

AI listening session guide



For a facilitator running a 45 to 60 minute session with six to ten staff. Page 1 is the script. Page 2 is the notes sheet.

Before the session

- ☐ Group staff by team or department if you can
- ☐ Choose a facilitator and note-taker who are not senior leaders
- ☐ Prepare the notes sheet (page 2)

Opening (5 minutes)

"Thank you for coming. We want to understand how you use AI now, what you think of it, and what concerns you, before we plan any training or guidelines. There are no right answers. Notes will not include names. We will share what we heard and what we change because of it."

Part 1: Experience (15 minutes)

- ☐ Which AI tools have you tried, at work or at home?
- ☐ What did you use them for? What happened?
- ☐ Has anything surprised you, good or bad?

Part 2: Understanding (15 minutes)

- ☐ What do you think these tools do well?
- ☐ Where do they go wrong?
- ☐ How do you check whether an answer is right?

Part 3: Feelings and concerns (15 minutes)

- ☐ What worries you about AI in your work, your subject, or with the people you serve?
- ☐ What would help you use it with more confidence?
- ☐ What should a policy or guideline make clear?

Close (5 minutes)

"Thank you. Here is what happens next: we will combine notes from all sessions, share a short summary with you, and use it to shape training and guidelines."

Notes sheet

Group or team: _____ Date: _____

Skills people want	Misunderstandings to correct	Concerns the policy must answer

Tools people already use

Actions

What we will do	Who	When