Juliette's Learning Tribe · Workshop guide

for my Learning Tribe x

The journey to becoming an AI first organisation

A practical workshop in six steps, with every sheet you need to run it.



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It is mostly sticky notes. Bring biscuits.

This is hard. Let's say so.

Everybody wants to be AI first. Very few organisations are.

I build most of Zavmo with AI, every day. It is the most exciting work I have done in twenty years. It is also hard, and I would rather you heard that from me now than found out in month three.

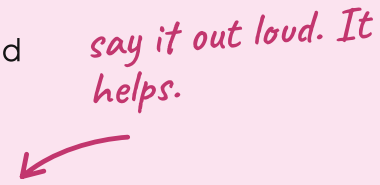
1. **People are frightened.** When AI takes a task over, somebody's job changes. Often that task was their favourite bit. If nobody says so out loud, the fear goes underground and the change stalls.

2. **Nobody wrote the work down.** Most of what a team does lives in people's heads. AI cannot follow a process that only exists in somebody's memory.

3. **The first trial goes wrong.** It always does. Teams that expect it keep going. Teams that expect magic give up.

4. **Managers are asked to lead something they have never done.** There is no old playbook for this. You are writing it as you go.

5. **It is dull before it is exciting.** The first weeks are writing things down and timing them. The excitement comes later, when the boring task stops landing on your desk.





How this guide helps

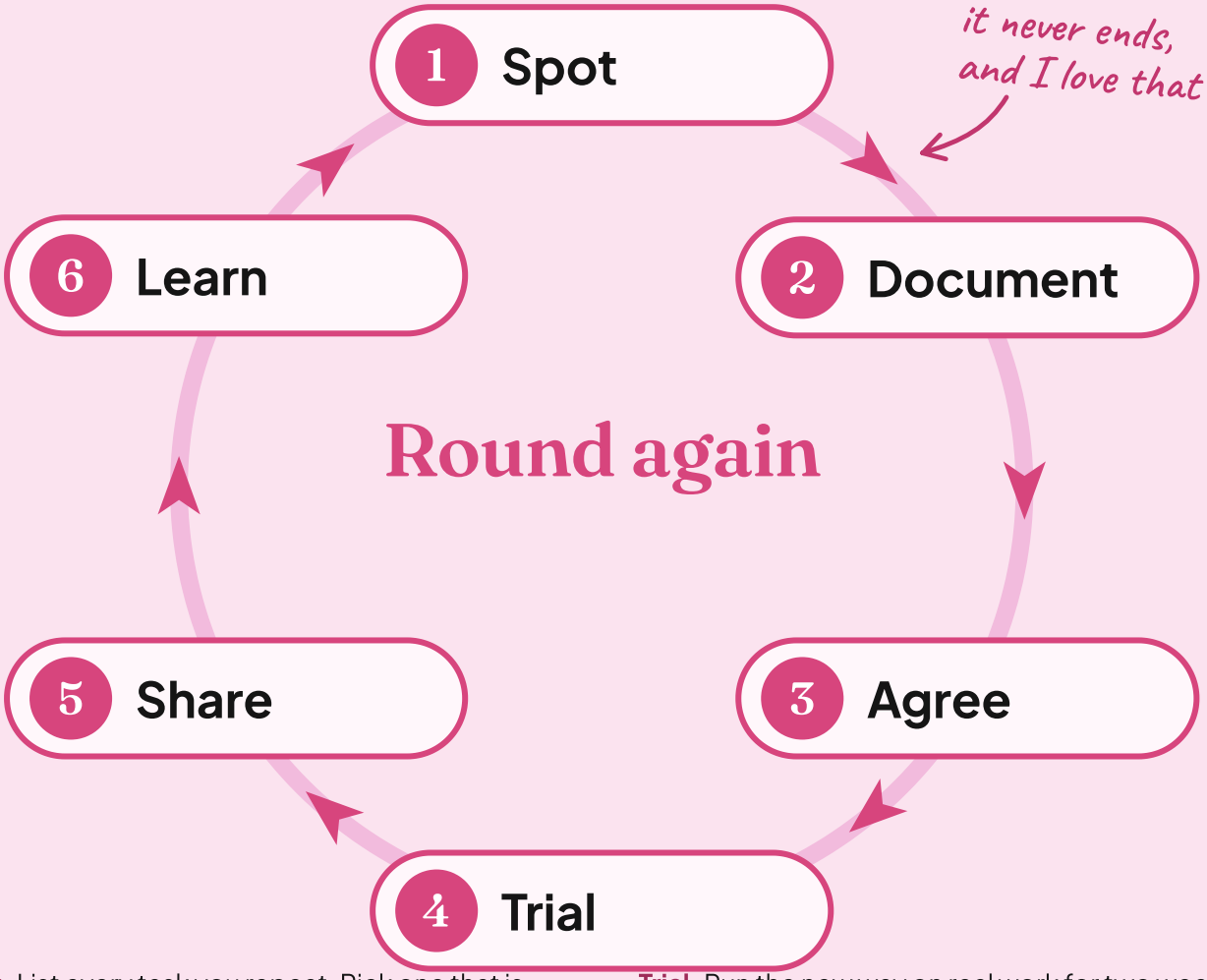
It turns a big, vague ambition into one task at a time, done by the people who know that task best.

It gives you two workshop sessions, minute by minute, and a sheet for every step. You do not need to be an AI expert to run it. You need a room and the people who do the work.

Use it in every department. Same six steps, same words, same sheets. Then everyone speaks the same language, and you can see where every team is and what training it needs.

Six steps, round and round

Being AI first means one habit. Before a piece of work gets done, somebody asks: should AI do it, help with it, or stay out of it? You cannot ask that about work nobody has written down. This loop is how you write it down.



Spot. List every task you repeat. Pick one that is dull, frequent and low risk.

Document. Write down how it is done today, step by step. Time it.

Agree. Mark each step: AI does it, AI helps and a person checks, a person does it.

Trial. Run the new way on real work for two weeks. Try to break it.

Share. Show the team what happened, mistakes and all. Write the new way down.

Learn. Ask what changed for people. Then spot the next task.

How the workshop runs

Session one

3 hours

Spot, Document, Agree. In a room, with sticky notes.

The trial

2 weeks

Trial. In real work, with a log.

Session two

90 minutes

Share and Learn. Then pick the next task.

Workshop

Session one: the run sheet

laughing means it's working

Three hours with the people who do the task. As host, your job is to keep time and keep it light.

Time	What	How	Page
0:00	**Worst task of the week**	Everyone writes the dullest thing they did this week on a sticky note. Read them out. Vote for the winner. Expect laughter.	
0:15	**Say the hard bit**	Read page 2 together. Each person writes one worry on a sticky note and puts it on the worry wall. Nobody argues with a worry. You come back to them in session two.	2
0:30	**Spot**	Fill the brainstorm grid. Then everyone gets three dots to vote with. Check the winner against the pick-one list.	5
1:00	**Break**	Ten minutes. Stretch your legs.	
1:10	**Document: teach the alien**	The person who does the task explains it to someone who has never seen it. The alien writes every step down and asks "why?" a lot.	6
1:55	**Agree: traffic lights**	Go through every step with green, amber and red dots. Green, AI does it. Amber, AI helps and a person checks. Red, a person does it. Then agree the rules.	7
2:35	**Plan the trial**	Agree who runs it, how often, and what counts as broken. Book session two before anyone leaves.	8
2:55	**One word**	Each person says one word about how they feel now. Write them down.	

What you need

Sticky notes in two colours, dot stickers in green, amber and red, pens, a phone timer, a wall and the printed sheets. Biscuits are not optional.

I'm serious about the biscuits

Step 1 of 6

1 Spot

pick the BORING one

List every task you repeat. Be specific. "Send the Friday client update" is a task. "Admin" is a mood. Then vote.

Task	How often	Time each time	Who does it	Risk if wrong low, medium, high	Votes

Pick one

- [ ] It happens at least once a week.
- [ ] It follows the same steps most of the time.
- [ ] A mistake would be easy to spot and fix.
- [ ] The people who do it chose it.

Our task

Step 2 of 6

2 Document

be a nosy alien. Ask why!

Write down how the task is done today. Not how it should be done.
How it is done. Then time it on a real run.

Teach the alien. The person who does the task talks. Someone who has never done it writes. Every time the alien is lost, a step is missing.

Task:

Who owns it:

Time it takes:

How we timed it:

#	What happens	Who	Tool	Time	Where it goes wrong
1					
2					
3					
4					
5					
6					
7					
8					

What good looks like

Step 3 of 6

3 Agree

amber is fine. Really.

Go through every step from page 6. Put one dot on each. Then agree the rules before anyone touches a tool.

Traffic lights. Green: AI does it. Amber: AI helps and a person checks. Red: a person does it. If the room cannot agree, it is amber.

#	Step	AI does it	AI helps, a person checks	A person does it	Why
1		☐	☐	☐	
2		☐	☐	☐	
3		☐	☐	☐	
4		☐	☐	☐	
5		☐	☐	☐	
6		☐	☐	☐	
7		☐	☐	☐	
8		☐	☐	☐	

Our rules

What information can go into which tool:

Who checks what AI produces:

Who signs off the new way:

Agreed on (date) by:

4

Step 4 of 6

Trial

it WILL break. Good.

Run the new way on real work for two weeks. Try hard to break it, and write down everything it gets wrong.

Who runs the trial:

How many times it runs:

What counts as broken:

Session two is booked for:

Date	What we ran	What it got wrong	What we changed	Time taken

Our best mistake

Workshop

Session two: the run sheet

Ninety minutes, two weeks after session one. Same people, same wall.

Time	What	How	Page
0:00	**Before and after**	Read out the time the task took before, and the time it takes now. Just the numbers. Let them land.	10
0:10	**Best mistake award**	Everyone picks the best thing the trial got wrong. The biggest, most visible mistake wins. Big mistakes are a gift: you can see them, so you can fix them.	8
0:25	**Share**	Talk through what worked and what felt odd. Then write the new way down, there and then.	10
0:50	**The worry wall**	Take the worries from session one. Which came true, and which are still there?	11
1:05	**Learn**	What changed for the people doing the job? What do they need to get better at now?	11
1:20	**Spot the next one**	Go back to the brainstorm grid from session one. Pick the next task. Book the next session one.	5



The best mistake award

Awarded to: _____

For: _____

_____

Signed: _____



5

Step 5 of 6

Share

show the mess. People trust it.

Show the team what happened, mistakes included. Then write the new way down, so it becomes the way. If it is not written down, nothing has changed. You ran an experiment.

Time before:

Time now:

What worked

What went wrong, and what felt odd

The new way, written down

Step by step, as it runs now. Or say where it lives.

Step 6 of 6

6 Learn

then go again

Ask what changed for the people doing the job. Then go back to your list and spot the next one.

The worry wall

Which worries came true? Which did not? Which are still there?

What changed for the people doing the job?

What do they need to get better at now?

Next task from our list:

Next session one booked for:

Where we are

One page for the whole organisation. Each department fills in its row at the end of session two. Look at it once a month. If a department has sat on the same step for two months, ask what training would move it.

Department	Task	1	2	3	4	5	6	What is in the way	Training Level 3 or 5
		☐	☐	☐	☐	☐	☐		
		☐	☐	☐	☐	☐	☐		
		☐	☐	☐	☐	☐	☐		
		☐	☐	☐	☐	☐	☐		
		☐	☐	☐	☐	☐	☐		
		☐	☐	☐	☐	☐	☐		
		☐	☐	☐	☐	☐	☐		
		☐	☐	☐	☐	☐	☐		
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		☐	☐	☐	☐	☐	☐		
		☐	☐	☐	☐	☐	☐		
		☐	☐	☐	☐	☐	☐		
		☐	☐	☐	☐	☐	☐		

Tick the step each task has reached: **1** Spot · **2** Document · **3** Agree · **4** Trial · **5** Share · **6** Learn

pin this one on the wall

Each step is a skill you can learn

the bit I care about most

Running this once is a workshop. Running it every time a new task turns up is a skill, and most of us were never taught it. At Zavmo we wrote Future Fluency to teach it. Future Fluency, Level 3 is about changing your own job. Future Fluency, Level 5 is about leading a department through the same change.

The step	Level 3 You, on your own job	Level 5 You, leading a department
1 Spot List what you repeat. Pick one.	ZFF-AU-03 Automating a repeated task in own work	ZFF-DA-05 Using data to direct a department's priorities
2 Document Write down how it is done today. Time it.		
3 Agree Mark each step: AI, AI helps, a person.	ZFF-GV-03 Working safely and responsibly with AI	ZFF-AU-05 Planning automation across a department
4 Trial Run it on real work. Try to break it.	ZFF-AI-03 Using and checking AI tools in daily work	
5 Share Show the team. Write the new way down.	ZFF-DA-03 Turning workplace data into a recommendation	ZFF-EI-05 Working with the people whose roles change
6 Learn Ask what changed. Spot the next one.	ZFF-GM-03 Developing a growth mindset for changing work	ZFF-GM-05 Leading a department through a change in required capability
The whole loop The applied project goes all the way round.	ZFF-PJ-03 Applied project: improving own work with AI	ZFF-PJ-05 Applied project: annual automation plan for own department

Future Fluency is by Zavmo. Both levels are written in full. They are still drafts, in review.

Keep going

The workshop gets one task done. Future Fluency helps the people who do the work, and the people who lead them, keep it going. Your own job is the evidence.

If you do the work

Future Fluency, Level 3

- Use AI on real tasks and check what comes back.
- Automate something you repeat.
- Stay safe and inside the rules.
- Turn your own data into a recommendation.
- Finish with a project that improves your own job.

If you lead the team

Future Fluency, Level 5

- Use your department's data to choose where to start.
- Plan automation across a department.
- Lead the people whose roles change.
- Help your team keep learning.
- Finish with a year's automation plan for your department.

Take the Future Fluency check

It takes about 22 minutes, in ten sections. Most questions ask what you did, not how you feel. It tells you whether to start at Level 3 or Level 5. It is free, and you see your result without signing up.

zavmo.ai/future-fluency-check

The course itself: zavmo.ai/uk/future-fluency

do this one first



I would love to hear how your first session goes. Tell me what broke.

Juliette