

ChangeSync AI Transformation Matrix[©]

AI Capability Creates Potential. Human Transformation Creates Value.

Y-AXIS

Human Transformation Maturity

HIGH

Adaptation & Reinvention

Organizations are redesigning, reimagining, and continuously evolving with AI.

Continuous Adaptation

Always evolving and improving

Human-AI Operating Models

Building human-AI ways of working

Work Redesign

Redesigning daily work and processes

Role Evolution

Adapting roles and capabilities

Adoption

Building literacy and confidence

Awareness

Learning and exploring AI

LOW

Awareness & Adoption

Organizations learning, experimenting, and beginning their AI change journey.



AXIS DEFINITIONS

X-AXIS DEFINITION: AI MATURITY STAGE

Low End: Exploration AI

High End: Enterprise AI

Low End: Exploration AI

• Prompting

• Chatbots

• Individual productivity

• Pilots

• Experiments

High End: Enterprise AI

• Agents

• Multi-Agent Systems

• MCP

• Autonomous workflows

• Enterprise orchestration

Y-AXIS DEFINITION: HUMAN TRANSFORMATION MATURITY

Low End: Awareness & Adoption

High End: Adaptation & Reinvention

Organizations are:

• Learning AI

• Experimenting

• Building literacy

• Beginning change efforts

Organizations are:

• Redesigning work

• Reimagining roles

• Building Human-AI operating models

• Continually evolving

QUADRANT SUMMARY

	Traditional Organization	Risk: Being left behind.
	Emerging Organization	Risk: Underinvesting in AI.
	Technology Trap	Risk: High investment, low value realization.
	Transformation Zone	Primary Outcome: Sustainable AI-enabled transformation.



How to use this matrix: Assess your organization's current position. The goal is to move from left to right on AI Maturity Stage while also moving up on AI Human Transformation Maturity to reach the Transformation Zone.