

EARN THE RIGHT

AI Impact Canvas

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The author assumes no responsibility for business decisions made using this framework

Quality of Customer & Stakeholder Outcomes	Service Flexibility & Innovation	Measuring Performance & ROI
Talent & Workforce Design	Learning & Development	Engagement & Organisational Health
Technology & Data Readiness	Processes, Workspace & Location	Ethics, Regulation & External Dependencies

Quality of Customer & Stakeholder Outcomes Consider: How is AI improving the quality and consistency of what we deliver? Where has AI introduced risks (e.g., bias, errors, trust issues)? Are we able to better personalise or predict customer needs with AI? What do customers/stakeholders value more or less because of AI?	Service Flexibility & Innovation Consider: <i>Has AI changed how we design and update products/services?</i> <i>Are there new levels or standards expected because of AI?</i> <i>How quickly can we pivot offerings based on AI-driven insight?</i> <i>Does AI enable more experimentation and innovation?</i>	Measuring Performance & ROI Consider: <i>Do we have the right metrics to measure AI's contribution (efficiency, quality, revenue)?</i> <i>Are we over-relying on output measures vs. true outcome measures?</i> <i>Which KPIs should be added or retired because AI changes the work?</i> <i>Are AI-related benefits (and costs) clearly visible to the board?</i>
Talent & Workforce Design Consider: <i>Which roles are being augmented, redefined, or made redundant by AI?</i> <i>Are we developing AI literacy and confidence at all levels?</i> <i>Does AI widen our ability to attract global talent, or does it concentrate talent needs?</i> <i>How do we manage morale, trust, and job security in the AI era?</i>	Learning & Development Consider: <i>How are people learning to use AI safely and effectively?</i> <i>Do we have the right balance between formal training and informal experimentation?</i> <i>Are we codifying best practices quickly enough as the tech evolves?</i> <i>Can AI accelerate learning and skill development?</i>	Engagement & Organisational Health Consider: <i>How has AI impacted cross-team collaboration and connection?</i> <i>Does AI increase resilience (by automating the mundane) or create new stressors?</i> <i>Are people more or less motivated when augmented by AI?</i> <i>How transparent are AI decisions, and does this impact accountability?</i>
Technology & Data Readiness Consider: <i>Do we have the data quality and governance to use AI responsibly?</i> <i>Are there silos in our data and tech stack that block AI's effectiveness?</i> <i>Do we have the infrastructure (cloud, APIs, security) to scale AI?</i> <i>Are we clear on the risks of over-dependence on specific AI vendors?</i>	Processes, Workspace & Location Consider: <i>Which processes are now fully AI-enabled or automated?</i> <i>Does AI reduce the importance of physical location or make certain spaces more valuable?</i> <i>Are there new workspace or equipment needs (e.g., for human-in-the-loop AI work)?</i> <i>Which dependencies with other teams or geographies have changed?</i>	Ethics, Regulation & External Dependencies Consider: <i>Are we aligned with current and upcoming AI regulations (EU AI Act, GDPR, etc.)?</i> <i>Do we have an ethical framework guiding AI development and deployment?</i> <i>How do we respond to external shocks (e.g., regulator interventions, AI failures in our value chain)?</i> <i>What reputational risks exist with the AI we use or build?</i>