



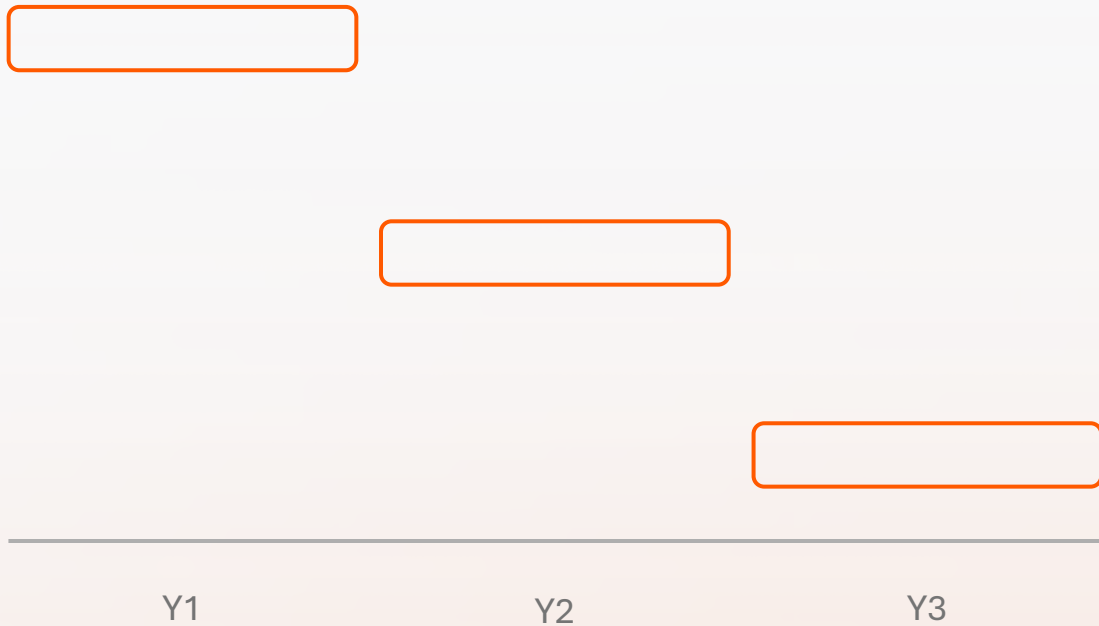
TIGERHALL

# Building the AI Enabled Transformation Office

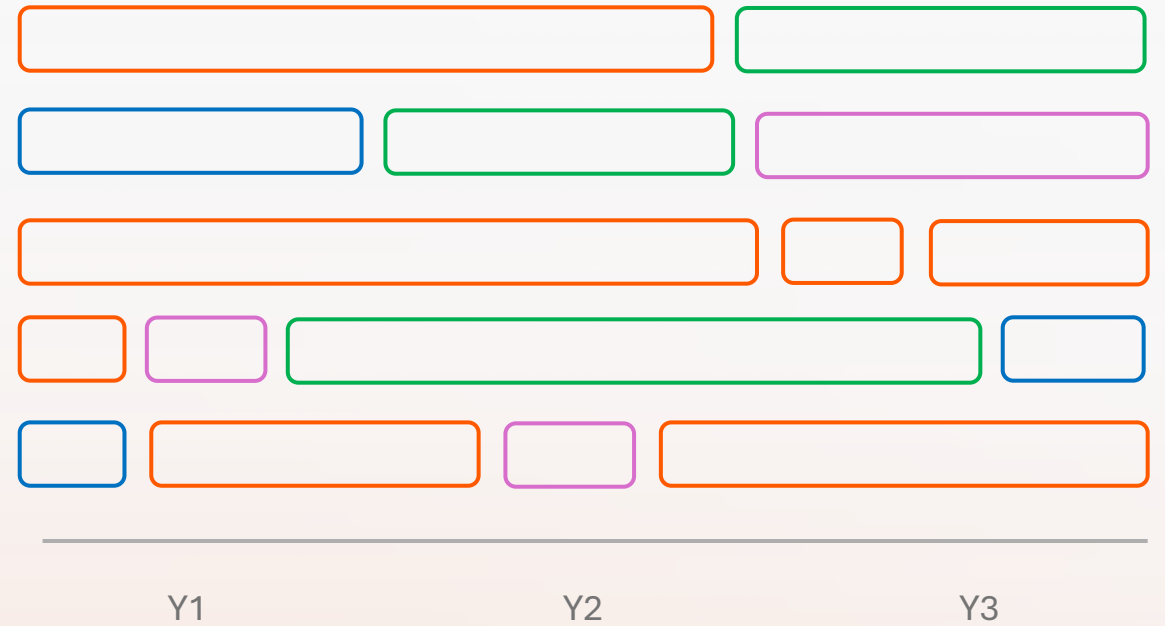
Nellie Wartoft

# Always-On Transformation is the Reality

2016



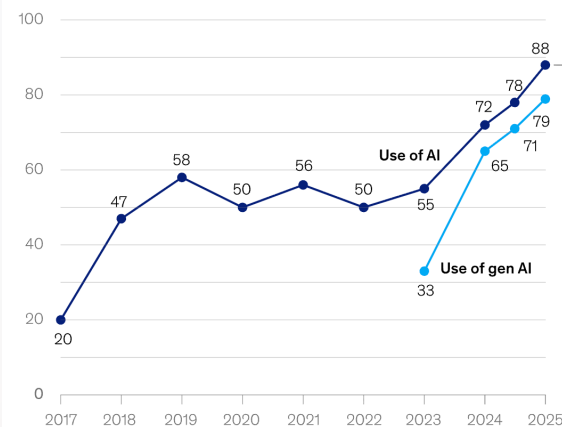
2026



# With AI Bringing a Tsunami of Change

Use of AI by respondents' organizations, % of respondents

Organizations that use AI in at least 1 business function<sup>1</sup>

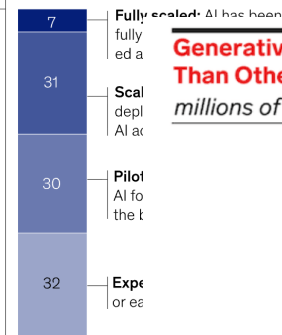


<sup>1</sup>In 2017, the definition for AI use was using AI in a core part of the organization's business or at scale. In 2018-19, the definition was regular use of AI in at least 1 function. From 2020, the definition was that the organization has adopted AI in at least 1 function.

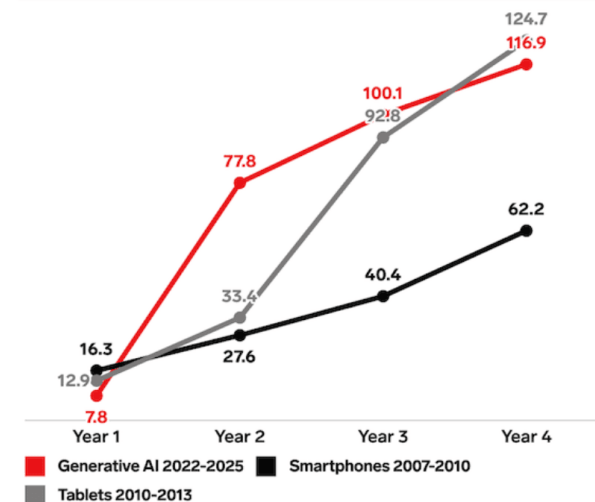
Source: McKinsey Global Surveys on the state of AI, 2017-25

McKinsey & Company

Phase of AI use among organizations using AI in 2025



Generative AI Has a Steeper Initial Adoption Curve Than Other Recent Technologies  
millions of US users



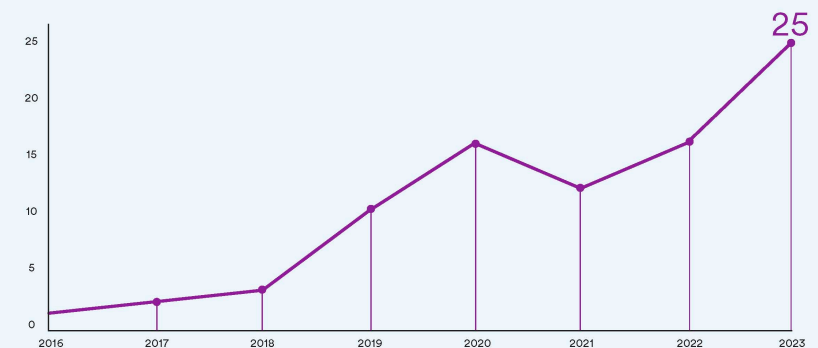
Note: individuals of any age who use each technology at least once per month; Year 1 for smartphones corresponds with the June 2007 release of the iPhone; Year 1 for tablets corresponds with the April 2010 release of the iPad; Year 1 of generative AI corresponds with the November 2022 release of ChatGPT  
Source: Insider Intelligence, June 2023

350340

Insider Intelligence | eMarketer

## 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  
December 2025

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

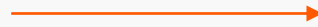


What is it?



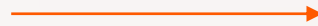
Where is it?

Why do we need it?



How do we scale it?

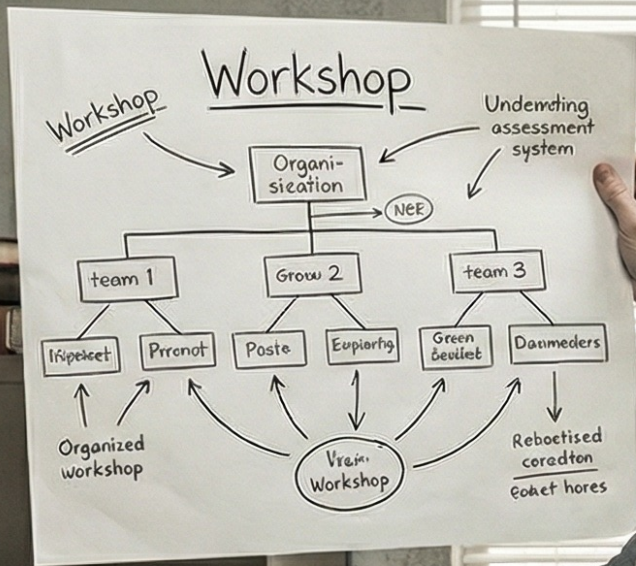
What's the ROI on this?



How do we build it as an embedded,  
compounding capability?





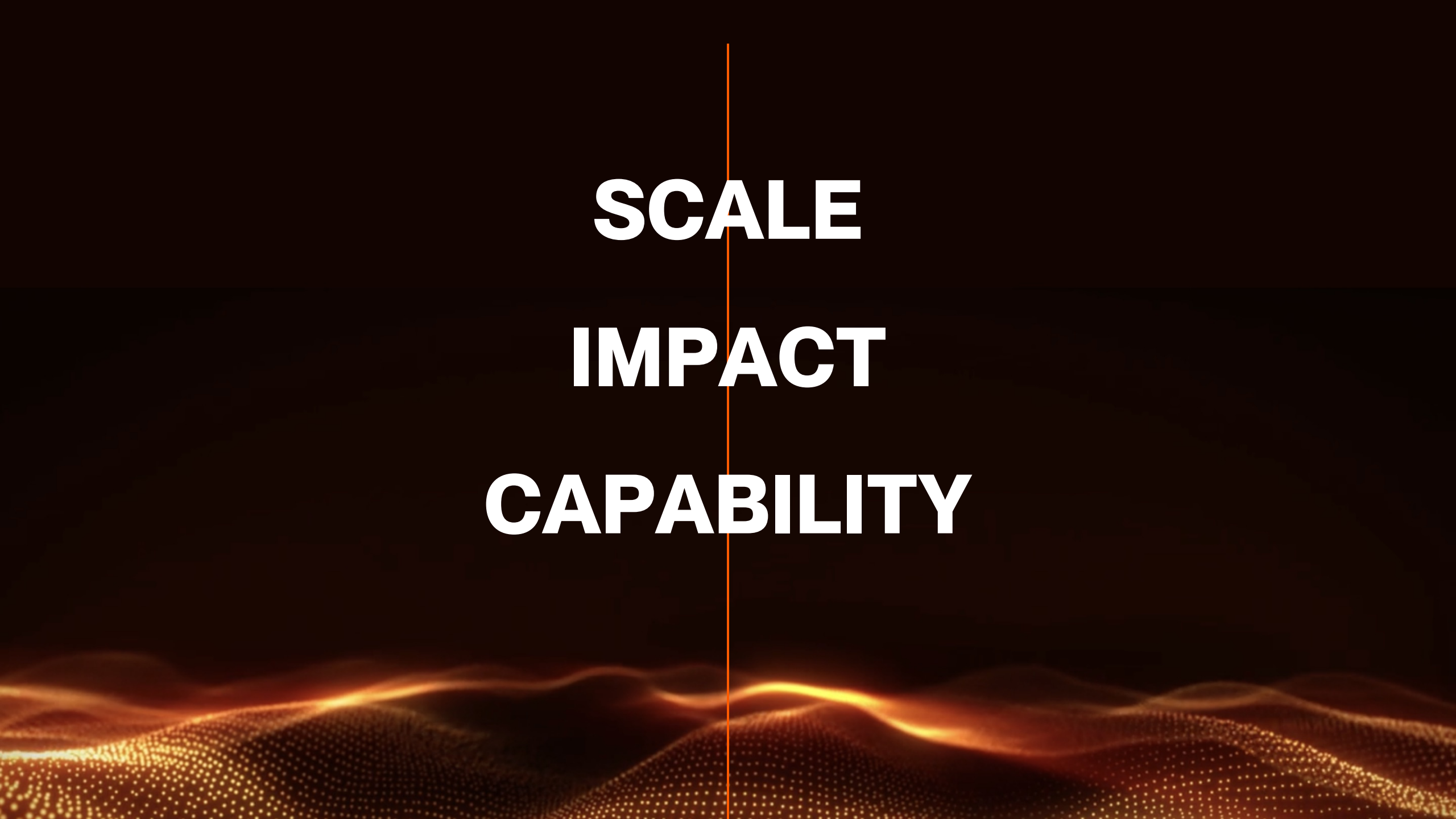


## Workshop

- the team
1. the organization assss
  3. tmke the teams

CHIEF TRANSFORMATION OFFICER,  
MR. MANUAL STRUGGLE



The background features a dark, gradient field with glowing, wavy lines of orange and yellow light at the bottom, resembling a digital or particle-based landscape. A thin, vertical orange line runs through the center of the image, passing behind the text.

**SCALE**  
**IMPACT**  
**CAPABILITY**





**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

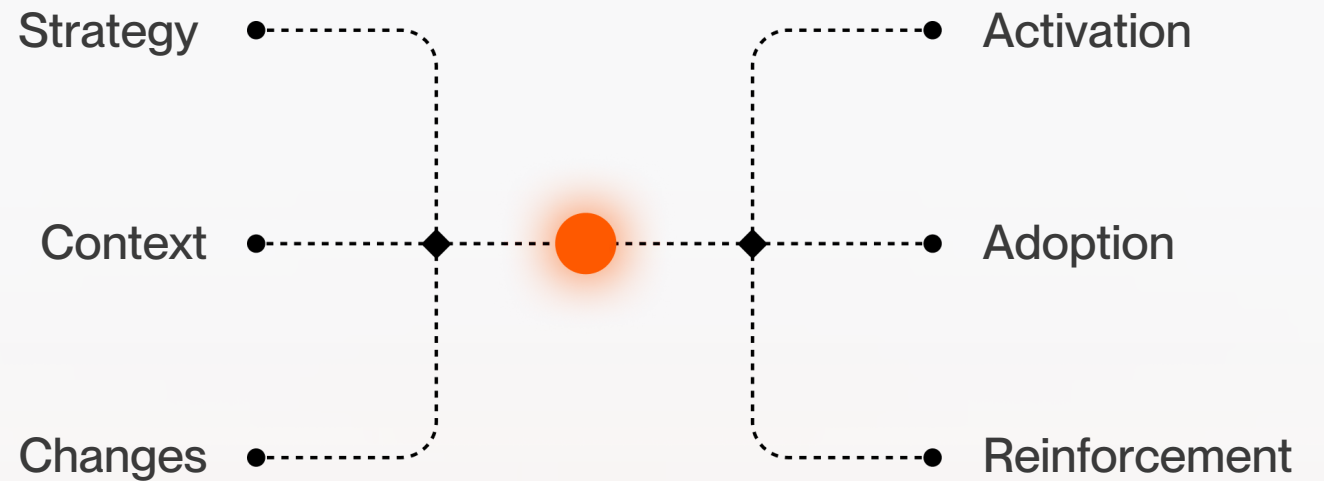




Phase 1

# AI Workflows

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



Relevance ↑ → Adoption ↑  
Fatigue ↓



# Case Study

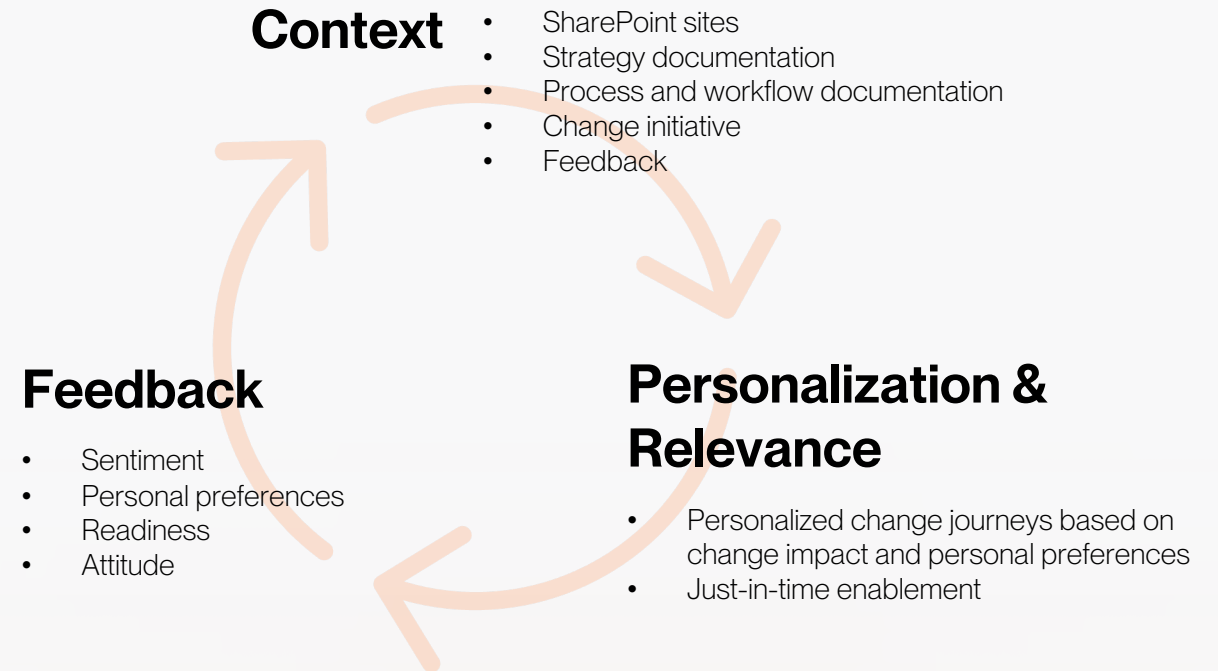
\$13B+  
Consumer Goods  
Company

## CHALLENGE

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

## SOLUTION

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



## RESULTS

- 91% change adoption within 90 days
- 97% change confidence rate amongst middle managers and above
- Key talent attrition reduced to 15% = \$749M in savings over 3-year period



Phase 2

# Decentralized Change

Expert → Everyone



**Stripe**  
Payments

Banks  
→ Everyone



**Canva**  
Design

Designers  
→ Everyone



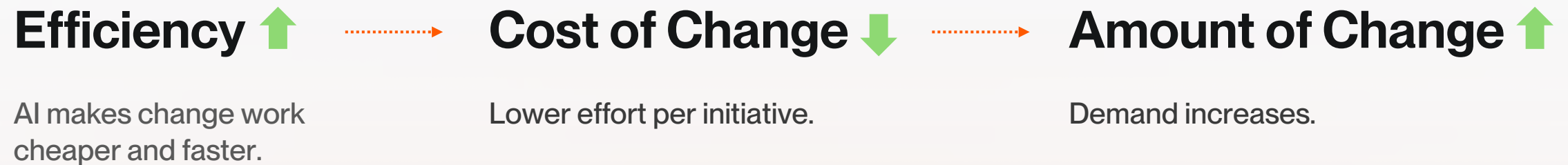
**Loveable**  
Software

Engineers  
→ Everyone





# Jevons Paradox



# Expert Everyone

Experience  
Certifications  
Frameworks  
Models  
Methodologies

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

