.					

Domain score: _____ / 25

Evidence or observations:

Domain 5: Workflow, Role & Operating Model Integration

Rate each statement from 1 (Strongly Disagree) to 5 (Strongly Agree). Base the rating on repeatable enterprise behavior and current evidence.

AI capabilities are integrated into end-to-end workflows with clear inputs, outputs, decision points, controls, handoffs, exceptions, and human responsibilities.					
Roles and decision rights specify who may use, review, approve, override, escalate, correct, suspend, or retire AI-supported outputs and processes.					
Implementation removes obsolete steps, duplicate work, conflicting procedures, and incentives that encourage users to bypass the intended AI-enabled workflow.					
Capacity, staffing, service levels, workload distribution, segregation of duties, and support responsibilities are adjusted to reflect the new operating model.					
Process owners verify that AI adoption improves the system of work rather than transferring burden, risk, or delay to another team or stakeholder.					

Domain score: _____ / 25

Evidence or observations:

Domain 6: User Experience, Support & Enablement

Rate each statement from 1 (Strongly Disagree) to 5 (Strongly Agree). Base the rating on repeatable enterprise behavior and current evidence.

AI-enabled workflows are designed around user needs, accessibility, usability, cognitive load, task context, and the consequences of error or delay.					
Users can readily access approved tools, current guidance, examples, job aids, technical assistance, process support, and knowledgeable escalation contacts.					
Support teams are prepared for expected questions, failure modes, policy issues, data problems, access barriers, and operational incidents before broad deployment.					
Feedback, help requests, workarounds, abandonment, overrides, and recurring errors are analyzed to identify adoption barriers and design improvements.					
Users receive timely responses and visible follow-through so that reporting a problem leads to learning, correction, and improved confidence.					

Domain score: _____ / 25

Evidence or observations:

Domain 7: Adoption Measurement & Reinforcement

Rate each statement from 1 (Strongly Disagree) to 5 (Strongly Agree). Base the rating on repeatable enterprise behavior and current evidence.

Adoption measures distinguish access, awareness, training completion, trial, meaningful use, proficiency, compliance, operational outcomes, and sustained behavior.					
Baseline behaviors and performance are documented so leaders can evaluate whether the intended change actually occurred.					
Managers receive practical information and coaching to reinforce expected behaviors, identify barriers, and avoid rewarding volume or speed at the expense of quality and responsible use.					
Recognition, incentives, performance expectations, and accountability mechanisms support the approved AI-enabled operating model without encouraging unsafe shortcuts.					
Leadership uses adoption evidence to target support, redesign workflows, adjust rollout pace, address inequities, and make scale, pause, or retirement decisions.					

Domain score: _____ / 25

Evidence or observations:

Domain 8: Sustainability, Learning & Change Resilience

Rate each statement from 1 (Strongly Disagree) to 5 (Strongly Agree). Base the rating on repeatable enterprise behavior and current evidence.

Post-launch reviews evaluate whether adoption, proficiency, trust, operational performance, controls, and stakeholder outcomes remain healthy over time.					
Changes in technology, policy, data, workforce composition, vendors, risks, or business conditions trigger reassessment of readiness and adoption plans.					
Lessons from resistance, errors, workarounds, support cases, successful teams, failed rollouts, and retired capabilities are captured and reused.					
Communities of practice, champions, managers, process owners, and oversight functions share practical knowledge and coordinate improvements across the enterprise.					
Leadership maintains the capability to adapt, retrain, redesign, communicate, and reinforce change rather than treating adoption as a one-time implementation event.					

Domain score: _____ / 25

Evidence or observations:

Scoring & Adoption Readiness Interpretation

Record each domain score. Treat any domain below 15 as a priority dependency even when the overall score is higher.

1. Executive Sponsorship & Change Leadership	____ / 25
2. Stakeholder Engagement & Change Impact	____ / 25
3. Communication, Transparency & Trust	____ / 25
4. Skills, Learning & Role Readiness	____ / 25
5. Workflow, Role & Operating Model Integration	____ / 25
6. User Experience, Support & Enablement	____ / 25
7. Adoption Measurement & Reinforcement	____ / 25
8. Sustainability, Learning & Change Resilience	____ / 25
Total AI adoption and change readiness score	____ / 200

Overall Adoption Readiness Levels

180-200	Change-Ready Enterprise	Leadership, workforce, workflows, support, trust, measurement, and continuous learning operate as an integrated system that sustains responsible AI adoption.
150-179	Adoption Aligned	Strong adoption foundations exist, with targeted gaps in readiness, communication, workflow integration, support, reinforcement, or sustainability.
110-149	Developing	Important change practices are present, but leadership alignment, stakeholder readiness, skills, trust, workflow integration, or reinforcement remains uneven.
70-109	Fragmented	Adoption depends on isolated champions or local efforts, with material barriers in sponsorship, communication, readiness, operating-model integration, or support.
40-69	Not Ready	Foundational leadership, stakeholder, workforce, workflow, trust, enablement, measurement, and sustainability mechanisms are insufficient for responsible enterprise adoption.

Important: This assessment is a discussion and prioritization tool, not a certification. Adoption readiness should be validated using current stakeholder evidence, role and workflow analysis, learning results, user feedback, support data, observed behaviors, operational measures, governance records, and sustained adoption trends.

Executive Reflection & 90-Day Action Plan

Use the scoring pattern to identify the few leadership actions that will most improve workforce readiness, trust, workflow integration, effective use, support, and sustained AI-enabled change.

Adoption strengths

Which sponsorship, engagement, communication, learning, workflow, support, measurement, or reinforcement practices already enable responsible AI adoption?

Critical constraints

Which weaknesses in trust, readiness, skills, workflow integration, role clarity, support, incentives, or leadership follow-through most limit adoption?

Decisions required from leadership

What sponsorship, resource, workforce, workflow, rollout, policy, support, corrective-action, or pacing decisions cannot be delegated?

90-Day Priority Actions

Executive commitment: We will review progress by _____ and reassess affected domains using current adoption and change-readiness evidence.

Continue Your AI Adoption Journey

AI adoption becomes sustainable when leadership, Process Intelligence, stakeholder engagement, communication, skills, role clarity, workflow design, support, governance, measurement, and continuous learning operate as one connected change system.

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