

Manager's Team Conversation Script

For: Managers · Type: Script

TEAM _____	AGENT _____
GO-LIVE DATE _____	CONVERSATION DATE _____
NEXT REVIEW DATE _____	

A talk-track for explaining how an AI agent changes the team's work, what stays firmly in human hands, and how the team benefits.

How to use it

- 1 Prepare with your completed Job Re-design Worksheet and Agent JD. Most of what you'll say comes from those two documents.
- 2 Hold the conversation once the pilot is running and you have early results to share, with the whole team, in person or on video. The team should already have had a short heads-up at go-live (90-Day Launch Checklist, Days 30–60). Follow up one-to-one with anyone whose role changes most.
- 3 Allow 30 minutes: about 10 to talk, 20 to listen.
- 4 Put the script in your own words. Keep the five beats and their order.

Before the conversation

- ☐ I know which tasks have moved to the agent (Job Re-design Worksheet, Step 3).
- ☐ I can say what stays with each person, and where their freed-up time goes.
- ☐ I have the success measures, the baseline, and the early results (Agent JD, Section 8).
- ☐ I know who owns the agent and how the team flags a problem.
- ☐ I have honest answers to the questions below, or a date by which I'll have them.
- ☐ HR is briefed, if any formal job descriptions change.

The conversation: five beats

1 Open with the reason

"We brought in an agent to help with [task]. The reason is [business reason, e.g. more time with patients, faster responses to HCPs]. I want to walk you through exactly what it means for your work."

Lead with the purpose. People fill silence with the worst-case version.

2 Name what changes

"Since [date], the agent has been [specific tasks]. You review [outputs] before they go out."

Name tasks, not technology. "It pulls the records before each call" lands; "we're deploying an AI platform" doesn't.

3 Name what stays, and what grows

"Judgment calls, conversations with [customers / patients], and the final decision on [X] stay with you. The time this frees up goes to [specific focus]."

This is the beat people remember. Make the freed-up time concrete.

4 Explain the safeguards

"[Name] owns the agent. If it gets something wrong, here's how you flag it: [process]. You can always override it, and we can switch it off if it isn't working."

People adopt what they know they can correct.

5 Commit to measuring it together

"We're tracking [measure] against where we were before the pilot. So far, [early result]. We'll review it again on [date], and your feedback will shape what happens next."

Then open the floor: "What worries you about this? What would make it more useful to you?"

Questions to expect

Question	How to answer
"Is this replacing my job?"	Be direct about what the agent does and what stays with them. Point to the freed-up time and where it goes. Make no promises you can't keep.
"If the agent gets something wrong, am I to blame?"	Explain the review step and the escalation path. Accountability for the final decision sits with the person who approves it, and they always have the right to override.
"Do I have to use it?"	Explain the pilot period and what you're measuring. Ask them to use it and report what doesn't work; their feedback decides what happens next.
"Will my targets change?"	Say what is fixed and what is still open. If targets will be reviewed, say when.
"Who decided this, and why this tool?"	Share the business reason and how it was assessed: the RAIL Score, the owner, the safeguards.
"What happens to my data and my notes?"	Explain which sources the agent uses and where data stays (Agent JD, Section 5).

If you don't know the answer, say so, and give a date by which you will.

Words that help

Use	Instead of
Supports, prepares, drafts	Replaces, automates
Specific tasks and dates	"Efficiencies", "transformation"
"You review" / "you decide"	"The system decides"
"We'll measure it and adjust"	"This is how we work now"

After the conversation

- ☐ Follow up one-to-one within a week with the people most affected.
- ☐ Log the concerns raised, with an owner and a response date for each.
- ☐ Share the measures and the review date in writing.
- ☐ Check in again at the Day 90 review, and at each pilot review after that.
- ☐ Update the Job Re-design Worksheet with what you learned.

NEXT Take the results and the concerns raised to the Day 90 decision in the **90-Day Launch Checklist**.