

Capgemini 

# Making AI work through Change

Boost  
Your Mind





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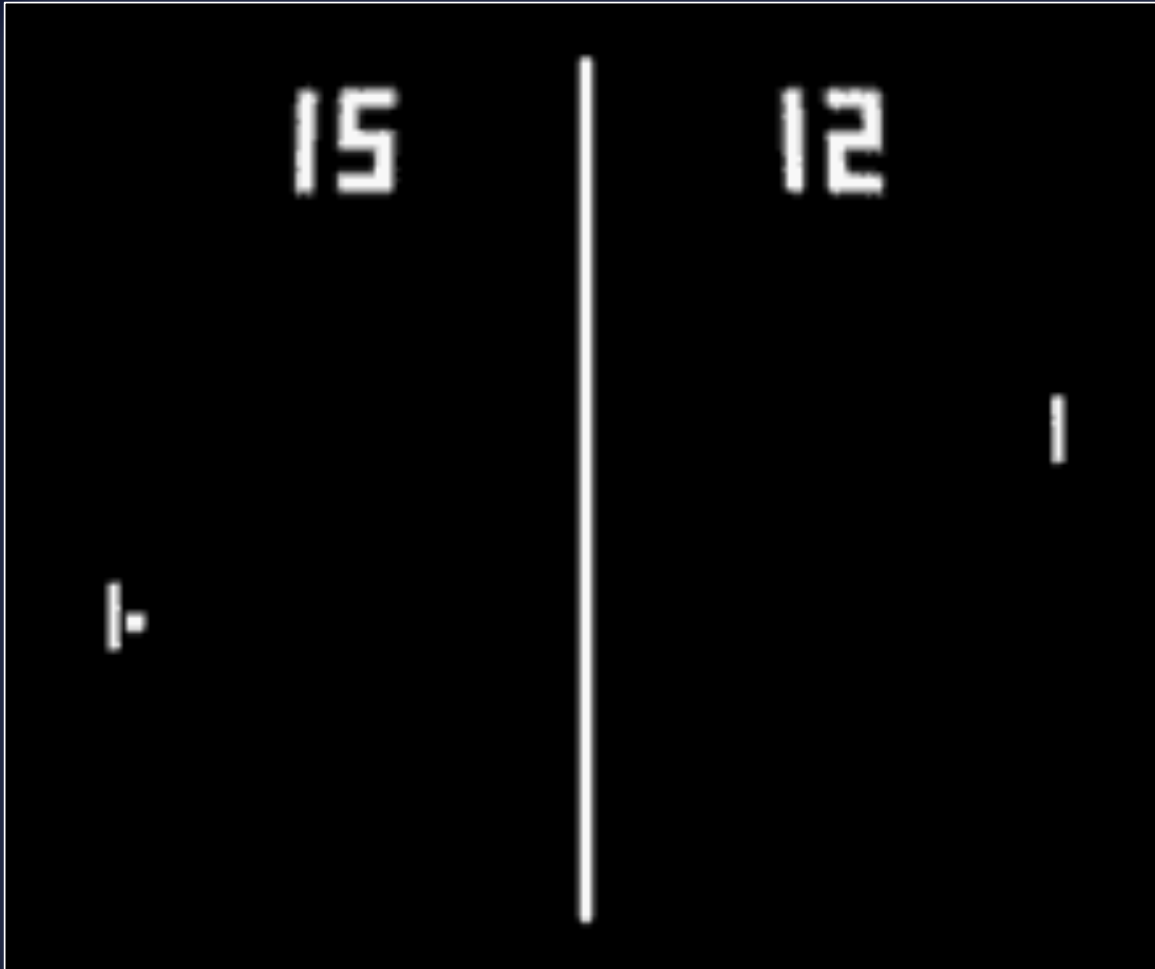
Boost  
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# Making AI work through Change



- 01 From the *beep-beep* of Pong to the silence of Artificial Intelligence
- 02 Installation & Deployment
- 03 The role of change management in the transition to *Deployment*
- 04 Recognising Resistance & Clear Communication

# The “Beep-Beep” of Pong

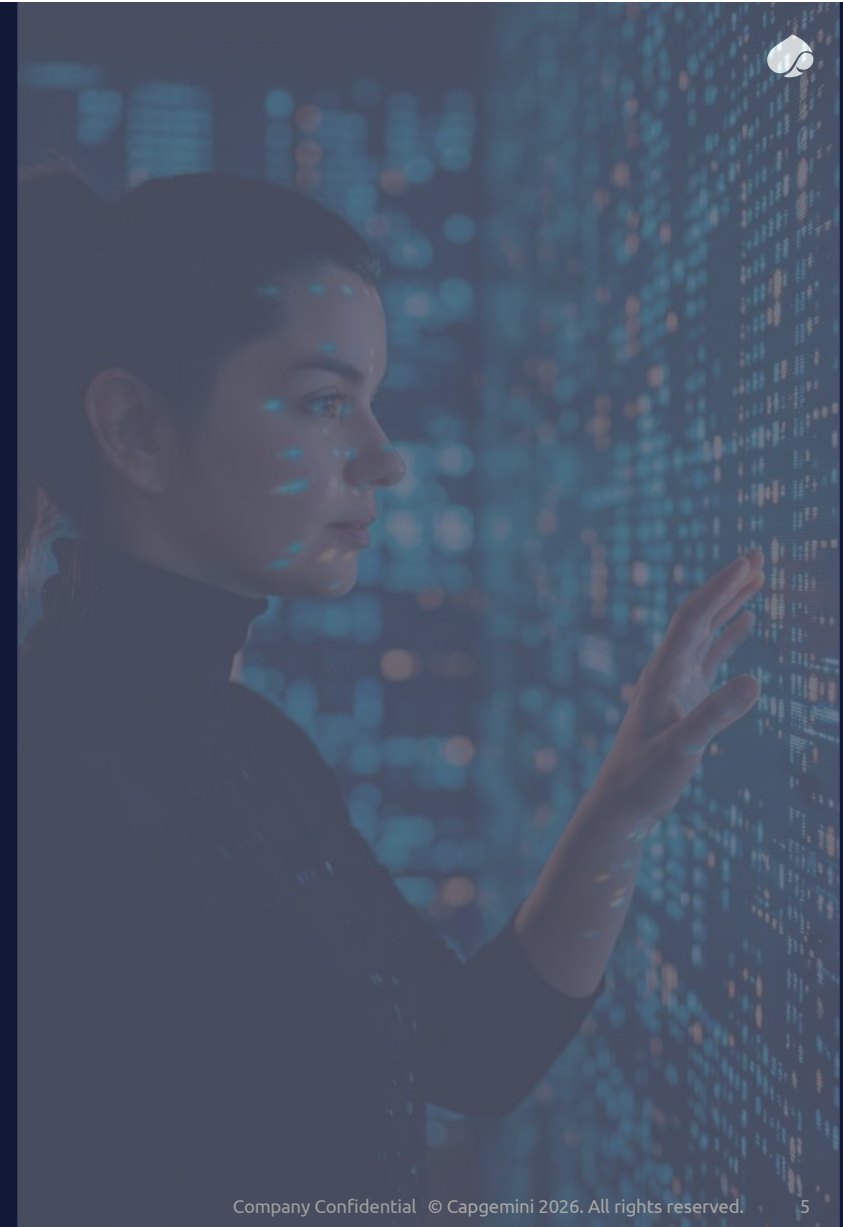




# The silence of Artificial Intelligence



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## Emerging Skills

Less essential now, but expected to increase in use

Networks and cybersecurity  
Environmental Stewardship  
Design & User Experience

Marketing & Media  
Programming  
Global Citizenship  
Sensory-processing Abilities  
Manual Dexterity, Endurance & Precision  
Teaching & Mentoring  
Quality Control  
Multi Lingualism  
Reading, Writing & Mathematics

## Out of focus Skills

Less essential now and not expected to increase in use

## Core Skills in 2030

Core now and expected to increase in importance

AI & Big Data  
Curiosity & Lifelong Learning  
Talent Management  
Systems Thinking  
Technological Literacy  
Creative Thinking  
Resilience, Flexibility & Agility  
Analytical Thinking  
Leadership & Social Influence  
Motivation & Self Awareness  
Empathy & Active Listening  
Service Orientation & Customer Service  
Resource Management & Operations  
Dependability and Attention to Detail

## Steady Skills

Core now, but not expected to increase in use

# CORE SKILLS in 2030

WORLD ECONOMIC FORUM

- Management skills
- Ethics
- Engagement skills
- Cognitive skills
- Physical abilities
- Self efficacy
- Technology skills
- Working with others



# QUIZ





# How does the use of Artificial Intelligence affect knowledge work?

A

High-performing employees improve their performance, while low-performing employees do not benefit or even perform worse

B

High-performing employees show measurable improvement, while low-performing employees improve even more significantly and find it easier to meet the demands of their work

C

There are no differences: both high- and low-performing employees benefit equally, as long as the task is suitable for the use of AI





# Wat zijn de gevolgen van het gebruik van Kunstmatige Intelligentie in kenniswerk?

A

Goed presterende medewerkers verbeteren hun prestaties, minder goed presterende medewerkers profiteren hier niet van of gaan zelfs achteruit

B

Goed presterende medewerkers verbeteren meetbaar, minder goed presterende medewerkers verbeteren nog duidelijker en voldoen gemakkelijker aan de eisen van hun werk

C

Er zijn geen verschillen: goed en minder goed presterende medewerkers profiteren in gelijke mate, zolang de taakstelling geschikt is voor de inzet van AI



## Navigating the Jagged Technological Frontier

*2023 Harvard/BCG paper*

- 760 consultants performing 18 realistic tasks
- With AI 12% more tasks completed, 25% more quickly with 40% higher in quality
- The consultants who scored worst on their baseline performance saw the biggest performance jump — 43% — when using AI, while top consultants got a boost too, but a smaller one



# With AI we are in the Installation Phase



## Installation

- Investment
- Euphoria
- speculative bubbles

## Deployment

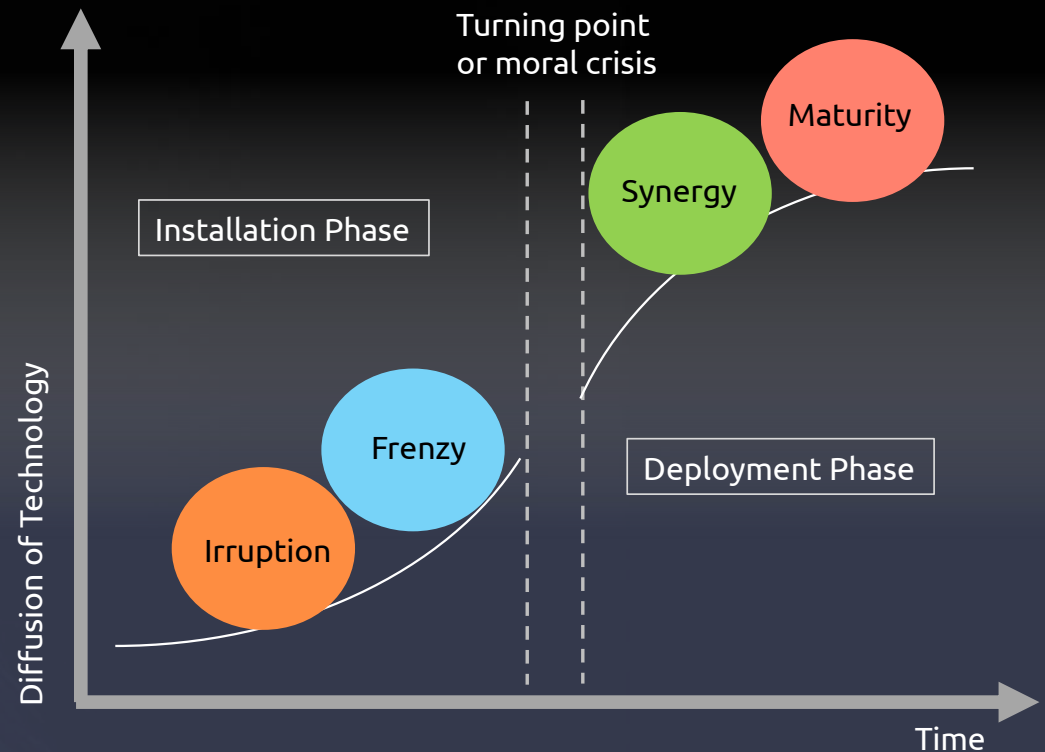
- Maturity
- Equilibrium
- Widespread benefits





# Every technological revolution goes through a period of crisis before finding a balance...

## ...AI will be no exception






# The hidden risk is not technology It is culture

An innovative Tool

versus

- Trust
- Empathy
- Collaboration

and a shared Sense of Purpose



**The key is that AI changes  
both the work being done  
and the way people need  
to be guided through that  
change**

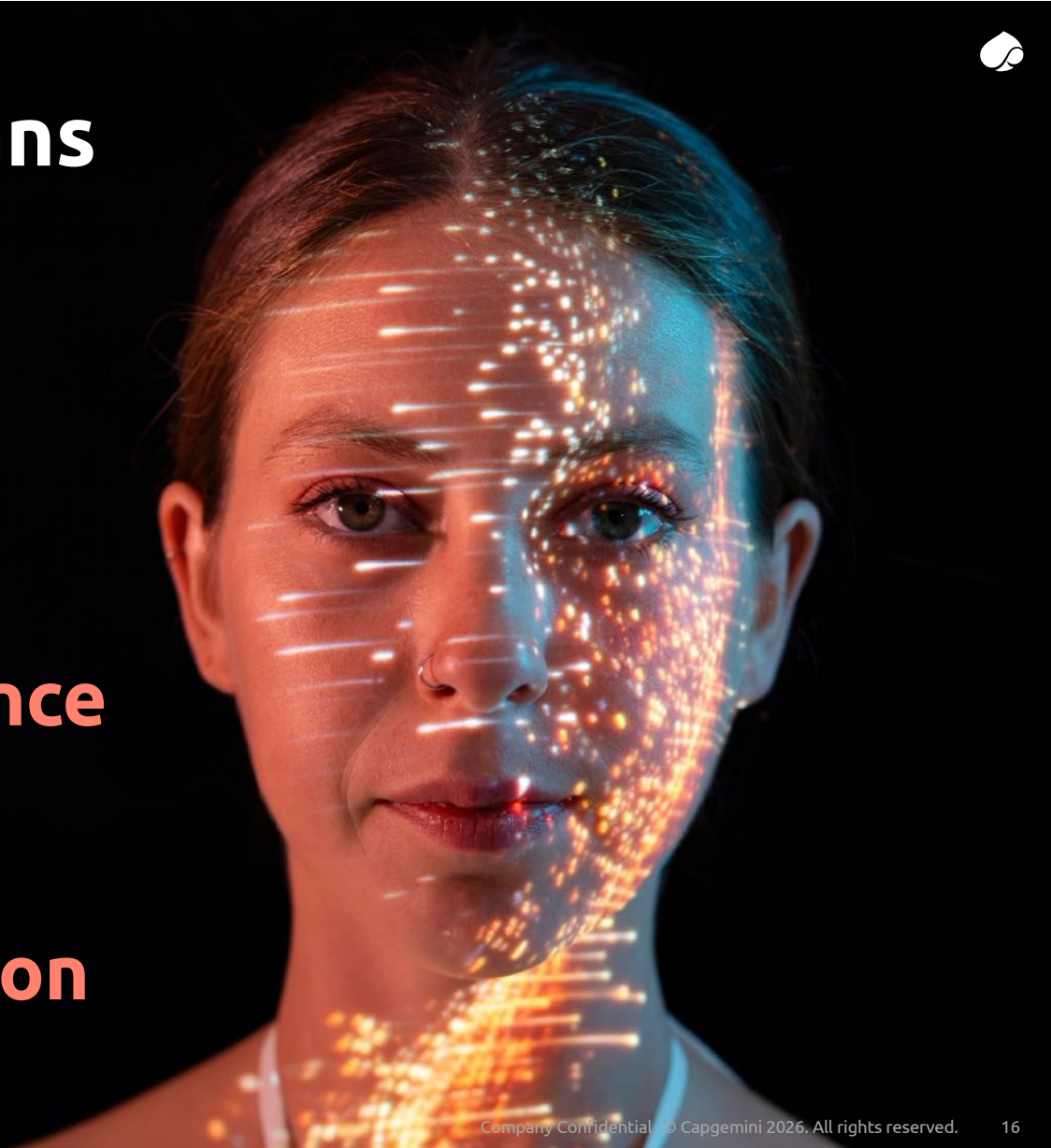


# The role of change management in the transition to *deployment*

- 
- Engage People
  - Read the context
  - Measure human and organisational value
  - Guide leadership
  - Sustain change over time

# Managing Change means

- Building **trust** where there is **fear**
- Developing **empathy** where there is **resistance**
- Creating **vision** where there is **confusion**



# How To?







# Recognising Resistance

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# Clear Communication





# Change Management



## CHANGE MANAGEMENT TRAINING

- Organisational Context and Approach
- People and Change
- Change Leadership & Teams
- Stakeholder Engagement & Communications
- The Work of the Change Manager
- Coaching Modules

**Hier bij Capgemini Academy**



# The “Beep-Beep” of Pong





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**Thank You**