

Asking our own team what they actually think about AI

12+ INTERVIEWS

30–45 MINUTES EACH

4 THEMES

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12+ INTERVIEWS · 4 THEMES

What our team told us about AI

MANY PEOPLE

“Where do I even start?”

MANY PEOPLE

Client confidentiality

MANY PEOPLE

No time to learn

SOME PEOPLE

Job security

OVERVIEW

How willing is our team to use AI, and what's holding people back?

Lextech wanted to understand where its own people stood on AI. I wrote the interview script, scheduled and ran the interviews, and synthesized the team's willingness, concerns, and ideas for using AI.

THE QUESTION

How willing is our team to use AI, what's holding people back, and where do they see it helping?

MY ROLE

I ran the study end to end: script, scheduling, interviews, synthesis, and the write-up.

WHERE IT LANDED

I documented the findings in Notion. Several members of leadership used them to plan the initiatives that followed.

How I ran it

01 • Write the questions

A consistent script covering how people felt about AI, what worried them, and where it could help.

02 • Talk to over a dozen people

I scheduled and led each conversation, 30 to 45 minutes long, across the team.

03 • Find the patterns

I turned the notes into a data set of willingness, concerns, and ideas, then grouped it into themes.

04 • Make it usable

I wrote the findings up in Notion so leadership could reference them when planning.

What we heard

The concerns that came up most were practical ones: knowing where to start, protecting client data, and finding the time.

“Where do I even start?”

Many people had no idea where to begin with AI and said they needed training.

Client confidentiality

What is safe to put into an AI tool when you work with client data every day?

No time to learn

Many worried about finding time to learn AI on top of daily client work.

Job security

Some worried AI would eventually replace parts of their role, or all of it.

What I took from it

Adoption starts with training

For many people, the gap wasn't interest. It was knowing where to start, and what was safe.

Time has to be part of the plan

Learning on top of full client workloads wasn't realistic. Any rollout needed time set aside.

Say the quiet worries out loud

Naming confidentiality and job security directly made them things leadership could address.

GET IN TOUCH

Let's build something people love to use.

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