

Example Questions – AI

AI is more than a technology trend; it is a strategic opportunity. Investments in AI are growing rapidly, but adoption often lags behind. Research shows that technology is rarely the barrier – culture is.

Successful AI adoption is built on three key pillars:

- **Enthusiasm:** employees need to believe in the value of AI.
- **Access:** AI tools need to be available, relevant, and easy to use.
- **Trust:** in high-trust organizations, AI is adopted faster and used more effectively.

Organizations that create a supportive and enabling environment find that AI can do more than reduce costs; it can also drive growth and innovation.

These questions are designed to help organizations understand how employees experience AI, and how culture and leadership influence both adoption and impact. Employee feedback can help create an environment where AI becomes a positive force for the organization.

Statements

- I believe AI will create new growth opportunities for our organization.
- I believe AI will have a positive impact on my career.
- I am enthusiastic about using AI tools to improve my work and contribute to the organization's success.
- Leaders clearly communicate how AI will be used within the organization.
- Our organization encourages me to use AI in my work.
- Our organization provides AI tools that help me perform my work more effectively.
- Our organization has helped me understand both the benefits and risks of using AI tools.
- Our organization makes meaningful investments in helping me build my ability to use AI.

Single-choice questions

Overall, I believe my organization will use AI in a way that:

- Benefits our organization
- Harms our organization

- Has a neutral impact on our organization
- We will not use AI

Overall, I believe my organization will use AI in a way that:

- Benefits our customers
- Has a negative impact on our customers
- Has no impact on our customers
- We will not use AI

Over the past year, how many opportunities have you had to use AI to improve your work processes?

- Many
- Quite a few
- A few
- None

How much confidence do you have in the senior leadership team's judgment when it comes to AI?

- None
- Very little
- Quite a lot
- A great deal

How often do you use AI tools in your work?

- Never
- Sometimes
- Regularly
- Daily

How confident do you feel using AI tools?

- Not at all
- Somewhat

- Fairly confident
- Very confident

What is your biggest concern about AI?

- That my role will be replaced
- Lack of knowledge or training
- Privacy and security
- I have no concerns

How well do you understand the organization's AI strategy?

- Not at all
- To a limited extent
- Well
- Very well

Open-ended questions

- In what ways could AI create the most value for our organization?
- Are there any work processes or tasks where you see clear potential for AI to contribute?
- Where have you already seen AI improve quality, efficiency, or collaboration?
- What do you see as the biggest barrier to using AI more in your work?
- What support would you need to feel more confident using AI?
- How well do leaders role-model good practices when it comes to AI?
- What could the organization do differently to make it easier to use AI?
- What would you like to learn more about when it comes to AI?