01 / BLANK ROLE CHARTER

Agree the champion role

Fill this in with the champion and their manager. Keep a copy of the arrangements people agree. Use general descriptions rather than private records.

01 / Team and champion

Name the team, champion and manager who agrees the role.

---

02 / What should this role help with?

Describe the work people need help doing and what a useful result looks like.

---

03 / Tasks and tools in scope

Choose a few tasks. Note the approved tools and where the current guidance lives.

---

04 / Time and support arrangements

Agree preparation, office hours, follow-up and what changes in the person's existing workload.

---

05 / Decisions that need another owner

Set out what the champion can answer and who decides on access, information use and work approval.

---

06 / Support contacts and unresolved questions

Name the responsible roles, where questions go and how unresolved items will be followed up.

---

07 / Materials and cover

Record who updates the examples, where they are kept and who covers an absence.

---

08 / Next review and evidence to bring

Agree when to review the role. Bring checked work, repeated questions and the time support actually took.

---

02 / FIRST-MONTH PLAN

Start with one team and one task

Illustrative plan. These weeks describe a way to organise your own work, not a fixed Ajaia package or promised result.

Week 1 / Agree the role

Choose willing champions with their managers. Fill in the charter, name the support contacts and pick one task. Check that the intended tools work.

Leave with: A role people have agreed to, one task and a usable example.

Week 2 / Try it with a colleague

Ask a colleague to attempt the task while the champion observes. Compare the result with its source. Record where the person needed help and revise the example.

Leave with: A checked attempt and a clearer set of instructions.

Week 3 / Hold office hours

Invite questions about the agreed task. Keep a brief log, route access or policy questions and follow up with the named owners. Share useful corrections in general terms.

Leave with: Questions with next actions, owners and a review point.

Week 4 / Review the work

Inspect new attempts and the question log with the manager. Ask what still needs too much help. Review the time used and decide whether to continue, change the scope or pause.

Leave with: A decision based on work and open issues, with the next review agreed.

Before inviting colleagues

[ ] The champion has time agreed with their manager.
[ ] The example is current and suitable to share.
[ ] The intended features work, or a written exercise is ready.
[ ] Support contacts know which questions they will receive.
If access or information rules are unresolved, use written examples while the responsible owner answers. Adjust the pace around the team's work and agreed time.

03 / OFFICE HOURS

Help with one piece of work

Example of a 15-minute conversation. Use more time or arrange a follow-up when the task needs it. Keep the colleague at the keyboard when possible.

Ask what they need to finish / About 2 minutes

Ask: 'What are you trying to get done, and where are you stuck?' Agree one small result to work on.

Look at the starting material / About 3 minutes

Check that the material is suitable to use and that the source is current. Switch to a made-up example if the information rules are unresolved.

Let the colleague try / About 4 minutes

Have them make or change the draft. Offer a small hint when needed, then let them explain what they did.

Check the result together / About 4 minutes

Compare the result with the source and the usual work checks. Ask what is missing, added or uncertain. Correct a mistake together.

Agree what happens next / About 2 minutes

Record the next attempt or unresolved question, its owner and when to check back. Finish with a smaller next step if the issue needs more time.

When the question needs someone else

Access or a missing feature: tool administrator or IT support.
Conflicting instructions: source owner.
Information use or policy: authorised information or policy contact.
A broken handoff or duplicated work: workflow owner, with engineering if needed.
Replace these roles with named contacts. Keep an unresolved item in the question log until its owner answers. A peer-support role does not grant authority to approve tools, information use or finished work.

04 / WORKED EXAMPLE

Check an AI-generated action list

Invented example. The people, notes and conversation below are made up.

A colleague wants an action list from a short team meeting. The AI draft looks tidy, but it fills gaps the notes leave open. A champion helps the colleague check it before anyone treats it as the agreed plan.

The meeting notes

- Rina will check the supplier list by Thursday.
- Omar is waiting for the latest form.
- Someone still needs to update the team guide.
- Agree the pilot date after IT confirms access.

The colleague's request

Can you pull out the actions from these notes? Include an owner and due date where the notes give one.

The AI draft

Action	Owner	Due
Check the supplier list	Rina	Thursday
Send the latest form	Omar	Friday
Update the team guide	Rina	Friday
Start the pilot	IT	Monday

A short conversation

Champion: Which note says Omar is sending the form?
Colleague: It doesn't. He's waiting for it. We need to find out who's sending it.
Champion: What about the guide and the pilot date?
Colleague: The guide has no owner yet. We can't set the pilot date until access is confirmed.
Champion: Keep those gaps visible. Can you correct the list and mark what we still need to ask?

05 / WORKED EXAMPLE

Keep the gaps visible

Corrected list for review. Proposed follow-up questions are labelled; they are not meeting decisions.

Check the supplier list

Owner: Rina | Due or condition: Thursday
Basis: Stated in the notes

Confirm who will send Omar the latest form

Owner: Not agreed | Due or condition: Not agreed
Basis: Follow-up question raised by the reviewer

Assign someone to update the team guide

Owner: Not agreed | Due or condition: Not agreed
Basis: Follow-up question raised by the reviewer

Agree a pilot date after IT confirms access

Owner: Not agreed | Due or condition: After access is confirmed; no date given
Basis: Condition stated; owner and date unresolved

What to check

[ ] Every stated owner and date has a source.
[ ] Check who is waiting for a file and who is meant to send it.
[ ] Label follow-up questions so nobody mistakes them for meeting decisions.
[ ] The work owner resolves the gaps before the list is shared as an agreed plan.

Try a different set of notes

For the next attempt, use different notes with an explicit owner, a missing deadline and an unresolved dependency. Ask the colleague to explain which entries are facts and which need a follow-up question.

The champion helps the colleague review the work. The responsible work owner still agrees the final actions.

06 / FOLLOW-UP

Turn questions into fixes

Keep a brief log of the task or question, issue type, next action, responsible role, status and review point. Leave out names, pasted work, screenshots and other private details. The CSV files provide a blank log and four invented entries.

Action list invents an owner and deadline

Next action: Correct the draft against the notes; try another set of made-up notes
Owner: Colleague and work reviewer | Status: Correction checked; new attempt pending
Review: Next team check-in

A colleague cannot use the agreed feature

Next action: Ask the administrator to check feature access; use written materials meanwhile
Owner: Tool administrator | Status: Open
Review: Before the next practice

The team guide has two different instructions

Next action: Ask the guide owner to confirm the current instruction and fix the duplicate
Owner: Guide owner | Status: Open
Review: Before sharing the example again

The team has not agreed which notes may be used

Next action: Get a decision on permitted material and record its limits
Owner: Information owner | Status: Waiting for a decision
Review: Before using real meeting notes

At the manager review

[ ] Compare new work with its sources. Record corrections and help needed.
[ ] Review repeated questions and unresolved issues with their owners.
[ ] Include preparation, office hours, checking and follow-up in support time.
[ ] Agree whether to continue, change the scope or pause. Record the next review.

Attendance and confidence are separate from evidence that work improved. Record what you compared and what else changed, such as access, guidance or process.

Guide and editable files: ajaia.ai/ai-champions-program