

Print Pack

Your 90-Day AI Plan

Everything for the session in one file. Print quantities are noted against each item.

1

Delegate worksheet

pages 2–5

Two worked examples (pp. 2–3) + Delegate and Forum copies (pp. 4–5). Print one set per delegate.

2

Facilitator run sheet

page 6

Run-of-show, coaching prompts, what to expect in the room. Print one, for the facilitator.

3

Talking notes

page 7

Phase-by-phase notes — what to say and when. Print one, for the facilitator.

4

Opening remarks

page 8

The ~2-minute opening speech. Print one, for the facilitator.

FOR THE PRINT DESK

- › Delegates: print pages 2–5, one set each (the two examples can instead be a few shared copies per table).
- › Two-part form: each delegate keeps the Delegate copy (p. 4) and hands in the Forum copy (p. 5).
- › Facilitator: print pages 6–8 once.
- › Single-sided keeps the two worksheet copies easy to separate; A4 throughout.

Your 90-Day AI Plan

Costed · Dated · Signed

Pick ONE AI use case in your organisation. Map it across 30 / 60 / 90 days with an owner, a first milestone and a budget range. Then sign and date it.

WORKED EXAMPLE · BANKING
For reference — do not hand in

A · DELEGATE & ORGANISATION

YOUR NAME (PLAN OWNER)

Ama Mensah

ORGANISATION

Meridian Retail Bank

ROLE / TITLE

Head of Customer Operations

SECTOR (E.G. BANKING, HEALTH, AGRI, PUBLIC)

Banking

B · YOUR ONE AI USE CASE

THE SINGLE AI USE CASE YOU ARE COMMITTING TO

Keep it narrow — one process, one team. e.g. "Auto-draft replies to routine customer queries."

Use AI to auto-draft replies to routine customer email queries (balances, statements, card limits) for an agent to review and send.

WHY NOW — THE PROBLEM IT SOLVES & THE VALUE YOU EXPECT (YOUR COSTED BUSINESS CASE)

Name what's slow or costly today, and the ONE number you'd move — time saved, cost, revenue or error rate.

Agents spend ~40% of their day on repetitive emails and replies take 6+ hours. Goal: cut average response time from 6h to under 1h and handle 30% more volume with the same team.

C · THE 90-DAY PLAN — THREE CHECKPOINTS

Milestone = something you can show or demo. Owner = one named person, not a team. Budget = a range, incl. staff time.

A Mon 14 Sep start → Day 30 ≈ 14 Oct · Day 60 ≈ 13 Nov · Day 90 ≈ 13 Dec 2026

Checkpoint	Target date	First milestone (done by this date)	Named owner	Budget range
Day 30	14 Oct 2026	Pilot live with 5 agents on top 10 query types — AI drafts, humans approve & send.	K. Osei, Ops	GHS 15–25k
Day 60	13 Nov 2026	Rolled out to full team; tone & compliance checklist signed off.	A. Mensah	GHS 20–35k
Day 90	13 Dec 2026	Avg response under 1h; volume, CSAT & time-saved report to ExCo.	N. Boateng, IT	GHS 10–20k

RAID · WHAT COULD DERAIL THIS — ONE LINE EACH

R RISK — WHAT COULD STOP THIS

Drafts sent to customers without a human check

A ASSUMPTION — WHAT MUST BE TRUE

Agents will review AI drafts, not rubber-stamp them

I ISSUE / BLOCKER TODAY

No approved tone & compliance guardrails yet

D DEPENDENCY — WHO / WHAT YOU NEED

IT access to email system + Compliance sign-off

D · BUSINESS CASE SUMMARY

TOTAL 90-DAY BUDGET RANGE (CURRENCY)

GHS 45–80k over 90 days

EXPECTED RETURN / VALUE IF THIS WORKS

~1,200 staff-hours/quarter freed; faster replies; higher CSAT.

HOW TO COST IT count staff time; keep Day-30 cheap — release the bigger spend only if the pilot works.

Tools (software) + Build (staff-days to set up & test — the big one) + Run (monthly usage, monitoring, review time)

Add the three buckets, then ~25% for the unknowns. Value = today's cost, less the target, times how often it happens.

E · COMMITMENT — SIGN & DATE

☒ I commit to starting this plan on the Monday after AI Week (14 Sep 2026).

A. Mensah

SIGNATURE

Ama Mensah

PRINTED NAME

9 Sep 2026

DATE

Your 90-Day AI Plan

Costed · Dated · Signed

Pick ONE AI use case in your organisation. Map it across 30 / 60 / 90 days with an owner, a first milestone and a budget range. Then sign and date it.

WORKED EXAMPLE · PUBLIC SERVICE
For reference — do not hand in

A · DELEGATE & ORGANISATION

YOUR NAME (PLAN OWNER)

Kofi Adjei

ORGANISATION

Eastern Regional Health Directorate

ROLE / TITLE

Deputy Director, Service Delivery

SECTOR (E.G. BANKING, HEALTH, AGRI, PUBLIC)

Public health

B · YOUR ONE AI USE CASE

THE SINGLE AI USE CASE YOU ARE COMMITTING TO

Keep it narrow — one process, one team. e.g. "Auto-draft replies to routine customer queries."

Use AI to send and triage SMS appointment reminders for clinic visits, flagging patients likely to miss a booking for a follow-up call.

WHY NOW — THE PROBLEM IT SOLVES & THE VALUE YOU EXPECT (YOUR COSTED BUSINESS CASE)

Name what's slow or costly today, and the ONE number you'd move — time saved, cost, revenue or error rate.

About 1 in 4 booked appointments are missed, wasting staff time and delaying care. Goal: cut no-shows from 25% to under 15% and recover ~200 clinic slots a month per facility.

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Day 30	14 Oct 2026	Pilot automated SMS reminders at 3 clinics; AI flags high-risk no-shows for a call.	E. Owusu, M&E	GHS 8–15k
Day 60	13 Nov 2026	Extend to 12 clinics; nurse-in-charge dashboard of expected attendance live.	Dr. K. Adjei	GHS 12–20k
Day 90	13 Dec 2026	No-shows under 15% at pilot sites; results & scale-up plan to Regional Director.	S. Tetteh, IT	GHS 6–12k

RAID · WHAT COULD DERAIL THIS — ONE LINE EACH

R RISK — WHAT COULD STOP THIS

Wrong or missing phone numbers in patient records

A ASSUMPTION — WHAT MUST BE TRUE

SMS reminders actually change attendance behaviour

I ISSUE / BLOCKER TODAY

Contact data is incomplete across clinics

D DEPENDENCY — WHO / WHAT YOU NEED

SMS gateway + staff time for follow-up calls

D · BUSINESS CASE SUMMARY

TOTAL 90-DAY BUDGET RANGE (CURRENCY)

GHS 26–47k over 90 days

EXPECTED RETURN / VALUE IF THIS WORKS

~200 slots/month recovered per facility; earlier care; less idle staff time.

HOW TO COST IT count staff time; keep Day-30 cheap — release the bigger spend only if the pilot works.

Tools (software) + Build (staff-days to set up & test — the big one) + Run (monthly usage, monitoring, review time)

Add the three buckets, then ~25% for the unknowns. Value = today's cost, less the target, times how often it happens.

E · COMMITMENT — SIGN & DATE

☒ I commit to starting this plan on the Monday after AI Week (14 Sep 2026).

K. Adjei

SIGNATURE

Kofi Adjei

PRINTED NAME

9 Sep 2026

DATE

Your 90-Day AI Plan

Costed · Dated · Signed

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DELEGATE COPY
Keep this one

A · DELEGATE & ORGANISATION

YOUR NAME (PLAN OWNER)

ORGANISATION

ROLE / TITLE

SECTOR (E.G. BANKING, HEALTH, AGRI, PUBLIC)

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THE SINGLE AI USE CASE YOU ARE COMMITTING TO
Keep it narrow — one process, one team. e.g. "Auto-draft replies to routine customer queries."

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Day 90				

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R RISK — WHAT COULD STOP THIS

A ASSUMPTION — WHAT MUST BE TRUE

I ISSUE / BLOCKER TODAY

D DEPENDENCY — WHO / WHAT YOU NEED

D · BUSINESS CASE SUMMARY

TOTAL 90-DAY BUDGET RANGE (CURRENCY)

EXPECTED RETURN / VALUE IF THIS WORKS

HOW TO COST IT count staff time; keep Day-30 cheap — release the bigger spend only if the pilot works.
Tools (software) + Build (staff-days to set up & test — the big one) + Run (monthly usage, monitoring, review time)
Add the three buckets, then ~25% for the unknowns. Value = today's cost, less the target, times how often it happens.

E · COMMITMENT — SIGN & DATE

☐ I commit to starting this plan on the Monday after AI Week (14 Sep 2026).

SIGNATURE

PRINTED NAME

DATE

Your 90-Day AI Plan

Costed · Dated · Signed

Pick ONE AI use case in your organisation. Map it across 30 / 60 / 90 days with an owner, a first milestone and a budget range. Then sign and date it.

FORUM COPY
Hand in at end of Day 2

A · DELEGATE & ORGANISATION

YOUR NAME (PLAN OWNER)

ORGANISATION

ROLE / TITLE

SECTOR (E.G. BANKING, HEALTH, AGRI, PUBLIC)

B · YOUR ONE AI USE CASE

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EXPECTED RETURN / VALUE IF THIS WORKS

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Add the three buckets, then ~25% for the unknowns. Value = today's cost, less the target, times how often it happens.

E · COMMITMENT — SIGN & DATE

☐ I commit to starting this plan on the Monday after AI Week (14 Sep 2026).

SIGNATURE

PRINTED NAME

DATE

Facilitator Run Sheet

Your 90-Day AI Plan

3:25–4:05 PM · 40 min · Round tables of 8–10

Closing session of the forum — where diagnosis becomes commitment.

YOUR JOB IN 40 MINUTES

Turn two days of diagnosis into one signed, costed, dated 90-day plan per delegate — something each can start on Monday.

RUN OF SHOW

0:00–0:05

Frame it

EXAMPLE PAGES

Set the challenge, show a worked example, give the one rule: pick ONE narrow use case.

0:05–0:12

Pick the use case

SECTIONS A–B

Solo and quiet. Each delegate completes A (about you) and B (use case + business case).

0:12–0:28

Build the 30/60/90

SECTION C

The core — protect this time. Fill C: owner, first milestone and budget at each checkpoint. Table-mates pressure-test each other.

0:28–0:34

Cost & sign

SECTIONS D–E

Total budget range and expected return (D), then sign and date (E). Each delegate keeps one copy.

0:34–0:40

Read out & close

READOUTS

3–4 volunteers give a 60-second readout of their Day-30 milestone. Then collect the forum copy.

Watch the clock. The 16-minute build is where the value is — don't let the open or readouts eat into it.

YOUR 2-MINUTE OPEN — SAY THIS

› “You’ve spent two days on what AI could do. This is where it becomes a commitment with your name on it.”

› “One use case only. Narrow beats ambitious — one process, one team.”

› “By 4:05 you’ll have a plan you can start Monday. We keep a copy and check in with you.”

CIRCULATE & UNSTICK (~30 SEC A PERSON)

› Too big? “If it needs a committee just to start, shrink it.”

› Vague milestone? “What could you show or demo by that date?”

› No owner? “One name, not a team. Who loses sleep over this?”

› No number? “What’s the one metric this moves — time, cost, revenue, errors?”

A STRONG PLAN HAS

› One narrow use case — not a programme.

› A named person on every checkpoint.

› A first milestone you could demo by Day 30.

› A budget range that includes staff time.

CLOSE & COLLECT — last 2 minutes

Everyone signs and dates — that is the commitment.

Collect the FORUM copy from each delegate for the Monday follow-up; they keep the other.

WHAT TO EXPECT IN THE ROOM

› The opening quiet is normal — don't fill it with talk; let it sit and start circulating.

› Facilitate at the tables, not the front — 30-second nudges beside people do the real work.

› Let tables pressure-test each other — peers catch fluff and missing owners faster than you can.

› Protect the 16-minute build — it's what gets squeezed first, by a long open or runaway readouts.

› Signing changes behaviour — signing and collecting the duplicate is what makes Monday's follow-up real.

A signed sheet is a leading indicator, not a result — the Monday follow-up is what turns it into one.

Talking Notes

What to say, phase by phase · 3:25–4:05

3:23 Settle

- › “Find a seat — and make sure there's a pen in front of you.”

Hold until most are seated; start from quiet, not a shout.

3:25 Frame it

Deliver the open. Three anchors:

- › possibility is not a plan · you leave with something signed · one use case only.
 - › “This one sheet is the whole session — two copies: you keep one, we collect one.”
- Hold up the example:*
- › “This is what good looks like — one narrow use case, mapped 30/60/90, a name and a number on each.”
 - › Rule, slowly: “One use case. Not a strategy. One narrow problem, in one team.”

3:30 Pick it — solo, quiet

- › “Seven minutes, on your own, in silence: Sections A and B. Your one use case, and the one number it moves.”

Then stop talking — let the silence sit. It's people choosing, not stalling.

Circulate one-to-one: “What's the number today?” · “Narrower.”

3:35 — “Two minutes: lock in your one use case.”

3:37 Build 30/60/90 — the core

- › “Section C. For Day 30, 60 and 90: a milestone, a named owner, a budget range. Talk to your table — push each other.”

Work table to table, ~30 sec a person. Unstick lines:

- › Too big → “If it needs a committee just to start, shrink it.”
- › Vague → “What could you show or demo by that date?”
- › No owner → “One name, not a team. Who loses sleep over this?”
- › No number → “Which metric — time, cost, revenue, errors?”

3:45 halfway, be on Day 60 · 3:51 wrap the plan

3:52 RAID → cost → sign

- › RAID, 60 sec: “The RAID box — your single biggest of each: the risk, the assumption, the blocker today, the dependency. One line each — don't overthink it.”
- Keep it moving — a gut-check, not a log. Stalling? “Just the top one.”*
- › Costs: “Section D — three buckets: the tool + the build (someone's time, the big one) + the monthly run. Add them, +25%. Keep Day 30 cheap.”
 - › Sign: “Section E — sign it, date it. Your name is what turns an idea into a commitment.”
 - › “Keep the top copy. The second one, we collect.”

3:59 Read out & close

- › “Three or four of you — 60 seconds each: your use case and your Day-30 milestone.”

Take a bank one and a public-sector one, to show the range.

- › After each: “That's a real plan — narrow, owned, dated.”
- › Close: “Two days of ideas → one commitment, in your own hand. We'll check in on Monday — so make it real.”
- › “Hand in your second copy on the way out. Thank you.”

± If the clock slips

Long: cut readouts to two; RAID = risk + dependency only; never cut the build.

Short: invite one more readout, or “What did your table argue about?”

TWO THINGS TO FEEL

The quiet in phase 2 is the work happening — don't rescue it.

The collect at the end is what makes Monday real — no one drifts out without handing in copy two.

Opening Remarks

Your 90-Day AI Plan · ~2 minutes

[Warm and unhurried. Wait for the room to settle before you begin.]

Good afternoon, and welcome to the final working session of AI Week.

For two days, we have talked about what AI could do — the possibilities, the risks, the examples from elsewhere. That work matters. But **possibility is not a plan**. And in the next forty minutes, we are going to change that.

You are not here to listen to me. You are here to **leave with something** — a single, costed, dated 90-day AI plan for your own organisation, **signed, in your own hand, with your name on it**. Something you can put on the table on Monday morning and actually begin.

Here is the one rule, and it is the hardest one: choose **a single use case**. Not a strategy. Not a programme. One narrow problem, in one team, that AI can help you with in ninety days. **Narrow beats ambitious** every time — because narrow is what actually gets done.

On the worksheet in front of you, you will pick that one use case, map it across thirty, sixty and ninety days, and for each step name **an owner, a first milestone, and a budget range**. Then you will **sign it and date it**. There are two copies: you keep one, and you hand us the other — because we will be checking in with you after the conference. This is a **commitment, not a wish**.

Talk to the people at your table. Push each other. Make your plan sharper than you could alone.

You have forty minutes to turn two days of ideas into one real commitment.

Let's begin.