

Checklist: Supporting and Training Your Team

- ✓ **Talk openly.** Explain what AI is, why you're using it, and how it can help them. Involve people early on and listen to and respond to their concerns and answer their questions.
- ✓ **Reassure everyone.** Make it clear that AI is a tool to help, not to replace people. Emphasise that human skills, such as judgement, creativity, and managing relationships are still essential.
- ✓ **Provide practical training.** Offer hands-on training for everyone - not just how to use AI but also being aware and reducing the risk of AI scams, deepfakes and misinformation/disinformation. etc. You might consider pairing less confident users with "AI buddies" or champions.
- ✓ **Encourage thoughtful use.** Remind people to always check, adapt, and improve AI outputs and not to just use AI as a shortcut to do their job for them but to support them in their work.
- ✓ **Promote creativity and learning.** Encourage people to try new ways of working with AI. Share examples and stories of how AI can help.
- ✓ **Keep people in control.** Make sure everyone can continue to make their own decisions about managing their work. AI should support, not take over, human decision making and judgement.
- ✓ **Support wellbeing.** Help people manage change and avoid digital overload. Prioritise support that promotes wellbeing and helps people to build resilience.

- ✓ **Review and adapt.** Regularly check how AI is being used and ask for feedback. Do people feel it's working well for them, is it saving time and/or improving effectiveness, what else might be done to make it work better for them?



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