



TIGERHALL

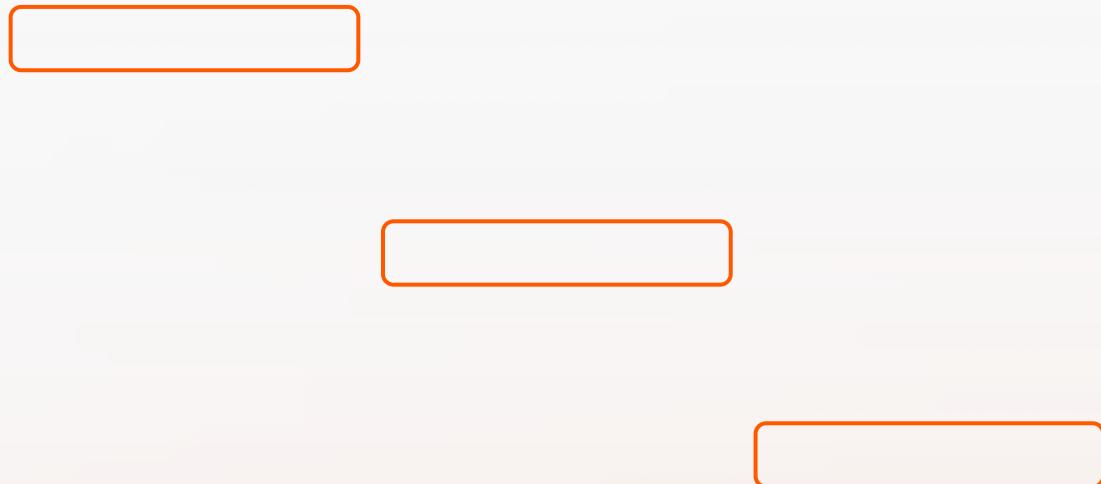
Building the AI Enabled Transformation Office

Nellie Wartoft

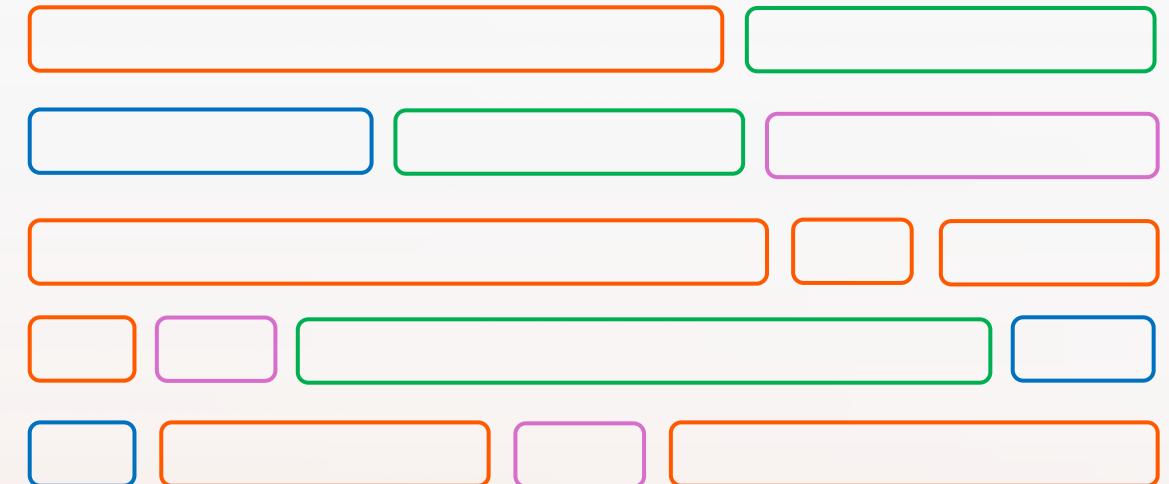


Always-On Transformation is the Reality

2016



2026



Y1

Y2

Y3

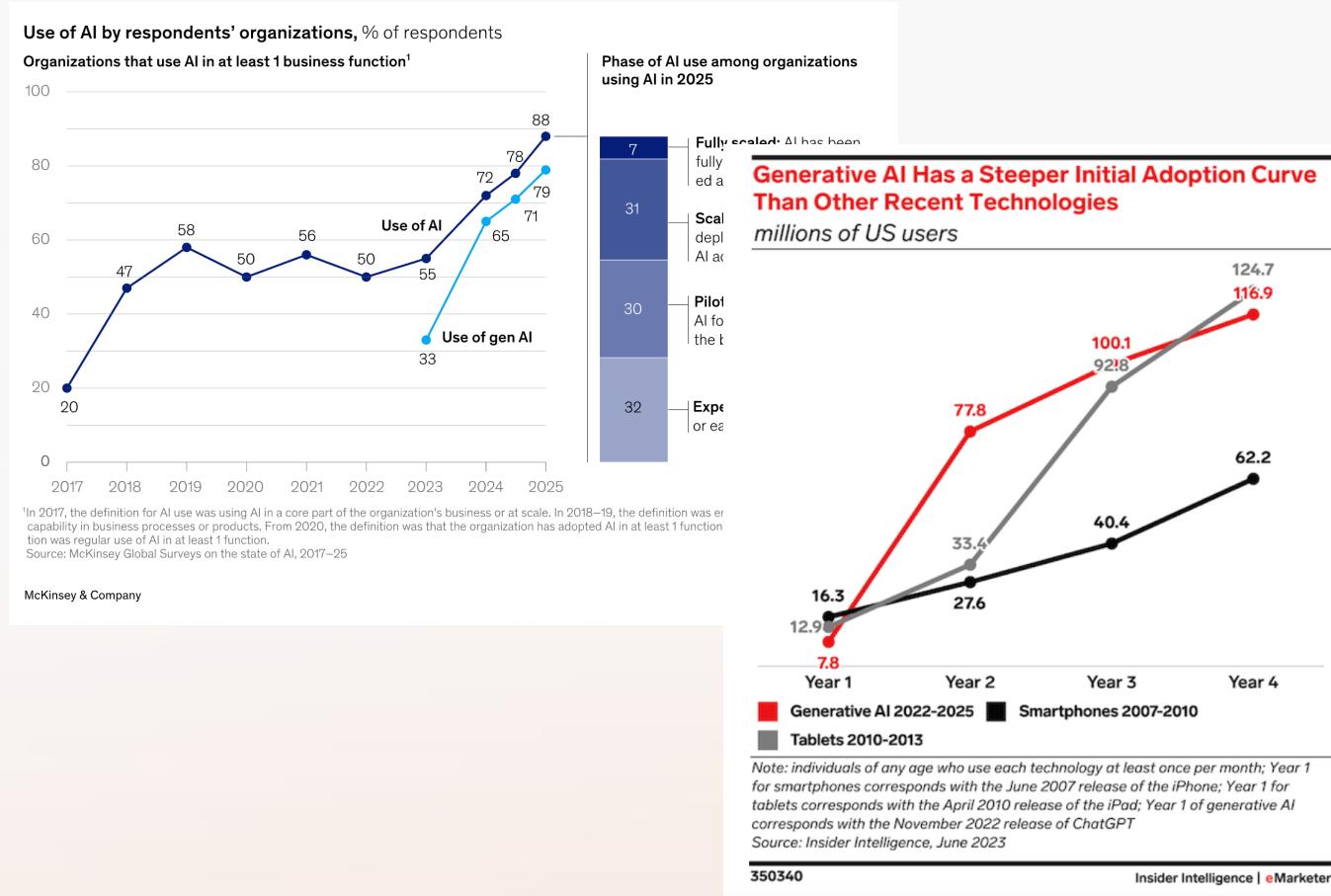
Y1

Y2

Y3

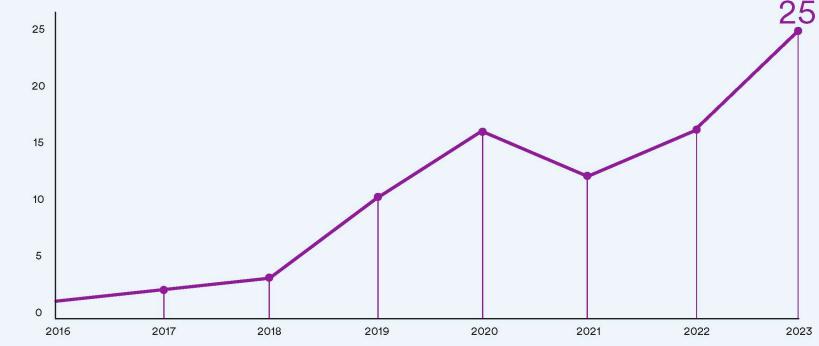


With AI Bringing a Tsunami of Change



Number of AI-related regulations in the United States

Source: AI Index, 2023 | Chart: 2024 AI Index report



**The burning platform
for transformation is no
longer up for debate.**

“

The primary constraints for organizations are no longer model performance or tooling, but rather organizational readiness and implementation.

The State of Enterprise AI Report

OpenAI
December 2025



And change management is more critical than ever to realize the ROI.

“

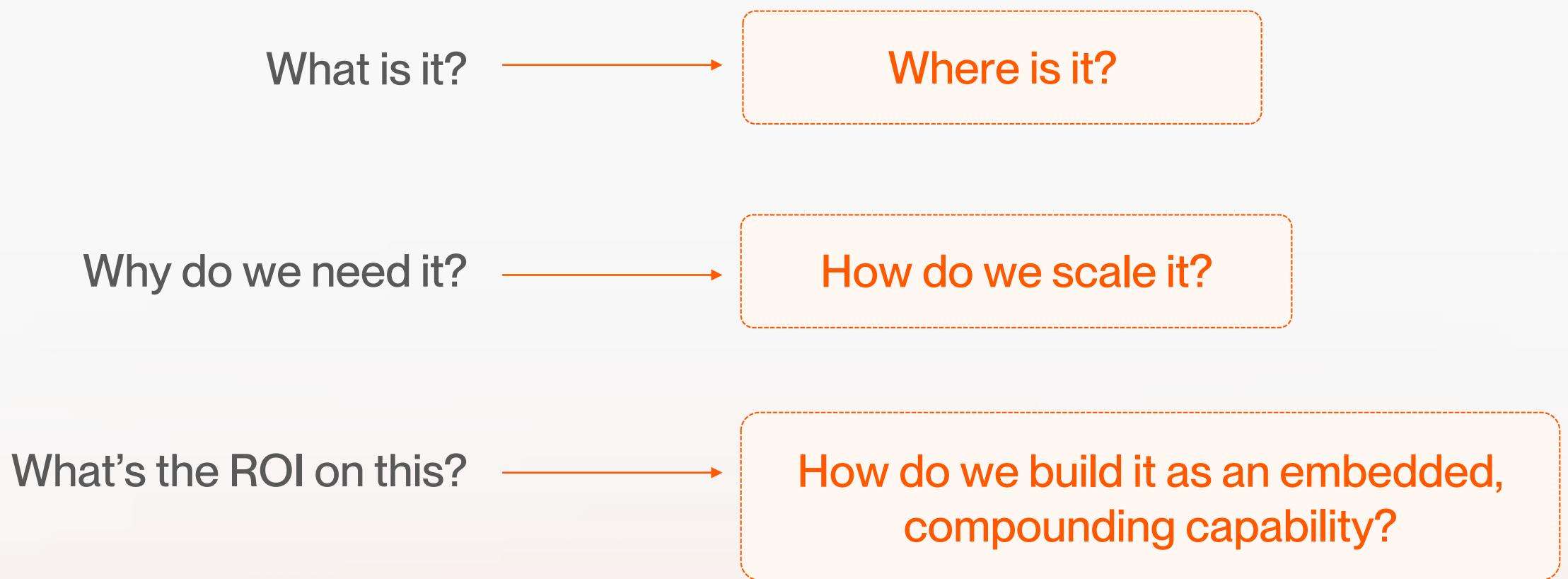
There are clear differences emerging in how AI is used across industries and among individuals within firms. Whether this gap widens or contracts will depend on **how organizations approach change management**.

The State of Enterprise AI Report
OpenAI
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Companies will have to **drive a substantial amount of change management** to make this all work. We imagined that AI systems would adapt to how we work, but it turns out due to their extreme power (and inherent limitations) we will instead adapt to how they work.

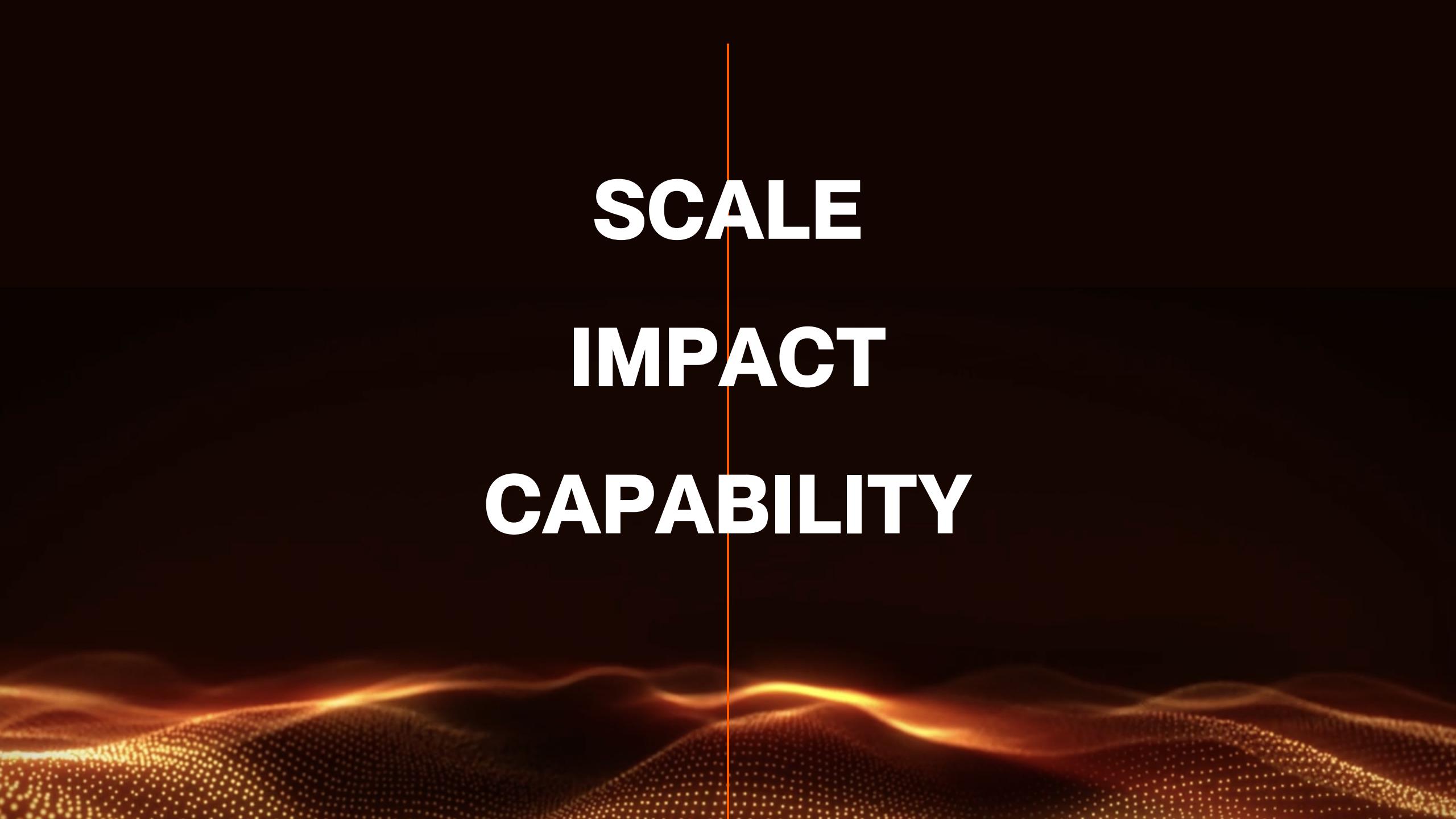
Aaron Levie
CEO of Box





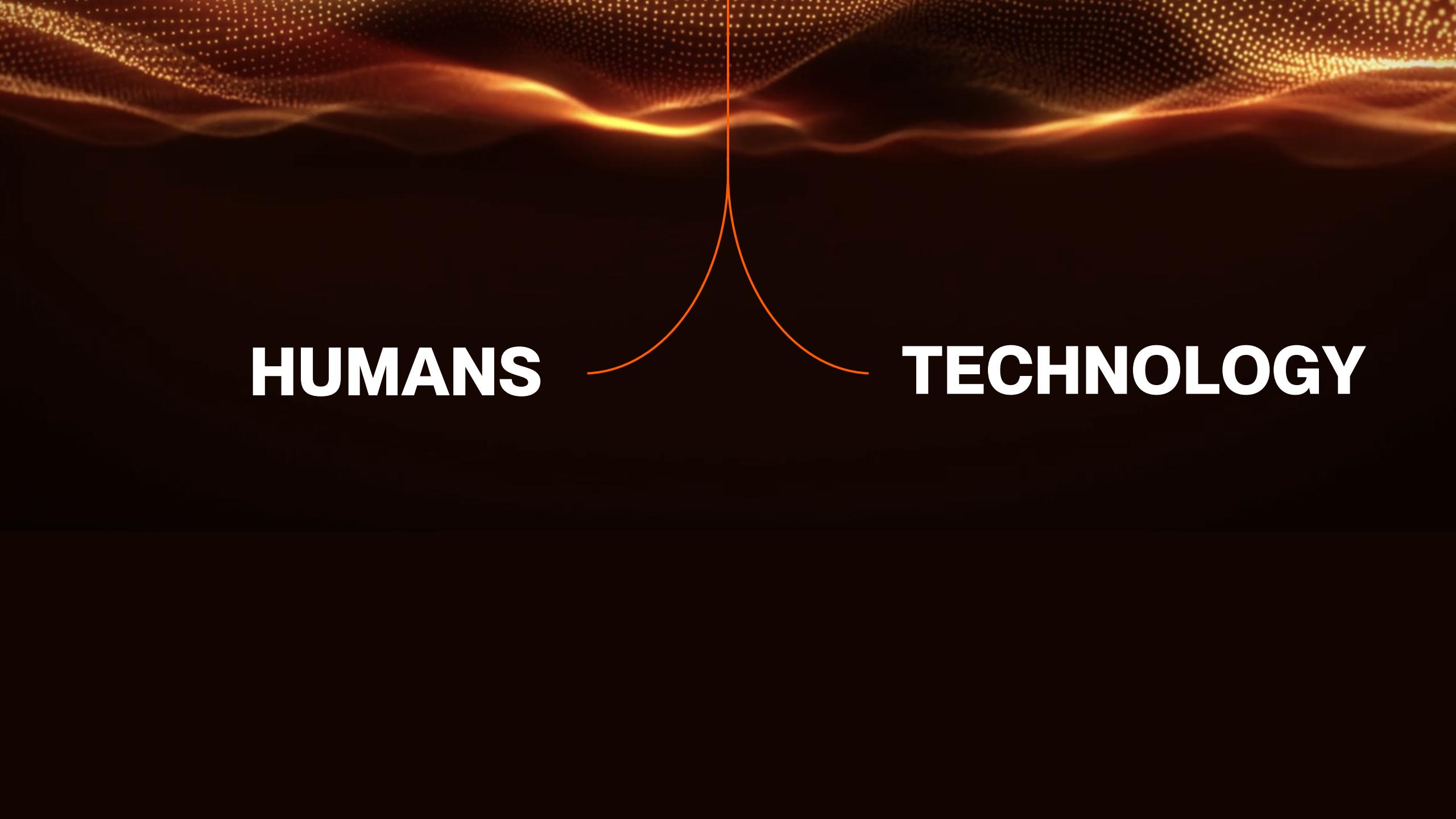


CHIEF TRANSFORMATION OFFICER,
MR. MANUAL STRUGGLE



SCALE
IMPACT
CAPABILITY

A vertical orange line runs through the center of the text, intersecting all three words. The background features a dark orange glow with glowing orange particles forming wavy patterns at the bottom.



HUMANS

TECHNOLOGY

Phase 1

AI
Workflows

Phase 2

Decentralized
Change

Phase 3

TO as the
Context Layer



Phase 1

AI Workflows

Planning

Initiative intake & prioritization

Change impact assessments

Stakeholder & persona intelligence

Execution

Sentiment & adoption signal detection

Hyper-personalized change communications

Capability building & just-in-time learning

Analysis

Executive & board-ready reporting

Post-implementation learning & pattern recognition

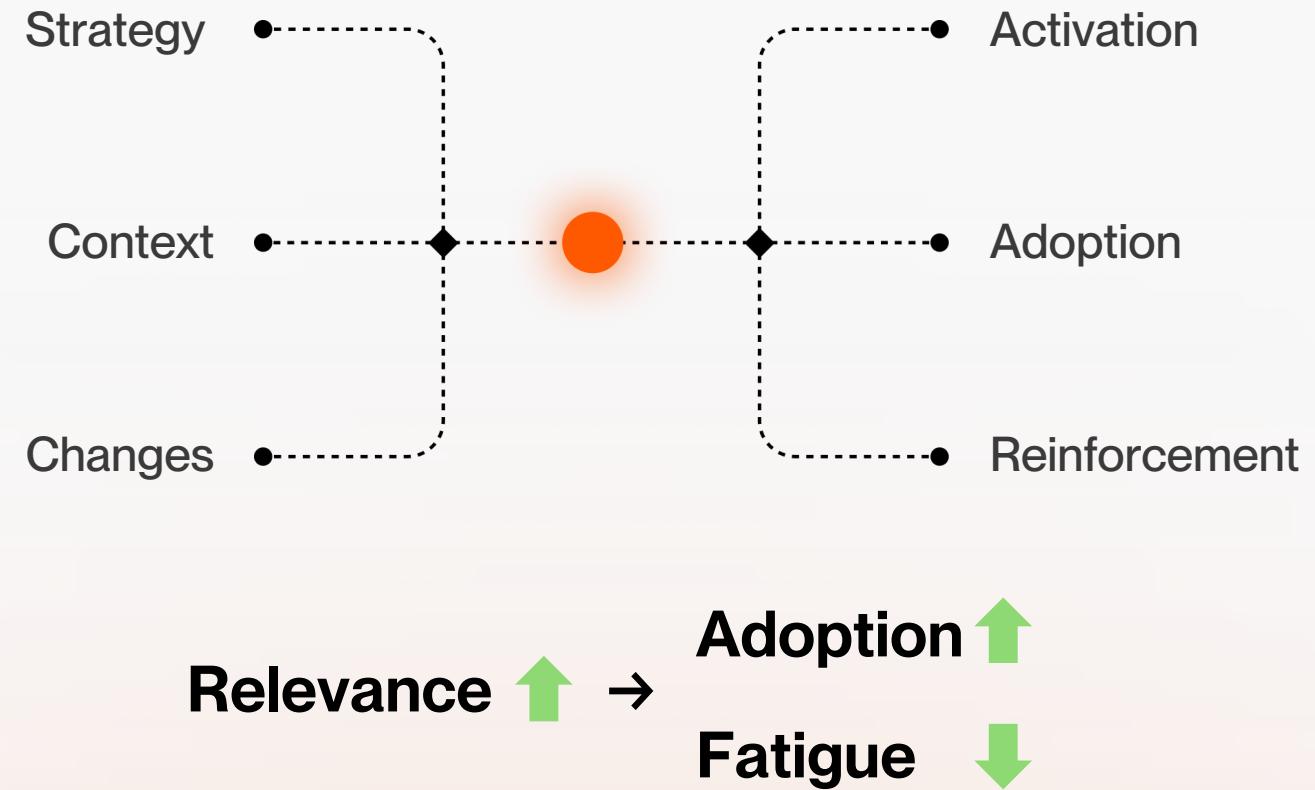
Transformation load & capacity analysis



Phase 1

AI Workflows

**Your strategy → Personalized
execution for the workforce**



Case Study

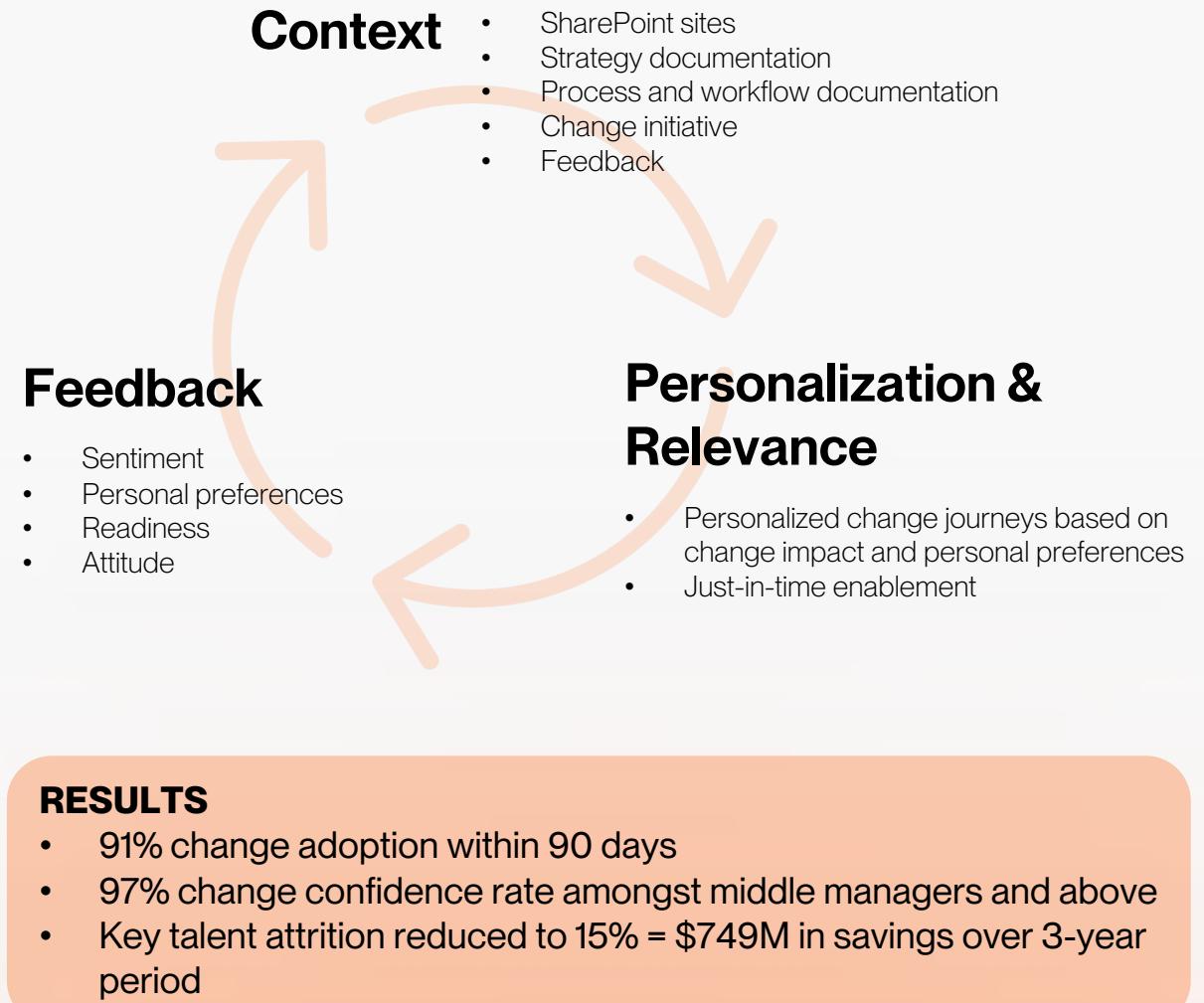
\$13B+
Consumer Goods
Company

CHALLENGE

Change saturation, overwhelm and fatigue,
key talent attrition of 28%

SOLUTION

Highly personalized and targeted change
activation, reduction in org wide activation



Phase 2

Decentralized Change

Expert → Everyone



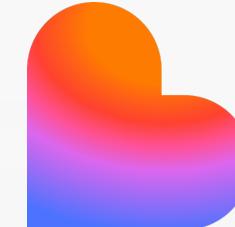
Stripe
Payments

Banks
→ Everyone



Canva
Design

Designers
→ Everyone



Loveable
Software

Engineers
→ Everyone



Jevons Paradox

Efficiency ↑



AI makes change work
cheaper and faster.

Cost of Change ↓

Lower effort per initiative.



Amount of Change ↑

Demand increases.



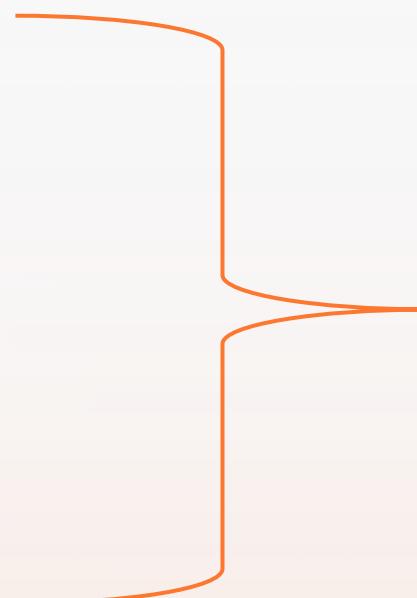
Expert → Everyone

Experience
Certifications
Frameworks
Models
Methodologies



Everyone

Natural Language Interface



Case Study

Major U.S. Aerospace & Defense Manufacturer

CHALLENGE

Slow regional adoption, disconnect from corporate culture

SOLUTION

Decentralized execution, TO as invisible enablers and coaches

- ✓ Got governance balance right
- ✓ Made prioritization clear
- ✓ Coaching based on feedback and reality on the ground

RESULTS

- 6x faster value realization of change initiatives
- 50% reduction in resistance-related matters
- 70% workload reduction for central TO team, freeing up capacity for more strategic work



Phase 3

TO as the Context Layer

**Organizational intelligence
that compounds.**

Roles of the Transformation Team:

1. Organizational context providers
2. Holistic E2E strategy coordinators
3. Transformation enablers and human coaches
4. Agent & LLM trainers and output verifiers
5. Feedback loop engineers

