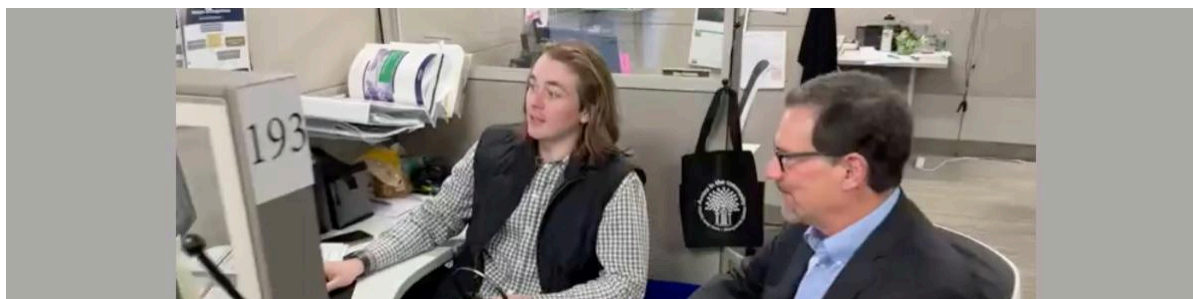


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How To Get Your Team On Board With AI (What Actually Works)

If you're introducing or deepening AI's involvement with your customer service employees, you're probably running into some hesitation with your team. And honestly, that hesitation makes sense. They are asking themselves: Is this going to make my job harder? Replace me? Monitor me more closely? Micromanage me?

The real challenge isn't just implementing AI. It's building trust. And the good news is that there are some very practical ways to do that. Here are five that I've seen work consistently.

1. Show, don't tell.

It's tempting to roll out AI with big announcements about transformation and efficiency. But what builds trust is experience. Start with real examples where AI makes the job easier, such as:

- Faster answers during interactions
- Help with laborious documentation
- Better outcomes for customers

Let your employees *feel* the difference. Because once they experience AI helping them in a real moment, especially under pressure, that's when skepticism starts to shift.

2. Position AI as a partner, not a replacement.

This sounds simple, but it's incredibly important. If agents believe AI is there to replace them, resistance is natural. But when they see AI helping with routine, repetitive tasks, such as summarizing interactions, pulling knowledge, or documenting conversations and commitments, that changes the picture.

Now AI becomes a support system that frees your employees to focus on complex issues, empathy, and connection, those things that matter most and that humans can do so well.

3. Involve your employees early

One of the fastest ways to create resistance is to introduce tools *to* your employees rather than *with* them. Instead:

- Get input from frontline teams early
- Pilot with a small group
- Ask what's working and what's not
- Act on that feedback

When your team sees their input shaping the tools, something important happens. They stop feeling like AI is being imposed on them...and start feeling like they're helping build it.



4. Build confidence and skills

AI tools can be powerful, but only if people know how to use them. And that doesn't come from a one-time overview. It comes from hands-on training, real scenarios, and practice using AI during actual interactions.

The goal is confidence. Your employees should feel like: "I know how to use this. I can rely on it. It helps me do my job better." When confidence goes up, resistance comes down.

5. Measure and share wins

Don't assume people will connect the dots. Make the impact visible. Show improvements in things such as effort reduction, quality, and customer outcomes.

And tie those improvements back to how AI is helping. Because when employees see real results, not just promises, it reinforces trust. And that builds momentum.

Power Tip: AI Empowers

Here's where many organizations miss something important. We often focus on showing how AI makes jobs easier. And that's good. But what really speaks to us is when AI empowers us to make a difference. We all want to know our work matters.

One organization was facing real resistance to AI. Adoption was slow. Employees were skeptical. What changed things was how they used AI-driven interaction analytics. They began capturing what employees were hearing from customers, at scale. AI helped consolidate those insights and push them upstream to other parts of the organization to fix broken processes, improve products, and address recurring issues.

And here's the shift. Employees could see that what they were dealing with every day wasn't just activity. It was insight. It was driving real change. They weren't just handling interactions anymore. They were helping improve the business. When that clicked, trust and AI adoption followed quickly.

So if you're looking to encourage employees to trust and embrace AI, it's not about pushing harder. It's about being thoughtful in how you introduce it. Show your team how AI helps them make a difference, not just work faster.

That's when adoption really takes off.



Watch the video!

Did you know?

Just 9% of employees say they are very comfortable using AI in their role. (Gallup, AI Indicator Survey)

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