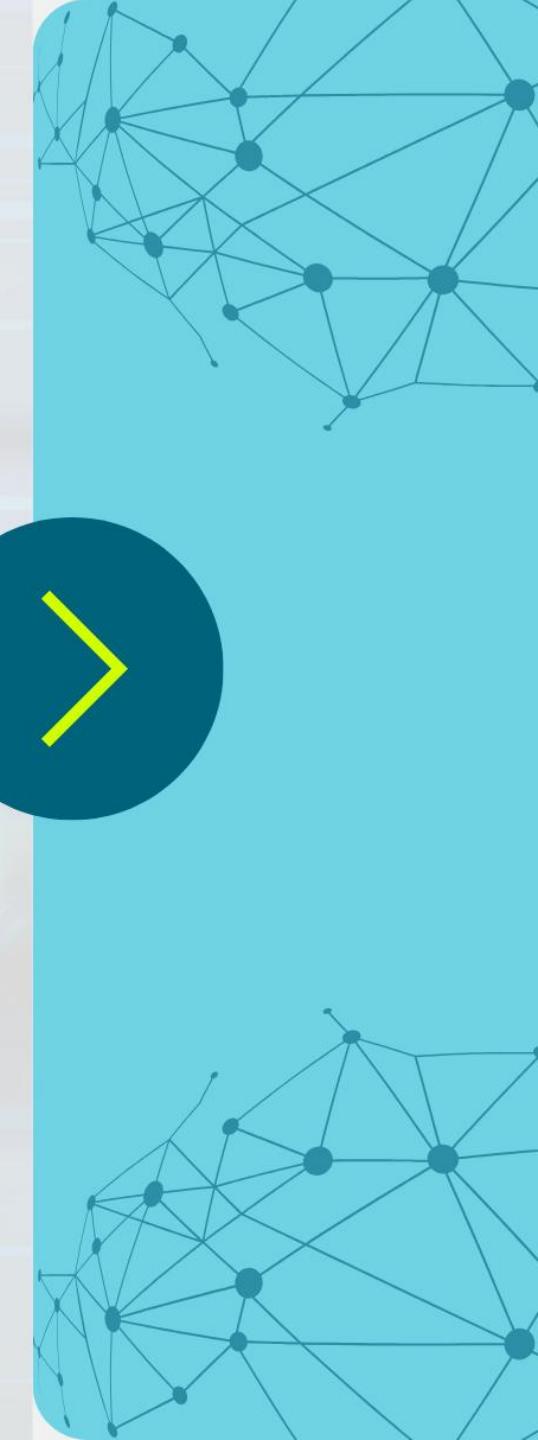




# AI Isn't Coming – It's HERE!

Leading in the Last Generation  
of Human-Only Workplaces

*In Partnership With:*





# Welcome, Let's Get Acquainted!

Where (Geographically) Are You  
Joining Us From Today?



## Who We Are

The WFM People™

**Solid Rock Consulting** is a Workforce Optimization (WFO) consulting firm founded in 2012.

We **Transform** our clients' organizations and customer experiences by ensuring they have the right resources, in the right place, at the right time!

We do this through the 3 core pillars of our service: WFM Support, Professional Services, and Solution Procurement.



# Juanita Coley

SOLIDROCK CONSULTING, CEO  
THEE CONTACT CENTER WHISPERER  
**Author of "WFM Go Beyond"**

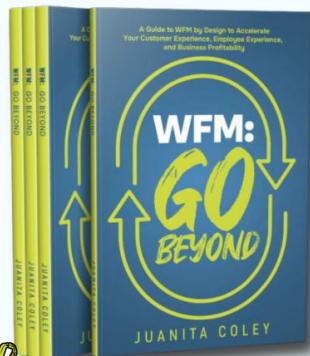
Recognized industry leader & award winner:

- Mrs. Corporate America 2022
- 2022 Most Influential Tech Advisor
- 2022 Top 25 Thought Leader

Over 20 years of expertise in WFM, driving efficiencies for brands like:

- United HealthCare
- Optum
- Walgreens
- Liberty Medical

Consulted for top WFM providers, including Verint and Aspect. Global presence—leading a team of consultants across the US, Canada, and EMEA.



**SOLID ROCK**  
CONSULTING

**WFM: GO BEYOND**

# Let's Play A Game!

What's the BIGGEST challenge/fear you face with AI today?



# What a Blended AI + Human Workforce Means

This is not solely “humans using AI.” This is AI operating as part of the workforce.

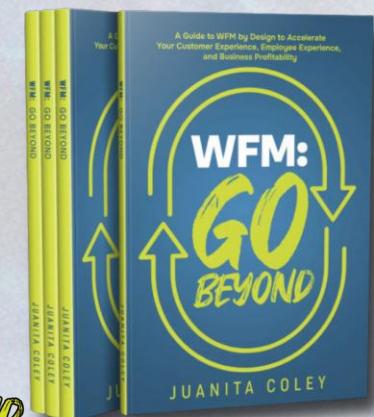
In a blended workforce:

- AI handles **repeatable, rules-based, and high-volume work**
- Humans focus on **judgment, empathy, exception handling, and escalation**
- Work is **intentionally routed** based on complexity, risk, and value — not availability alone
- AI is scheduled, forecasted, measured, and optimized just like human labor.

When AI takes work, it **changes demand**, not just efficiency.



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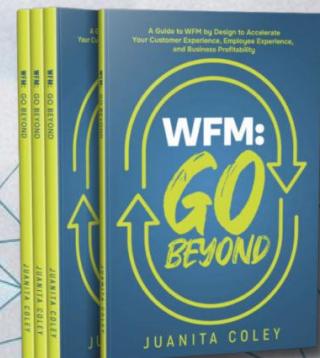
# The Leadership & Workforce Challenges Showing Up Now

These challenges are already impacting operations today:

- **Decision ownership:** Who is accountable when AI makes or influences decisions?
- **Workforce trust:** Employees questioning job security, fairness, and evaluation
- **Role clarity:** Blurred lines between what humans own vs. what AI owns
- **Performance management:** Measuring success across humans, AI, and hybrid work
- **Capacity accountability:** Planning demand when AI absorbs, deflects, or creates work



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# A Practical Framework for AI Readiness

Before scaling AI, leaders must assess readiness across **three dimensions**:

## 1. Strategy

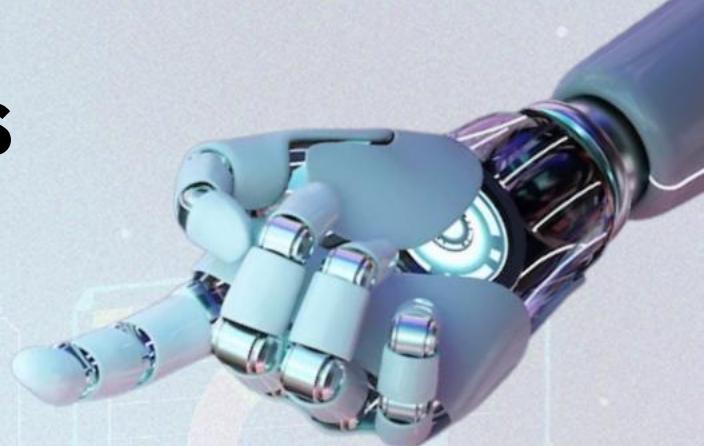
- Is AI tied to clear business outcomes or isolated experiments?
- Do leaders agree on where AI should *replace, augment, or support* work?

## 2. Structure

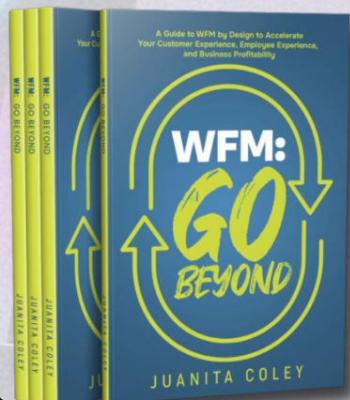
- Are roles, ownership, and decision rights clearly defined?
- Is AI treated as a workforce input or just a tool?

## 3. Execution

- Can you forecast, plan, and staff for AI-impacted demand?
- Do WFM, operations, and technology teams work from the same model?
- Scaling AI without readiness creates operational debt.



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# The Questions Leaders Must Answer Now

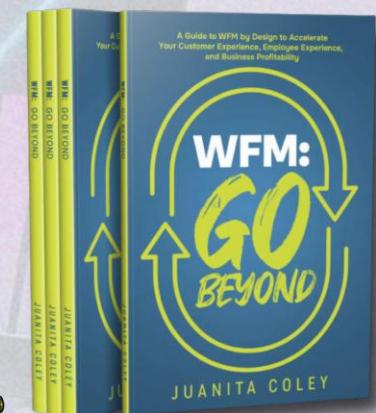
To future-proof the workforce, leaders must answer:

- What work should **never** be done by AI?
- How do we plan capacity when AI demand changes daily?
- How do we measure productivity in a blended workforce?
- Who owns outcomes when work flows across humans and AI?
- How do we reskill teams instead of reacting to disruption?

Are our investments aligned to workforce strategy or just technology trends?



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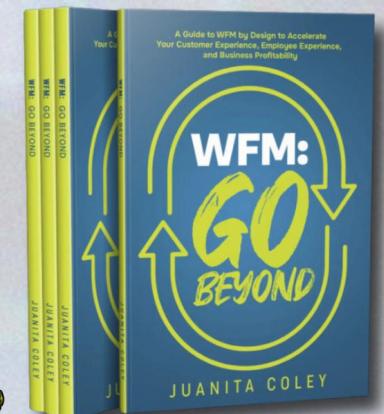
# Key Takeaways To Remember:



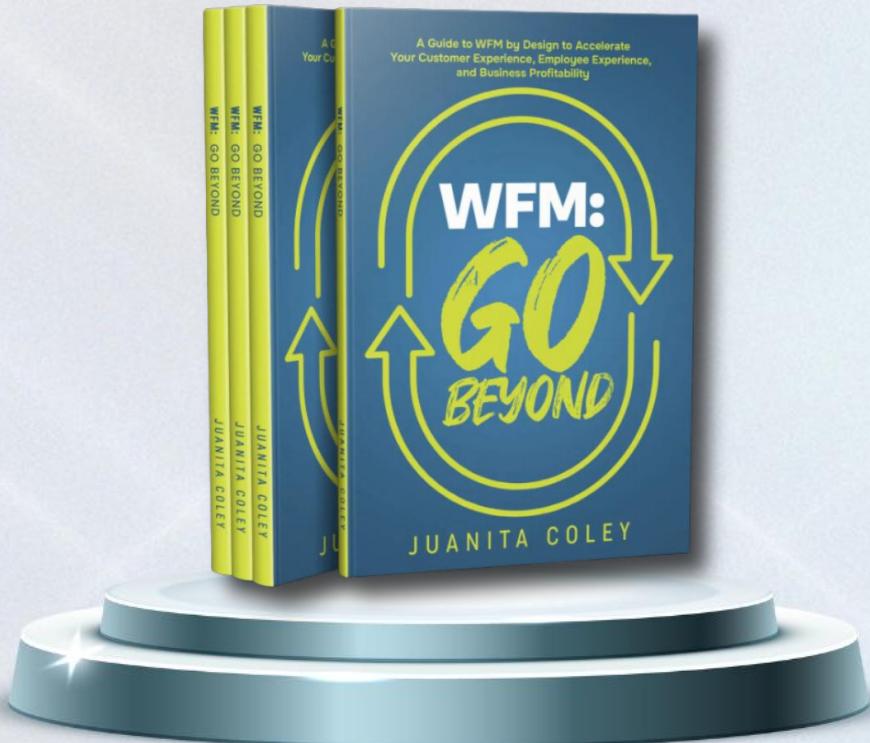
- 🔑 AI is no longer just a tool — it is becoming an **active participant in the workforce**
- 🔑 A blended workforce **changes demand**, not just efficiency
- 🔑 Leadership challenges are operational and cultural — **not future-state problems**
- 🔑 Readiness must be assessed **before** scaling AI initiatives
- 🔑 Workforce strategy must evolve alongside technology investments
- 🔑 The organizations that succeed will **design for humans and AI together**



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# Your Free SWAG Bag Gift For Attending!



LIVE ATTENDEES ONLY!

- ✓ WFM: Go Beyond Book (Digital Copy) – Valued at: \$29.99



**WFM: *GO BEYOND***

# Thank You For Joining Us!



💡 **AI Isn't Coming, AI is HERE!**  
WFM is no longer a support function — it's a leadership advantage.

## Your Next Step:

Grab your WFM: Go Beyond FREE SWAG!

🔗 **More Questions? Want to work together?**  
Visit Us Online: [solidrockco.net](http://solidrockco.net)



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