

Designing Your Organisation for the AI Era

How AI changes your work, your people,
and the governance that shapes both.

A follow-up to our recent event:
"Who to Hire and Who to Fire in the AI Era"

AI is arriving into organisations that weren't designed for it.

Most organisations are layering AI onto work structures, people systems and decision processes built for a pre-AI era. This technology is incredibly powerful, but it can't thrive in a legacy environment.

I Business Units Leads

The Data

88% of companies now use AI in at least one function*. But only 5% are generating value at scale.**

The Insight

Workflows haven't been redesigned. AI is being layered onto work that was structured for humans alone.

II HR & People

The Data

95% of businesses have invested in AI, but only 14% have aligned their workforce, technology, and growth goals. And 45% of CEOs say their employees are resistant – or openly hostile – to AI adoption.***

The Insight

AI rollouts need change management not just hard skills training.

III Executives

The Data

Companies are cutting headcount in anticipation of AI's impact – before the technology has delivered on its promises. Only 2% have made reductions based on actual AI results.****

The Insight

A deeper understanding is needed of where AI can add value today – and what's coming tomorrow.

Three key questions

Before you can decide who to hire, who to develop and how to lead.

These three categories of leaders are facing unprecedented challenges – but they can drive exponential value with the right approach.

I How does this change our work?

For Business Unit leads

How does AI change what your teams actually do – task by task? Which tasks shift to AI, which stay human, which become collaborative? What can AI do already, and where is it not ready?

A robust and evidence-based perspective on this area will unlock new AI-powered workflows, transforming the business impact your current team can make.

II How does this affect roles and people?

For HR & People leads

Once the work is defined, what job profiles, skills and transition pathways do you need? How does it change the way leaders lead, and managers manage?

AI strategy needs to be interpreted into HR practice – new approaches to recruitment, development, performance and talent management – AI doesn't diminish the importance of people.

III How do we decide and govern?

For Executives

Where do we start? How fast do we move? How do we balance speed against risk? How do we govern AI adoption across the organisation with confidence, not paralysis?

The organisational capacity to stay oriented as AI reshapes your business – and to constantly replot your course as the landscape changes – is the core executive challenge of this era.

AI Acceleration Portfolio

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A set of modular activities to fuel rapid progress towards your AI-era organisation

I Business Unit Leads

AI Process Optimisation

Every department has processes that run slower than they should. We identify exactly where AI creates real impact – and where it does not.

AI Impact Dashboard

Measure and communicate AI value in business terms and not tech terms.

Leadership & Decision Redesign

Measure and communicate AI value in business terms and not tech terms.

II HR & People Leads

Workforce Readiness Diagnostic

Mapping enthusiasm, resistance and skill gaps across the organisation to give leadership a factual foundation for every decision that follows.

AI Role Schema

A framework for evaluating and rewriting roles for an AI-augmented context – giving hiring managers the criteria and language they need to recruit and develop for the organisation they're building.

AI Learning Architecture

A structured approach to building the capabilities your workforce needs as roles evolve – a learning system that keeps pace with the changing shape of work.

III Executives

AI Strategy Sprint

Without a clear AI strategy, every department is defining his own approach. The result: isolated tools, duplicate investments and no competitive edge. To define the strategic foundation is key.

AI Maturity Benchmark

Most organisations think they are further along than they are. By the time the gap to the competition becomes visible, it is already expensive to close.

AI Executive Readiness Programme

AI is changing what it means to lead. Most executives are confident in their domain – but uncertain about how to lead through AI transformation. This programme builds that confidence.

AI Acceleration

I Business Unit Leads

A photograph of three business professionals (two men and one woman) walking in a modern office building. The image is overlaid with a dark teal gradient. The man on the left is wearing a dark suit and tie, the woman in the middle is wearing a light-colored blazer, and the man on the right is wearing a light-colored suit and tie. They are all looking towards the right and appear to be in conversation.

AI Process Optimisation

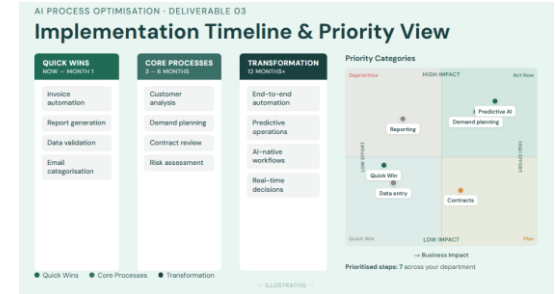
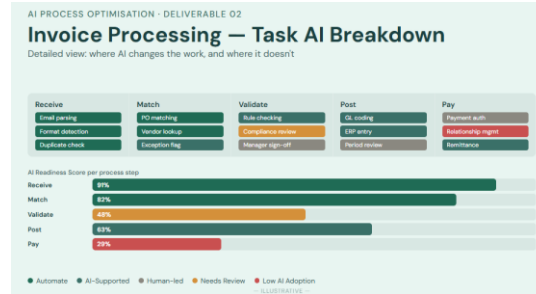
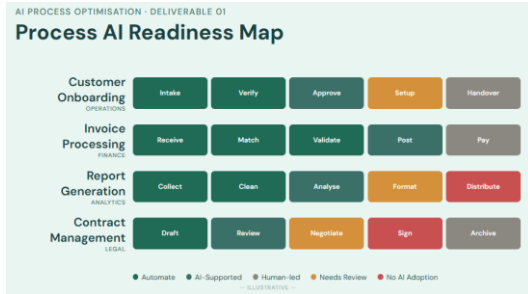
Reason Why

GenAI is changing how businesses operate. Faster, leaner, more efficiently. But without a clear view of which processes genuinely benefit, most teams either stall or invest in the wrong places. The critical question is where exactly in your processes AI creates the most significant impact.

Approach

- Process definition and capturing
- AI-readiness qualification
- Roadmap delivery

Example Deliverables



AI Impact Dashboard

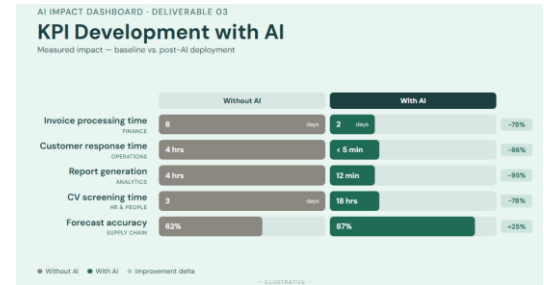
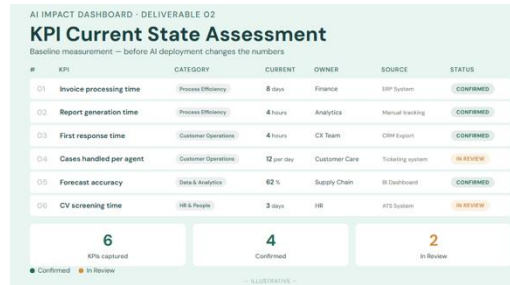
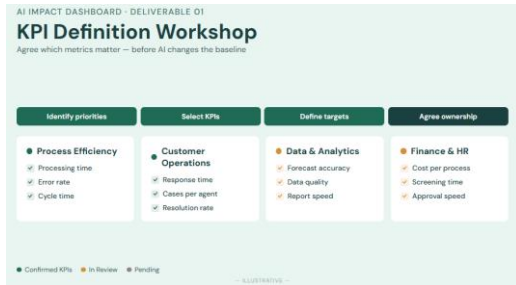
Reason Why

Every department is running AI initiatives. But when the CEO or CFO asks what has actually improved, most Business Leads do not have a convincing answer. Without clear metrics, AI remains a cost centre and not a value driver.

Approach

- Workshop with department leads to identify and agree on 5–8 relevant KPIs
- Current performance captured per KPI, data sources verified
- Ownership assigned for each metric with clear roles
- Evaluation after a define period of time

Example Deliverables



Leadership & Decision Redesign

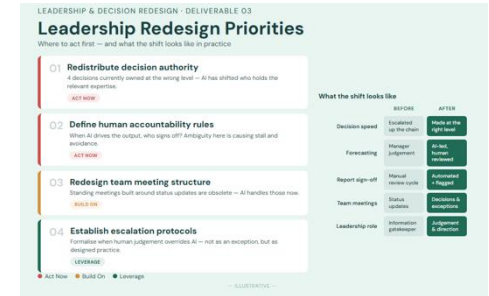
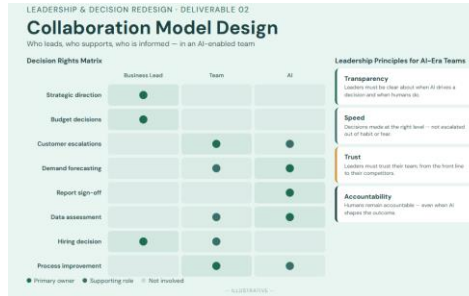
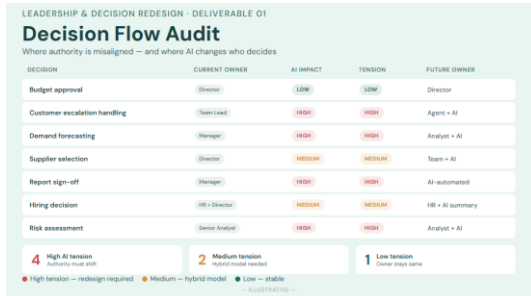
Reason Why

AI is moving expertise and your employees are becoming the AI subject matter experts. This changes how decisions will be made, who has authority and how teams collaborate and what is the progress in the leadership role.

Approach

- Audit current decision-making flows and authority levels
- Redefine the leadership role in an AI-enabled organisation
- Co-create a new collaboration and decision model with the team
- Roll out with structured communication and change programme

Example Deliverables



AI Acceleration

HR & People Leads

Workforce Readiness Diagnostic

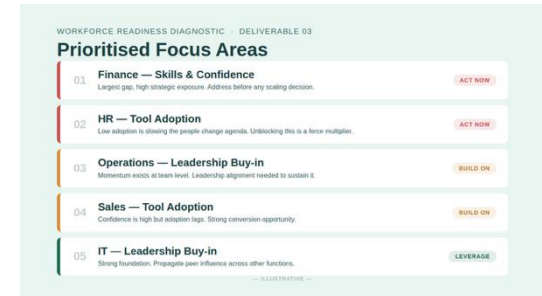
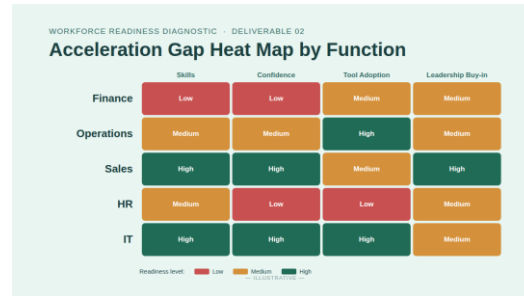
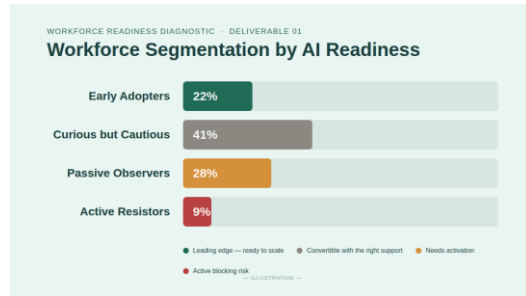
Reason Why

AI initiatives are underway but there's no clear picture of how ready – or resistant – the wider organisation really is. Often due to early pilots delivering mixed or uncertain results, making scaling feel like a risk.

Approach

- A structured assessment maps where people are on AI adoption across functions and levels, combining surveys, interviews and team-level analysis.
- Patterns of enthusiasm, scepticism and active resistance are identified – along with the specific drivers of each.

Example Deliverables



AI Role Schema

Reason Why

Roles are being redefined by AI – but most job descriptions, hiring criteria and performance frameworks haven't caught up. Managers are still recruiting for yesterday's skills and evaluating people against outdated expectations.

Approach

- A framework that maps roles against how work is actually changing – with AI as integral, not an add-on.
- The schema gives hiring managers and HR a shared language to recruit for the right capabilities and develop people across both the AI and human skills their evolving roles demand.

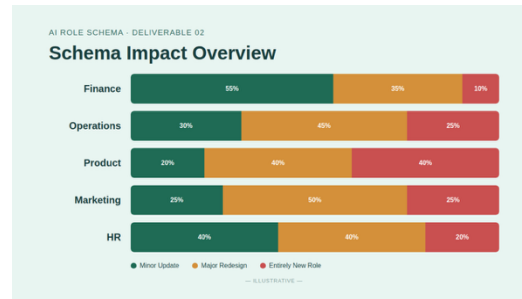
Example Deliverables

AI ROLE SCHEMA - DELIVERABLE 01

Role Schema Shift

	Pre-AI Baseline	AI-Era Requirement
Prototyping	Writes specs, hands off to engineering	Builds working prototypes for alignment and user testing
User Testing	Coordinates with UX research team for scheduled rounds	Runs rapid test cycles on self-built product concepts
Stakeholder Alignment	Slide decks and verbal walkthroughs	Demonstrates working concepts, test descriptions
Data Analysis	Requests reports from analytics team	Interrogates data directly to inform decisions in real-time
Market Sensing	Reads published reports, commissions research	Synthesizes market intelligence continuously using AI

Legacy role definition AI-era capability shift
 — ILLUSTRATIVE —



AI ROLE SCHEMA - DELIVERABLE 03

Role Redesign Priority Index

01	Product Manager — Product Fundamental shift in prototyping, testing, and stakeholder alignment. Legacy spec still in use.	ACT NOW
02	Content Strategist — Marketing AI reshaping production cycle end-to-end. Role risks becoming supervisory without redesign.	ACT NOW
03	Operations Analyst — Operations Automation absorbing reporting tasks. Opportunity to shift toward exception handling and decision support.	BUILD ON
04	Talent Acquisition Lead — HR Screening and sourcing increasingly AI-driven. Human value shifting to candidate experience and judgment.	BUILD ON
05	Financial Controller — Finance Strong existing process discipline. AI integration focused on forecasting accuracy and speed.	LEVERAGE

— ILLUSTRATIVE —

Learning Architecture for the AI era

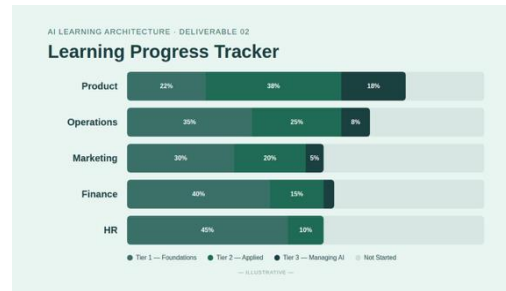
Reason Why

AI is raising the bar on what high performance looks like – but most development programmes are still built around yesterday's growth paths. The capabilities that get people to the next level are shifting, and learning systems haven't caught up.

Approach

- A learning architecture that evolves with the AI landscape. It builds development pathways around the AI and human capabilities that drive performance now – including how to manage and direct AI, not just use it.
- The result is a system that grows people toward where their roles are heading, not where they've been.

Example Deliverables



AI Acceleration

 Executives

AI Strategy Sprint

Reason Why

AI is already happening in your organization. Without a shared strategy, direction and governance, departments move in different directions. What looks like progress is actually fragmentation. The cost of not aligning now grows every week.

Approach

- Develop a company-wide AI vision and strategic principles
- Create a shared AI roadmap across all business units
- Establish a governance structure to keep the strategy alive and evolving

Example Deliverables

AI STRATEGY SPRINT - DELIVERABLE 01

AI Vision & Strategic Principles

AI VISION STATEMENT
"We use AI to make our organisation faster, smarter and more competitive – with our people at the centre and a clear strategy that every team can act on."

STRATEGIC PRINCIPLES

AI as a business driver AI is not an IT topic. It is a strategic lever for competitive advantage.	Human + AI collaboration AI augments our people. Decisions stay with humans where it matters.	Data before tools We fix our processes and data first. AI on chaos scales chaos.
Speed with guardrails We move fast – but within clear boundaries of governance and ethics.	Build capability, not dependency We develop internal AI fluency. We do not outsource our future.	One direction, many initiatives Every AI initiative aligns to the company strategy. No silo usage.

— ILLUSTRATIVE —

AI STRATEGY SPRINT - DELIVERABLE 02

Shared AI Roadmap

	Now – 3 months Quick Wins	3 – 9 months Core AI	12+ months Transformation
Operations	• Invoice automation	• End-to-end process AI	• Fully AI-native ops
Customer Care	• AI chatbot tier 1	• Predictive case routing	• Autonomous resolution
Finance	• Automated reporting	• AI-driven forecasting	• Real-time decision support
HR	• CV screening AI	• Skills gap analysis	• AI workforce planning
Sales	• Lead scoring AI	• Proposal automation	• Predictive pipeline mgmt

● Quick Wins ● Core AI ● Transformation

— ILLUSTRATIVE —

AI STRATEGY SPRINT - DELIVERABLE 03

AI Governance Structure

BOARD LEVEL AI Steering Committee Set AI vision & strategy. Approve major investments. Monitor company-wide progress. QUARTERLY	AI Usage Rules Encouraged Use AI tools approved by IT & Legal. Prioritize tools with data residency in your region.
DEPARTMENT LEVEL AI Lead per Department Drive AI initiatives in unit. Report progress to steering. Align with company strategy. MONTHLY	Requires approval New AI tools that handle sensitive data, customer-facing AI, or sensitive HR data.
TEAM LEVEL AI Ambassadors Enable team adoption. Surface friction & feedback. Champion new ways of working. WEEKLY	Off limits Uncharacterized tools with company data. Consumer AI without data agreements in place.

● Board Level ● Department Level ● Team Level

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AI Initiatives Audit

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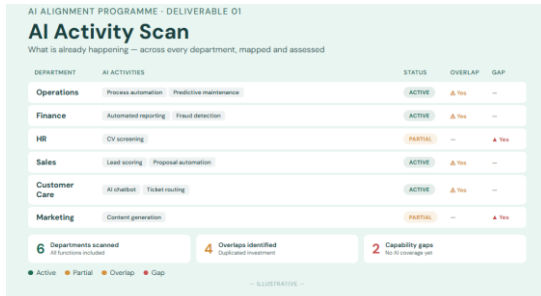
Reason Why

In most organisations, AI is already happening, but every department is moving in its own direction. The result is duplication, wasted investment and missed opportunities. What organisations need is not a top-down mandate. They need transparency and a common framework that everyone understands and works within.

Approach

- Scan all current AI activities across departments and teams
- Identify overlaps, gaps and internal best practices
- Develop a common AI framework and shared language for the organisation
- Align departments and teams around the framework throughout by developing a governance structure

Example Deliverables



AI ALIGNMENT PROGRAMME - DELIVERABLE 02

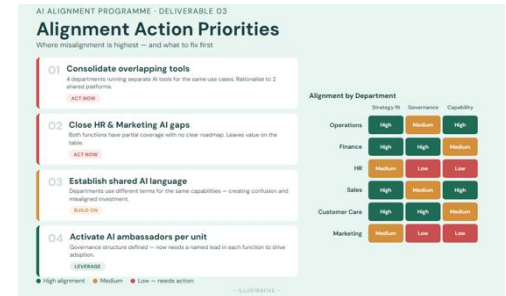
AI Tool & Framework Inventory

Every active AI tool in the organisation — typed, approved, and assigned

TOOL	USE CASE	TYPE	STATUS	DEPARTMENT
Microsoft Copilot	Drafting, summarising emails	AI SUPPORTED	APPROVED	All
ChatGPT Enterprise	Content, research, analysis	AI SUPPORTED	APPROVED	Marketing, Sales
UPPath	Process automation, RPA	AUTOMATE	APPROVED	Operations, Finance
HireVue	CV screening, Interviews	AI SUPPORTED	APPROVED	HR
Salesforce Einstein	Lead scoring, forecasting	AI SUPPORTED	APPROVED	Sales
Custom GPT / API	Custom AI solutions	AUTOMATE	REQUIRES APPROVAL	All

● AI Supported ● Automate ● Approved ● Requires Approval

— ILLUSTRATIVE —



AI Executive Readiness Programme

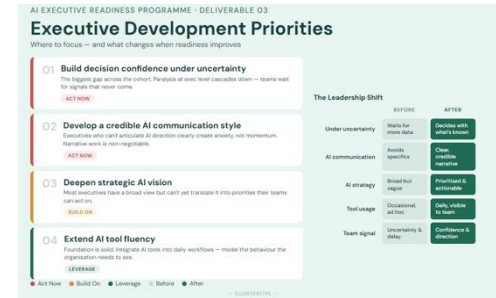
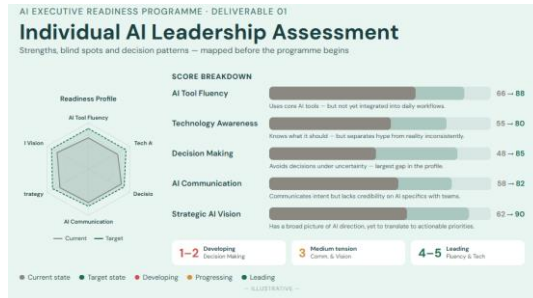
Reason Why

The biggest blocker in most AI transformation efforts is not technology. It is leadership. Executives who are uncertain about AI avoid decisions, delegate too much or communicate the wrong things to their organisation. The result is paralysis at the top – at exactly the moment when clarity and direction are needed most.

Approach

- Individual AI leadership assessment: strengths, blind spots and decision patterns
- Peer-Group Programme with other executives – max. 6 participants
- Training and Coaching on AI and dedicated tools for your daily business
- Practice high-stakes decision-making under uncertainty

Example Deliverables



Accelerate your AI journey today.

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I Business Units

AI Process
Optimisation

AI Impact
Dashboard

Leadership &
Decision Redesign

II HR & People

Workforce Readiness
Diagnostic

AI Role Schema

AI Learning Architecture

III Executives

AI Strategy Sprint

AI Maturity Benchmark

AI Executive
Readiness Programme

Our AI Acceleration Portfolio is flexible and modular – you can choose to work on any elements – as deeply as you need to.

Message us for a free casual coffee talk.

Let's clarify where you and your teams are right now - and plan your next steps on the AI journey.

Book us for an AI Acceleration Workshop

We will structure a bespoke workshop to identify blockages, unlock value and drive rapid progress.

55 BirchStreet

Change is hard.
Managing it doesn't have to be.



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