Mercer **TAAP**

Checklist: Helping employees use generative AI (GenAI) effectively

Nearly half of global employees believe that their employer will teach them the needed skills if their job changes due to GenAI or automation, suggesting that not all employees are taking proactive measures to learn and practice using GenAI. If your organization would like employees to get the most out of GenAI, you can use this checklist to help introduce the technology in a supportive and helpful way.

Introduction to GenAI

Employees have likely heard about GenAI by now, but they still may not know the basic principles of the technology. Bring all employees up-to-speed with a basic introduction to GenAI.

- Explain what GenAI is and its potential benefits for the individual and your organization.
- Describe the different types of GenAI technologies that your organization has approved and how to access those tools.

Identify relevant use cases

Once employees know about the GenAI platforms they could use, they may have ideas about how they could use it for their day-to-day activities at work. But it's possible that some employees aren't making that connection just yet, and that's okay. You can help them by introducing common use cases that may be applicable to their role.

- Identify specific areas within the organization where GenAI can be applied and brainstorm how it could improve processes and outcomes.
- Share examples from different areas of the organization that apply to their work.
- Ask employees to submit examples of when and how they successfully used GenAI to help with their work and share them through a shared communication platform.

Provide hands-on training

Some employees will still be unsure of how or when to use GenAI at work, so hands-on training will be imperative.
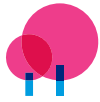
- Provide hands-on demonstrations of GenAI tools and platforms during team meetings or schedule educational sessions available to all employees.
- Identify early adopters within your organization and ask them to conduct peer education sessions.
- Use real examples during training to allow employees to start thinking about practical applications they could use right away.
- During training, you should also explain cases in which it is not appropriate to use GenAI, such as personal information or client data.

Provide training materials

Written materials or videos will reinforce the learning from training. You can choose to develop these materials within your organization or leverage existing resources from reputable sources.

- Training materials may include user manuals, video tutorials or interactive e-learning modules.
- Consider developing a quiz to reinforce appropriate and inappropriate uses of GenAI at work.
- Keep your training materials up-to-date as GenAI technologies and platforms evolve.

Foster a learning environment

Encourage employees to explore and experiment with approved GenAI technologies. Leadership should be promoting GenAI usage and using it themselves to demonstrate the organization's commitment to digital transformation and GenAI adoption.

- Consider organizing workshops for knowledge sharing.
- Encourage managers to brainstorm with employees how they can use GenAI in their regular work activities.
- Support ongoing learning via AI-related conferences, webinars or training programs.

Measure and evaluate

To determine whether GenAI is having the desired impact on your organization, you will need to consider evaluation metrics and methods.

- Set individual and/or team performance metrics.
- Monitor employee adoption and usage of GenAI tools via an employee survey.
- Collect feedback to identify areas for improvement and further training.

LenAI helped draft this content before it was thoroughly fact-checked, reviewed and edited by a member of our content team.

Conclusion

Take the lead when it comes to training employees on the use of GenAI. Offer learning opportunities for all employees and foster an environment of exploration and teamwork with GenAI. Continue to communicate with employees to monitor what's going well and what needs improvement.

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