Session data report

AI in our work

Civinc sample report · 17 November 2026

Civinc

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An AI analysis was part of this session. The output may contain inaccuracies. For more information about our use of AI, click the link below

Our AI factsheet

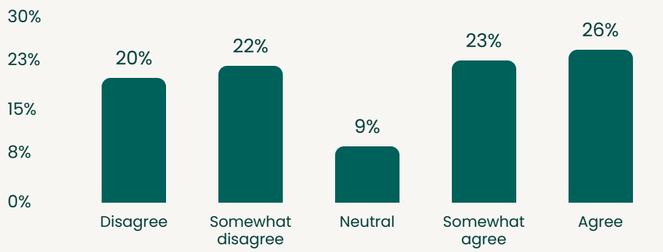
Overview of the session

164 people took part in the session. They discussed **271 thematic statements**, sending **2,318 messages** in **151 conversations**.

A few highlights

Anyone who uses AI should always tell colleagues and clients.

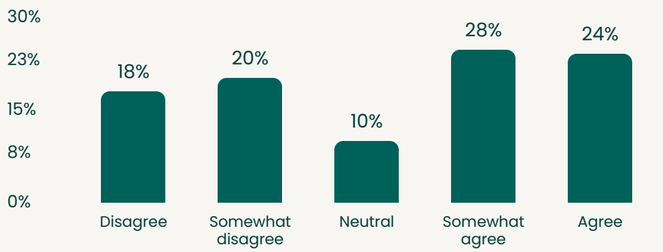
Distribution Spread 1.5



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In three years, AI will do part of my job better than I do.

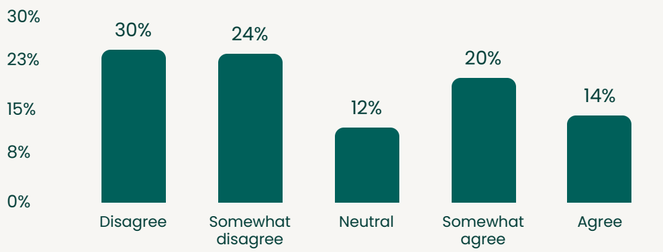
Distribution Spread 1.5



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I trust that AI will not lead to fewer jobs here.

Distribution Spread 1.4

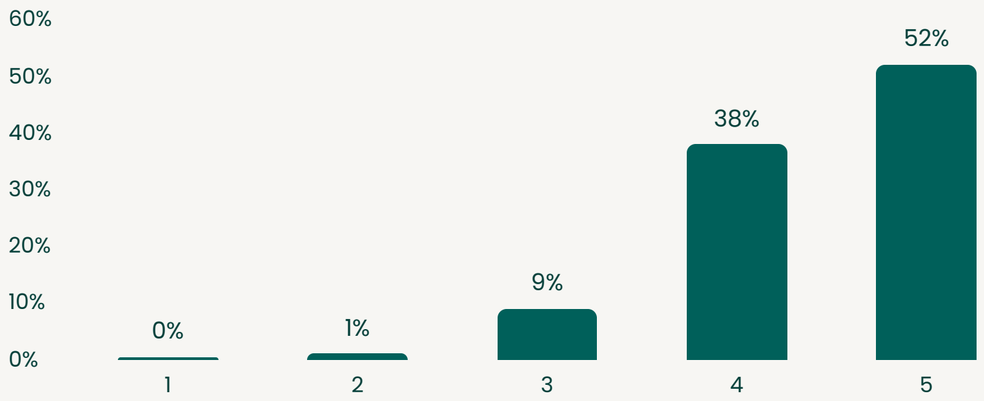


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Answers to survey questions

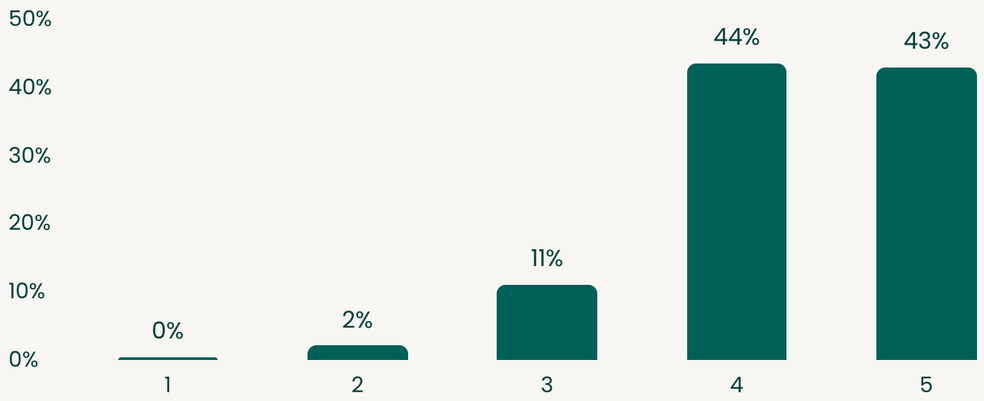
Safety

How safe did you feel sharing your opinion? (1 = not safe, 5 = very safe)



How was it?

Give a score between 1 (negative) and 5 (positive), and tell us more about your experience below.



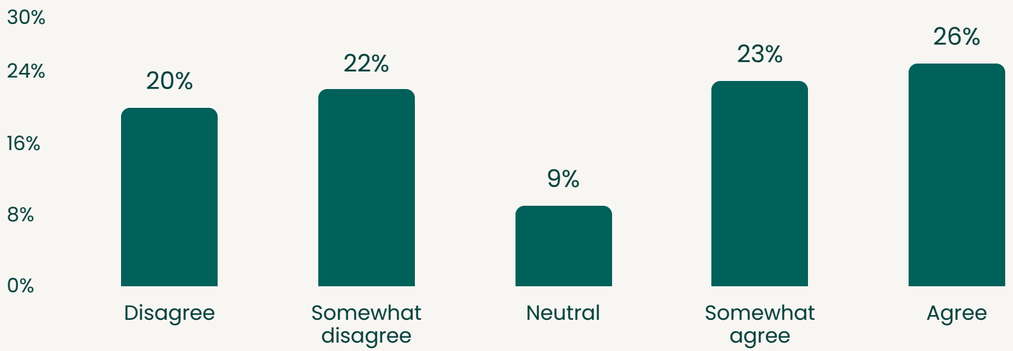
Appendix:

Data results per statement

Anyone who uses AI should always tell colleagues and clients.

Answers (%)

Times discussed: **38**



Summary

The group is split into two almost equal halves. Supporters see openness as a condition for trust: a client is entitled to know how advice came about. Opponents say the result is what counts, and that nobody reports using a spellchecker or a search engine. Several colleagues said they currently use AI without mentioning it, mainly because it is unclear whether it is allowed.

Why disagree

The result counts

I stand behind my work, whatever tool I used to make it.

Where does it end?

Nobody reports a spreadsheet or a search engine; why this?

It breeds distrust

A notice on every document suggests something is wrong with it.

Why agree

Trust requires openness

A client pays for our judgement and may know how it is formed.

Errors surface sooner

If you know AI co-wrote it, you read more critically.

Hidden use is worse

Without openness everyone uses it anyway, just without agreements.

Prominent ideas & suggestions

A simple guideline: Distinguish between help with wording and content that AI contributed.

Always one owner: Agree that one person checks every document on substance.

Align with the client: Ask major clients how they want to be informed about this.

An amnesty for now: Let colleagues share how they already use AI, without consequences.

Follow-up questions

What would you want to know? If a supplier uses AI for your assignment, do you want to be told?

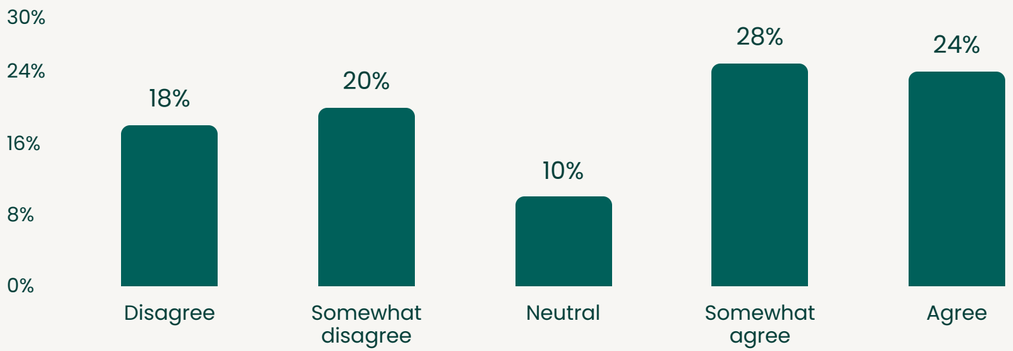
Tool or author? At what point is a document no longer entirely yours?

What holds you back? Why do colleagues often not mention it now, and what would change that?

In three years, AI will do part of my job better than I do.

Answers (%)

Times discussed: **44**



Summary

More than half expect AI to do part of their own job better, and a striking number of colleagues said so with relief. They name reports, schedules and first drafts as work they would gladly hand over. Those who disagree stress that their work revolves around context and relationships a model does not know. The conversations became sharpest on the question of what remains once the routine work is gone.

Why disagree

My work is context

What I know about clients and colleagues is not in any system.

Faster is not better

AI quickly delivers something decent, but rarely something I would send as is.

Confidently wrong

A model that sounds certain and is mistaken costs more time than it saves.

Why agree

Routine can go

Reports and schedules cost me hours I would rather spend differently.

It is happening already

For a first draft, AI is faster and often more complete than I am.

Honesty helps

If you admit what AI does better, you can focus on the rest.

Prominent ideas & suggestions

A task map per role: Map for each role which tasks AI can take over and which it cannot.

Learn from frontrunners: Let colleagues who use AI a lot demonstrate how they work.

Time for the real work: Agree where freed-up time goes: client, quality or development.

Keep practising: Do core tasks without AI now and then, so the skill does not fade.

Follow-up questions

What would you hand over?
Which task would you transfer tomorrow, and what would you do with the time?

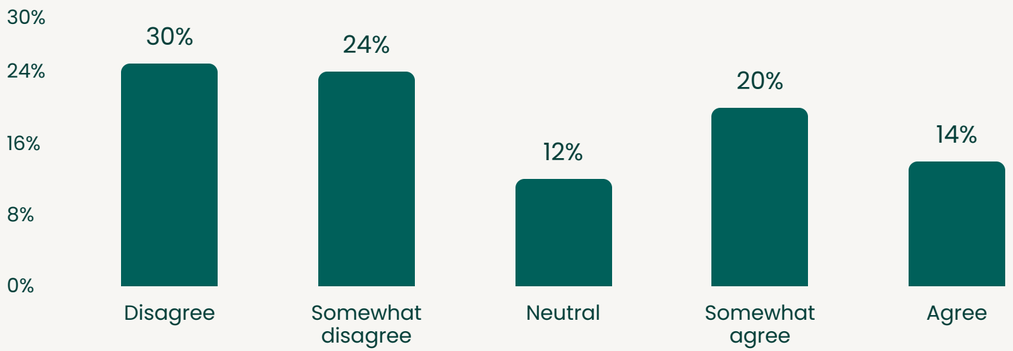
What makes you essential?
Which part of your job can only be done by someone who knows the organisation?

What do you lose unnoticed?
Which skill fades if AI takes over that task for good?

I trust that AI will not lead to fewer jobs here.

Answers (%)

Times discussed: **47**



Summary

A majority does not have that trust, and it is the clearest signal from this session. Colleagues do not expect rounds of redundancies, but they do expect vacancies to stay unfilled and teams to shrink quietly. Those who do have trust base it on today's workload: there is more work than people. In many conversations the distrust turned out to be less about AI than about the absence of a clear statement from leadership.

Why disagree

Efficiency means fewer people

If the same work takes fewer hours, that will be cashed in sooner or later.

It happens quietly

Not through redundancies, but through vacancies that never reopen.

Nobody says it out loud

As long as leadership stays silent on this, I fill in the blanks myself.

Why agree

There is plenty of work

We are short of people already; AI will absorb that backlog first.

Work changes, it doesn't vanish

Earlier automation brought other tasks in return.

People remain necessary

Someone has to judge, decide and speak to the client.

Prominent ideas & suggestions

Take a position: Have leadership state explicitly what AI does and does not mean for jobs.

Time saved goes to the team: Agree that hours saved go to development and quality.

Reskilling upfront: Offer training before tasks disappear, not after.

Keep it on the table: Put the topic on the team meeting agenda every quarter.

Follow-up questions

What do you want to hear? Which commitment from leadership would ease your concern, and is it realistic?

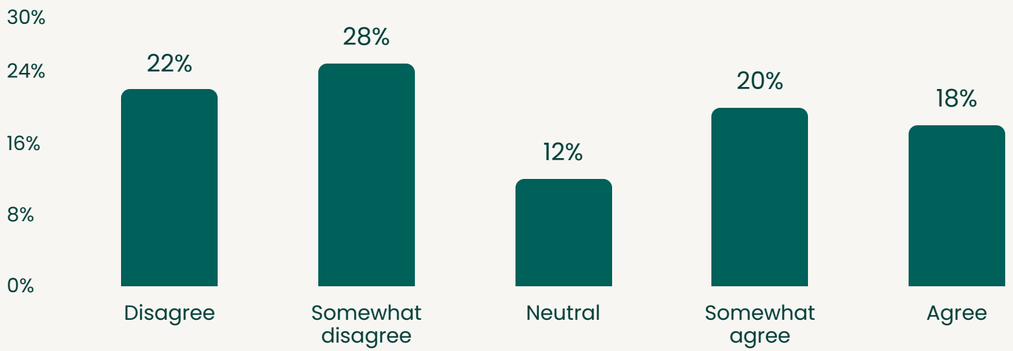
Where do the gains go? If AI saves time, who decides what happens with that time?

Your job in five years? Which tasks do you hope to lose, and which do you absolutely want to keep?

We can be successful without AI.

Answers (%)

Times discussed: **52**



Why disagree

Competitors won't wait

Anyone still doing everything by hand in three years will be too expensive and too slow.

Talent chooses differently

New colleagues expect modern tools and leave when they are missing.

Standing still is a choice

Doing nothing feels safe, but it is a strategy with consequences too.

Why agree

Clients buy trust

Our relationships and expertise make the difference, not our software.

Hypes pass

We have embraced technology before that delivered little in the end.

Focus is scarce

Every month spent on AI comes at the cost of something we are already good at.

Summary

Half of colleagues do not believe the organisation can stay successful without AI, but more than a third think it can. That group points to client relationships and craftsmanship as the real basis of success. Those who disagree expect competitors to become faster and cheaper, which makes standing still a step backwards. Notably, both sides shared one concern: the AI discussion is mostly about tools, and too little about what clients actually notice.

Prominent ideas & suggestions

Start with the client: Choose AI applications based on what clients notice, not on what is possible.

One pilot per team: Let each team test one concrete application and share the outcome.

Measure the effect: Agree upfront what a pilot should deliver, and stop if it does not.

Name what stays: Record which work deliberately remains human work.

Follow-up questions

What's at stake? Suppose we ignore AI for five years: what do we lose, and what do we keep?

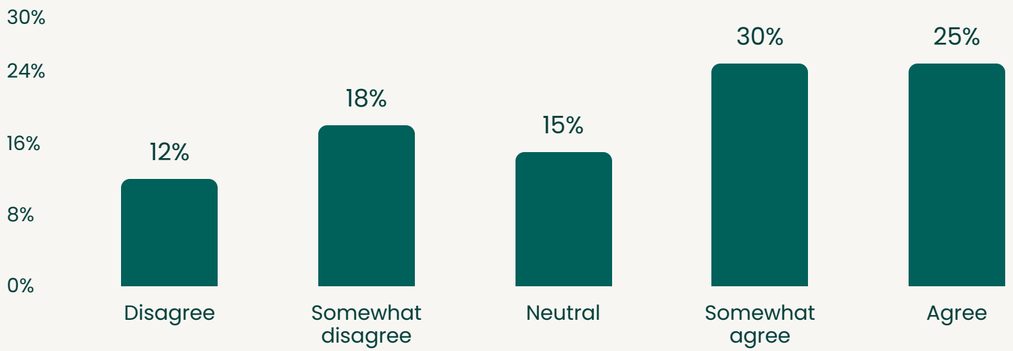
Where is the line? Which part of our work should always remain human, even if AI can do it faster?

What do you need? What do you need to use AI with confidence: time, knowledge or clear agreements?

Our organisation is behind on AI.

Answers (%)

Times discussed: **41**



Summary

More than half think the organisation is behind, especially colleagues who already use AI daily in their private lives. They experience a gap between what is possible at home and what is allowed at work. Those who disagree call caution sensible as long as questions about data and liability remain open. Widely shared was the observation that there are many separate initiatives, but nobody has the overview.

Why disagree

Caution is sensible

You do not experiment with client data without clear rules.

Compared with whom?

Most organisations in our sector are no further along than we are.

Basics first

Our systems and data are not in order yet; that is where it starts.

Why agree

More is possible at home

Privately I use tools that are blocked at work.

No direction

There are scattered experiments, but no shared picture of where we are heading.

Waiting for rules

As long as policy is missing, nobody really dares to start.

Prominent ideas & suggestions

One point of contact: Appoint someone who keeps the overview and answers questions.

A safe environment: Provide an approved AI tool in which client data is protected.

Share what works: Create a place where teams share their applications and lessons.

Policy on one page: Summarise what is and is not allowed, in plain language.

Follow-up questions

Behind whom? Who are we comparing ourselves with, and is that the right benchmark?

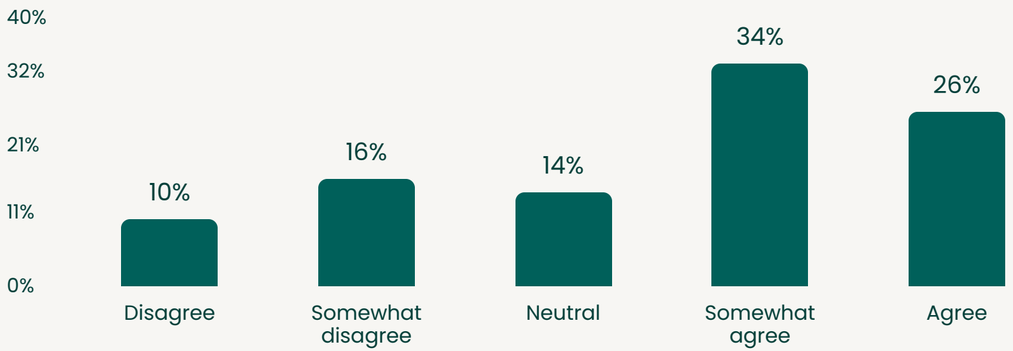
What slows us down? Is it a lack of policy, of time, of knowledge or of courage?

What is fast enough? Which pace suits us, given our clients and our risks?

AI will make our work better.

Answers (%)

Times discussed: **49**



Summary

This is the statement with the clearest majority: six in ten colleagues expect AI to make work better. They think of less administration and more time for substance and clients. The sceptical group expects time savings to be turned into higher targets, making work fuller instead. Almost everyone agreed on the condition: it only gets better if employees have a say in how AI is used.

Why disagree

More work, not less

So far, every time saving has been turned into more tasks.

The best part disappears

The thinking I enjoy is exactly what AI takes over.

More checking

I become a reviewer of a machine instead of a maker.

Why agree

Less administration

Reports, summaries and planning will take a fraction of the time.

More time for people

What remains is the conversation with clients and colleagues.

Better quality

A second pair of eyes that always reads along catches mistakes.

Prominent ideas & suggestions

Employees at the table: Involve every team in deciding where AI is used.

No instant target rises: Agree that time savings do not lead to higher goals in the first year.

Start with the irritations: Let teams pick the tasks they most want to be rid of.

Evaluate together: After six months, discuss frankly whether work has improved.

Follow-up questions

Better for whom? For the employee, the client or the result, and do these sometimes clash?

What is better work? Less pressure, more substance, more autonomy or something else?

Who decides? Who determines how we use AI: the organisation, the team or everyone for themselves?

Thank you!

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Questions, comments, suggestions? Get in touch via **hello@civinc.co** or visit **www.civinc.co** for more information!

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