



**WORKING SMART...**

Tangible Ways That Really Work to  
Drive Change.

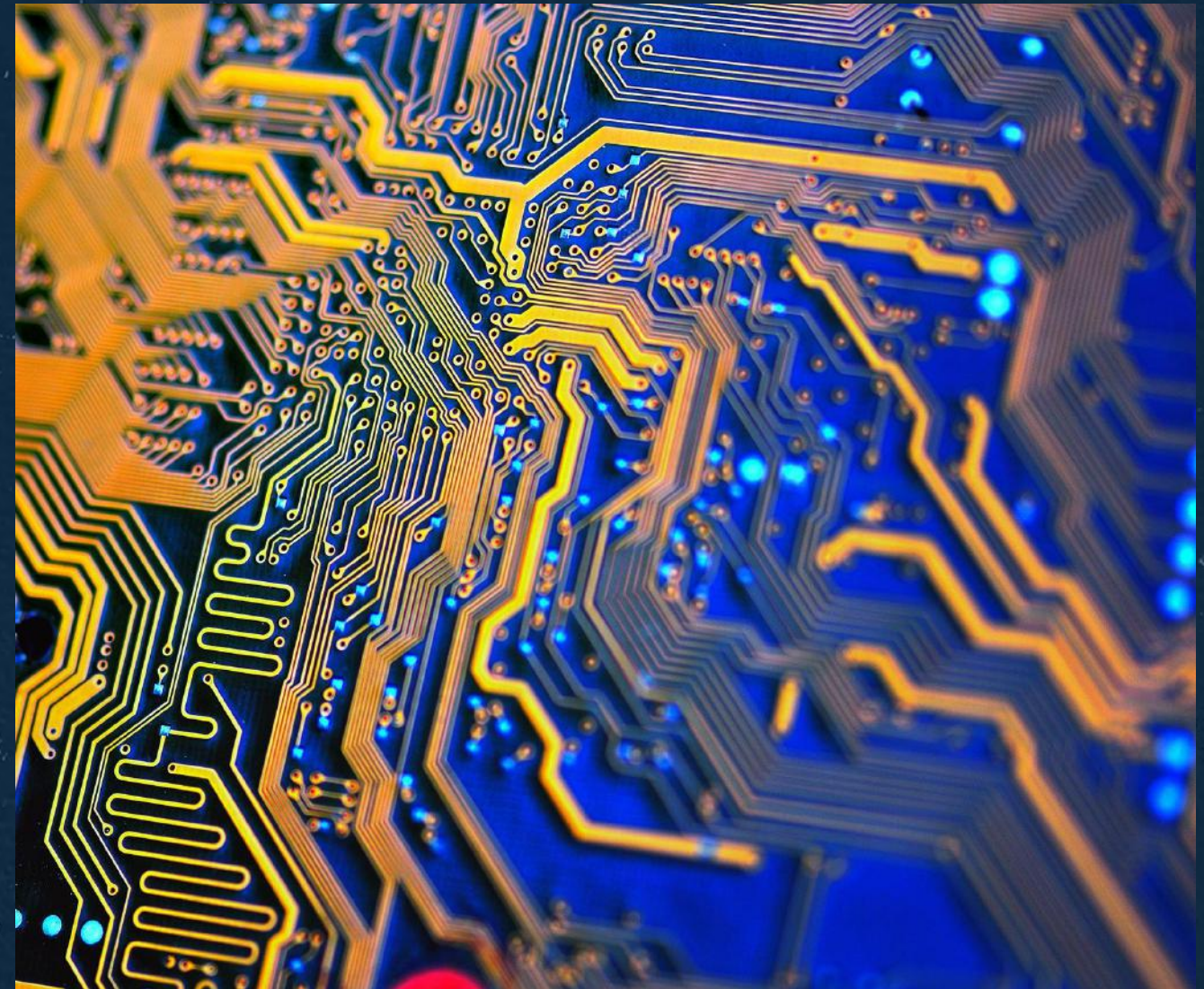
FROST & SULLIVAN

**#FrostInnovate**



# BEYOND ALGORITHMS: WINNING HEARTS AND MINDS FOR AI AT MEDTRONIC

- How culture shapes AI integration in Medtronic.
- How building trust drives adoption
- Converting Good Intentions->Good Habits!
- How to engage and promote Curiosity.





# CULTURAL INFRASTRUCTURE MATTERS

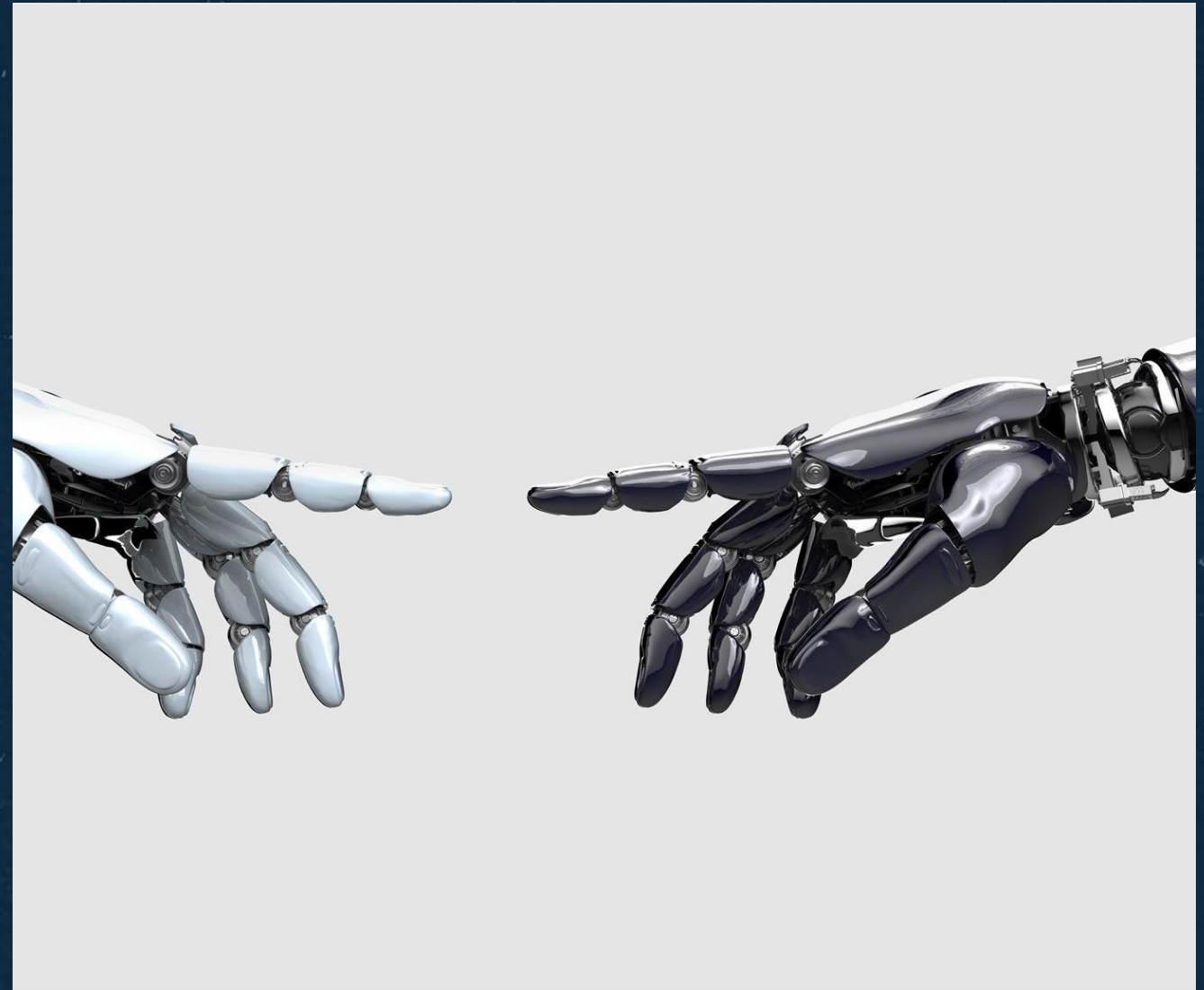
- Competitive advantage comes from culture, not control.
- Framing the problem
- Respond to resistance, don't react
- Incentives drive adoption





# DON'T START WITH TECH — START WITH TRUST

- Trust is the fundamental barrier to AI adoption.
- The “LA Story” !
- Technology moves fast. Trust moves at the speed of relationships



# TREAT AI LIKE A TEAMMATE — NOT A THREAT

- Position AI not as superhuman but more as a helpful coworker.
- Ownership leads to innovation and adaptability.





# EMPOWER EVERYONE — NOT JUST ENGINEERS

- AI for All: Transforming Roles and Ownership.
- Diverse roles can contribute to AI sustaining its success.
- Ownership fosters transformation in workplace culture.





# RESKILL LIKE YOU ARE TRAINING FOR THE OLYMPICS

- Focus on role-specific reskilling for AI.
- Encourage continuous learning and questioning.
- Reskilling efforts should be relentless and human-centered.





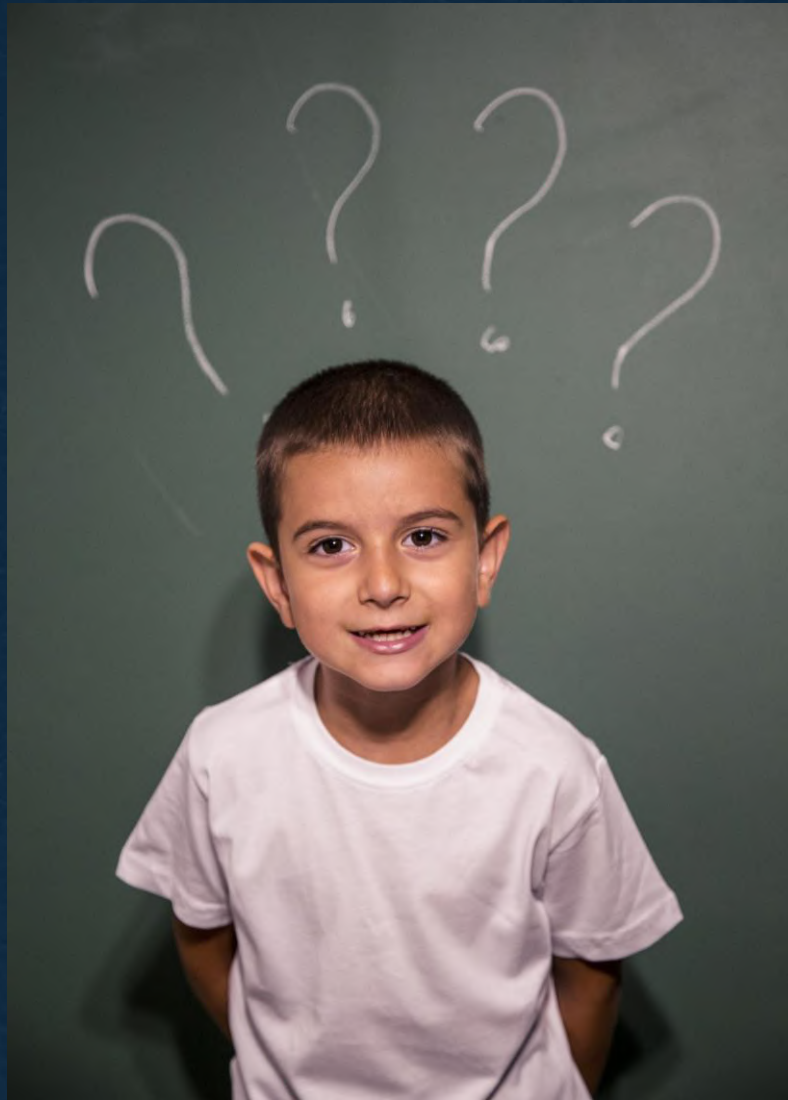
# AI TRANSFORMATION IS 10% TECH, 90% PSYCHOLOGY.

- Change Management is THE Project
- AI implementation is more than a SW rollout. It's a company-wide nervous system upgrade .
- View AI as an integral part of operations.





# BUILD A CULTURE OF CURIOSITY, NOT COMPLIANCE



- Innovation thrives in an environment of curiosity.
- Encourage asking questions over following strict rules.
- Foster a culture where 'What if?' is a common inquiry.
- Curiosity can lead to unexpected solutions and breakthroughs.



# EMPATHY IN LEADERSHIP

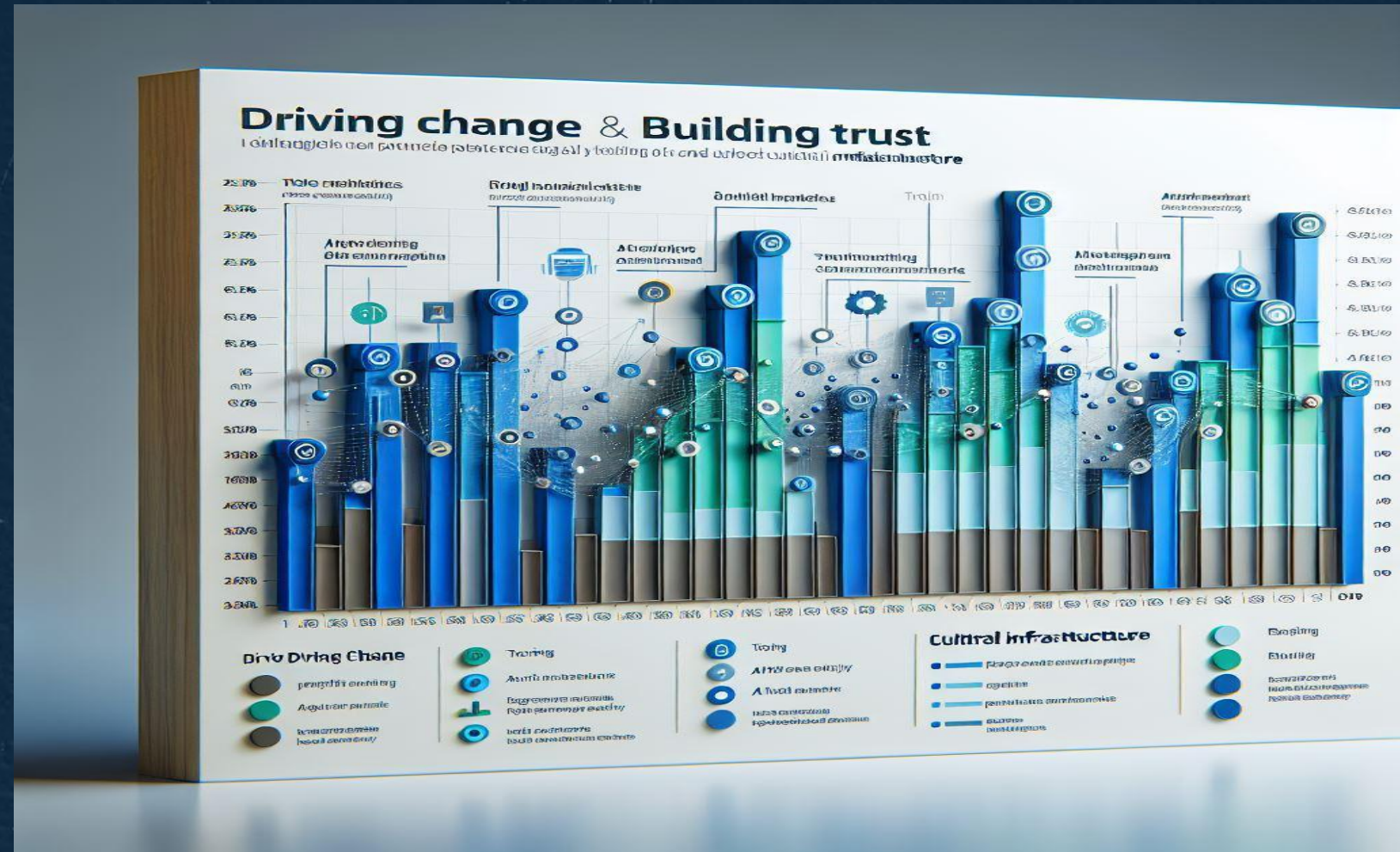
- Understanding different perspectives is key.
- Cultural change requires collective effort.
- Influence through behavior, not mandates.





# MEASURE TRUST AND FLUENCY, NOT JUST ACCURACY

- Accuracy without trust is ineffective for AI adoption.
- Trust is the real KPI for AI.
- Adoption rates reflect user confidence in AI systems.
- Focus on measuring emotional engagement, not just precision.





# THE FUTURE OF AI AT MEDTRONIC

- The future won't be automated. It will be augmented — by us!

A curious Culture is the “Killer app”

Transformations are never “AI-led”, but “human led” and AI enabled!

