

Chapter 4:

Enable Everyone to Become a Builder

Answer each question with a yes or no first. If your answer is “yes,” use the last column to get specific: Name the teams, roles, personas, or programs involved and describe how it actually works in practice.

SURGE	QUESTIONS	YES / NO	TEAMS, ROLES + DETAILS
SURGE 01 Tool installation and enablement	Does everyone who needs access to your core AI tools actually have it, set up and working?	YES NO	
	Do people know where to go when something breaks or they get stuck on the basics?	YES NO	
SURGE 02 Persona use case guidance	Can your people see what AI looks like for their specific role, not just in the abstract?	YES NO	
	Have you put concrete, persona-specific use cases in front of them?	YES NO	
SURGE 03 Role guidance	Are you offering deeper, tailored direction on how each role itself is evolving?	YES NO	
	Do managers have what they need to coach their people through that shift?	YES NO	
SURGE 04 Teaming guidance	Do your cross-functional, AI-enabled teams know how to operate together – humans and agents, across functions?	YES NO	
	Is there a shared model for how work moves through those teams?	YES NO	