

Friction ➡ Quick win

What your people feel, what stalls it, and the AI Skill that removes it

THE FRICTION	WHAT STALLS IT	THE QUICK WIN THAT MOVES IT
FEAR FOR THE JOB	“This is going to take my job.” The threat never gets named out loud	Give them the division of labor. They keep the thinking and the judgment, AI produces the deliverable. Name who is actually at risk
NO WAY IN	“I do not know how to start with AI.” A blank chat box is not a starting point	A Dashboard, built by a skill, assembled overnight and waiting before they log in. No prompting, nothing to learn first
CANNOT FIND IT	“I need an answer right now and I cannot find it.” So they ask a colleague, and it comes back stale	An AI Skill pointed at the documents that team already relies on. Ask in plain language, get the paragraph, not a folder to dig through
NEVER TRIED IT	Knowing is not doing. They saw a demo, they never ran one themselves	Their own first win, on their own work, on day one. Not a demonstration of what AI can do in general
IT FADES	Gone in two weeks. Reinforcement was left to enthusiasm	They drive it in front of each other, weekly. Office hours and 1:1s for anyone slower. An hour a month with the AI SME

THE TWO NUMBERS TO REPORT

Tasks retired per person, per quarter

Work done by hand before, not any more, with a name against it.

Percentage of the group who brought something back this month

Contribution, not consumption. This one predicts whether the program survives.

Not seats licensed, not logins, not prompts sent. All of those can rise while nothing changes.

Getz AI

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