

Google Workspace
with  Gemini

Adopting Google Workspace with in your organization

A framework for successful generative AI change management



We believe AI is foundational to the future of work, and its transformational power should be accessible to every business and every employee at an affordable price.

That's why [the best of Google AI is now included in Google Workspace Business and Enterprise plans](#), bringing the latest generative AI capabilities to our customers. Google Workspace has long shared robust privacy commitments to protect user data and prioritize privacy. Generative AI doesn't change these commitments — it reaffirms their importance, and you can read more at our [Privacy Hub](#).

Workspace business and enterprise customers now have access to generative AI capabilities including:



AI assistance in Gmail, Docs, Sheets, Meet, Chat, Vids, and more, so you can do your best work faster. Gemini streamlines communications by helping summarize, draft, and find information in emails, chats, and files. It can be a thought partner and source of inspiration, helping create professional documents, slides, spreadsheets, and videos from scratch. Gemini can even improve meetings by taking notes and helping attendees catch up on the conversation if they join late.



Next-gen AI in the Gemini app (gemini.google.com) to brainstorm, plan, and tackle complex projects including coding, research, and data analysis. With Gems, your teams can customize Gemini to help with repeatable, specialized tasks.



A revolutionary AI research assistant, NotebookLM, to make sense of complex topics. Employees can upload sources and get instant insights and Audio Overviews. Teams can collaborate in new ways by sharing customized notebooks with others to accelerate learning, project onboarding, and more.

Empowering your employees to get the most out of these generative AI capabilities can yield many benefits for your organization. According to a recent study of enterprise customers, users save an average of 105 minutes per week, and 75% of daily Workspace with Gemini users say it improves the quality of their work.

105

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75%

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This guide provides a framework to help leaders successfully create a change management plan, engage employees, and maximize adoption and business impact of Workspace with Gemini. Your Google account team and selected partner can help you build and roll out an adoption plan.



Preparation: The kick-off stage

In the Prepare Phase, you will accomplish three core tasks: aligning your teams, setting your goals, and introducing Workspace with Gemini.

Remember, when you use Workspace with Gemini, Gemini applies the same enterprise-grade security and data protections as the rest of Workspace. This means that your data is your data (including the data you generate using Gemini), your existing data controls are automatically applied, and your data is not used to train Gemini models outside of your domain without permission.



For more details, go to our [Privacy Hub](#). You can proactively address any AI privacy, security, or compliance concerns by referring to our robust privacy commitments to protect user data and prioritize privacy.

To begin, you will need to identify your core team and set clear roles, responsibilities, and expectations.

Executive sponsor

Typically a CxO, this leader dedicates resources and organizational support with an aligned leadership. The executive sponsor plays a critical role in addressing any resistance.

Workspace admin team

This team is responsible for technical setup, including access management for features and services such as the Gemini app, NotebookLM, Gemini app extensions, and more.

Adoption team

This change management team can include decision-makers and business leaders that influence and provide department-specific enablement support and leadership.

Google Guides

These early adopters will help capture and scale best practices, reinforce enthusiastic adoption, and offer support to accelerate the change. Google Guides are also responsible for gathering feedback and insights for the executive, technical, and adoption teams.

After you have identified your teams, you will need to set your goals with measurable outcomes.

These outcomes could anchor on five key value pillars:

01. Productivity

02. Quality of work

03. Employee engagement and satisfaction

04. Customers and partner satisfaction

05. Innovative new ways of working

Be sure to set simple, measurable, attainable, relevant, and time-bound (SMART) goals. Tracking these metrics will allow you to measure success, learn, and enhance your change management strategy.

You should also conduct early, baseline surveys to help you understand how your teams currently work and how they intend to work using the new generative AI capabilities. Regularly checking in and [surveying teams](#) will provide quick pulse updates on how things are going and where employees may need additional support.

Using the five pillars, you can focus on what is most important to your organization and the resources and inputs that are available to measure.

Here is an example of how you can begin to map key performance indicators to the five value pillars.

Pillar	Category	Metric
Productivity	Increased time savings	% Time savings / # time savings in minutes per day
		% Makes them more productive
	Increased productivity	% Helps complete tasks faster
		% Reduction in time spent searching for information
		% Easier to get started on a first draft
Increased quantity of work output	% Faster to get caught up on missed meetings, emails or chats	
	% Increase quantity of work output	
Quality of Work	Improved quality of work	% Improve the quality of their work output
		% Increase employee proficiency
	% Increase employee confidence in work output	
Decreased spend on agency/creative	% Decrease in 3rd party spend for agency or creative work	
Employee Engagement & Satisfaction	Improved employee satisfaction	% Increase in employee satisfaction
		% Decrease in time spent/mental effort on mundane tasks
		% That don't want to go back to working without Gemini
		% Enjoy working with cutting-edge technology
	Increased employee engagement	% Increase in employee engagement
Reduction in employee turnover	% Decrease in employee turnover	
Customer & Partner Satisfaction	Improved customer/partner satisfaction	% Increase in CSAT/PSAT score
	Improved leads & new customer acquisition	% New leads acquired
	Increase in revenue	% Increase in revenue
Innovative Ways of Working	Increases innovation	% Increase in innovation
		% Increase in collaboration
	Accelerates dev of new products/services	% Increase in products or services



Lastly, you will need to build a communications plan to explain the changes to your teams, keep stakeholders informed, and foster excitement while addressing concerns. Your communications plan will extend beyond announcing the initial change to drive employee buy-in and maximize the potential for success within your organization.

Make sure you introduce what's new, explain how employees can get started right away, and communicate when changes will take place. Your teams should know what to expect, where to go for help, and feel empowered to begin experimenting.

Engage: Diving in with your teams

In the Engage Phase, you will work to set up recurring structures that help support your teams beyond the initial deployment. This stage includes core tasks such as providing [training resources](#) that keep employees up to date and informed on how to use the tools; weekly office hours so your employees can get personalized help and timely responses to questions; and a dedicated core team that can help teams succeed with best practices and constructive feedback.

Some training resources to get your teams started include:

The [Google Workspace Learning Center](#), which provides the latest how-to content on key topics such as:

- [Gemini in Gmail, Docs and more](#)
- [Gemini app](#), including how to create [Gems](#)
- [NotebookLM](#)
- [Google Vids](#), our latest video-creation app and more

The [Gemini at Work web hub](#), which includes detailed [role-specific use cases](#) so teams can find tailored guidance

The [Google Cloud Skills Boost](#), which has on-demand courses for learning about key features of Workspace with Gemini

A linchpin to sustainable adoption and user satisfaction across your organization is an active Google Guides program. These employees provide peer-to-peer support and training, foster a sense of community among employees, help accelerate learning, and gather feedback to inform the company's overall strategy.



Google Guides, in collaboration with the change management team, can set up support mechanisms to help employees. These mechanisms could include:



An enablement space in Google Chat that helps employees communicate and engage with one another to offer quick help, screenshots, and solutions that are widely visible.



An internal resources hub that is a one-stop-shop for links to recorded trainings, blogs, office hours information, and more.



Office hours that occur regularly to encourage insight sharing and personalized question-and-answer support that helps your employees feel heard and part of a community.



A central repository – such as a Doc or Sheet – for sharing team best practices and tips and tricks. Impactful prompts, use cases, Gems, and Notebooks will help streamline processes and get teams started with ease.

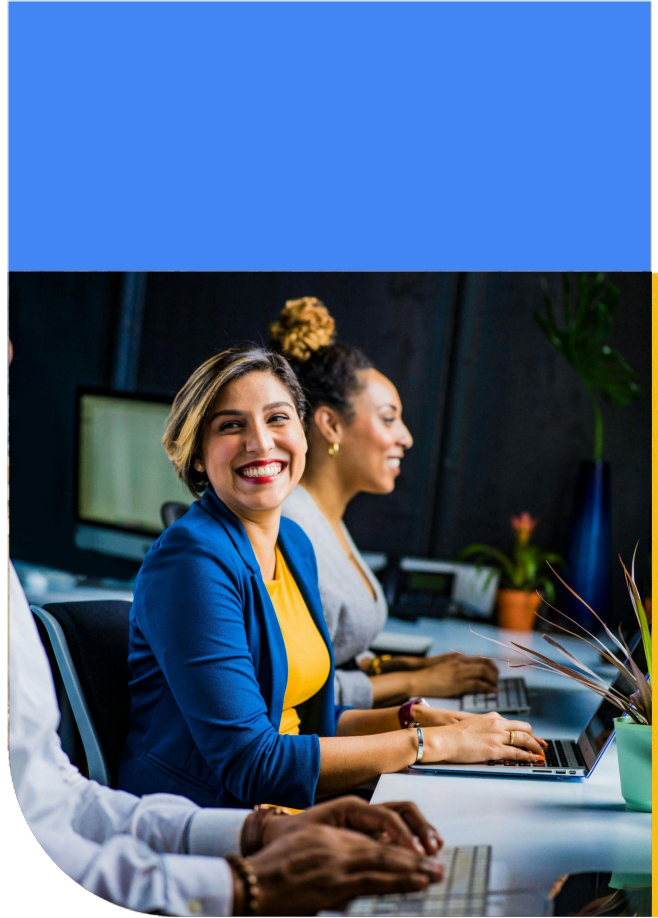
Realize value and expand: Scaling your organization's best practices and lessons learned

In an ongoing, iterative process, your core project team — including your executive sponsor, adoption team, change management team, and Google Guides — will need to effectively gather and review insights, feedback, and lessons learned.

The executive team is responsible for reviewing high-level trends, including [product usage reporting](#), in conjunction with business goals to measure and evaluate the impact of generative AI. As new features are added, the admin or Workspace change management team is responsible for ensuring users are aware of the changes and for handling all ongoing user and security management. The change management team must continually update materials with new personas, advanced use cases, and new learning methods. Google Guides will continue to surface feedback from other employees and scale best practices across the organization.



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Conclusion

With proper planning, alignment of teams, and support systems in place to help expand the use of generative AI and drive sustainable adoption, your organization can begin to fundamentally shift the way it gets work done. Businesses that embrace AI are gaining a significant competitive edge, but many are unsure of how to start or struggle with the cost of adopting new technologies.

With the best of Google AI included in Workspace Business and Enterprise plans, we're excited to see how organizations unlock their next chapter of innovation and collaboration.

Visit our [Admin Help Center](#) to learn more about adoption best practices.