STRUCTURE: WHO OWNS WHAT

Put an AI agent on your org chart, with a person who owns it

An AI agent that does a job in your business holds a place on your org chart, the same as anyone on your team. This worksheet takes one job, gives it that place and puts a named person in charge of it, one step at a time. It goes with Episode 91 of The ATP Shift, the podcast from All The Power (ATP).

An agent does the work.
A named person answers for it.

What you'll end up with

Your org chart, drawn, with one agent on it. A one-page description of the job that agent does, called a seat sheet. The name of the person who checks its work before a customer sees it.

How to do it

Print it and work through the six steps in order, with a pen. Use a real job from last week, the way it really went.

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1 Why an agent needs an owner

The idea, before you pick up a pen.

Somewhere in your business a piece of software is now doing work with your name on it. It sorts the inbox, drafts the quote, chases the invoice. Ask who checks that work and the honest answer is often you, or nobody at all.

> **From Episode 91.** Kelly Schuknecht runs a thought leadership marketing business, and her inbox had reached 3,000 emails. She tried a human assistant, and that wasn't working. She then trained her AI to sort every email into five categories, which she reads and clears, and she is down to about 18 to 30 in her inbox. The AI does the sorting. She still decides what happens to what's left.

What counts as an agent here. Any AI tool that does a whole job for you without being asked each time: the one that sorts your email, writes up your meeting notes or drafts your replies. You may have one running already, or be about to set one up, yourself or with whoever looks after your systems. Building the agent is outside this worksheet. Whichever tool you use, two things need settling before it starts work: what the job is, and who is responsible for it.

Handing work over is uncomfortable at the best of times, and handing it to software is worse, because there's nobody to look in the eye when it goes wrong. With people, the org chart deals with this. It shows who is responsible for what, and when someone joins we give them three things: a description of the job, a person they report to, and a way of telling whether the work is good. An agent needs the same three. Without them it's a tool somebody set up once and nobody has looked at since.

You're still the one who designs how the business runs. You decide what the job is, what good looks like and what stays with a person. The agent does the part you've written down, and it goes on your chart in a box of its own, with a person's name beside it. That person is the agent's owner, and they don't have to be the owner of the business.

> A job with nobody in charge of it is where mistakes sit unnoticed. That holds for software as much as for people.

Before you turn the page, write down where this is already true for you.

One AI tool already doing a job in my business _____

The job it does _____

Who checks its work today, and how often _____

_____

_____

_____

2 Draw today's chart

Seats first, names second.

A seat is a box on your org chart: one piece of the business's work, with one holder who is responsible for it. Most seats are made up of several jobs. List your seats and who holds each one today. A small service business usually has a handful: winning the work, doing the work, looking after customers, the money, the people, and leading it all. If your own name lands in more than three of them, you're in good company, and it's worth seeing on paper.

> If an AI tool already does part of a seat's work, put it in the third column even if nobody has ever called it an agent. It's the one most likely to have nobody checking it.

SEAT	WHO HOLDS IT TODAY	ANY AI TOOL WORKING IN THIS SEAT ALREADY?

Now draw it. One box for each seat with the holder's name inside, you at the top, and a line from each box to the person it reports to. If several people share a seat, write all their names in the one box. Leave some room, because the agent's seat gets added in step 6.

MY ORG CHART TODAY

3 Find the first job for an agent

One job to start with.

Look at the chart you have just drawn and answer two questions about it.

The seat where most of my week goes _____

The seat I would most like to hand over _____

An agent takes on one job from a seat, never the whole seat, and that one job then becomes a small seat of its own on your chart. Write down three jobs inside the seat you would most like to hand over, each small enough to name in a sentence, such as "send the quote after a site visit".

Job 1 _____

Job 2 _____

Job 3 _____

Pick the one that takes up the most of somebody's week and put four questions to it. Circle Y or N.

1. It comes round often, in much the same shape each time	**Y / N**
2. The steps are written down, or would fit on one page	**Y / N**
3. Someone can tell good from bad by looking at the result	**Y / N**
4. If it goes wrong once, the harm is small and can be put right	**Y / N**

Four Ys and you have your job. If you circled N for question 1 or 4, leave that job with a person for now and try the next one on your list. If you circled N for question 2 or 3, write the steps down or agree what good looks like, then ask the four questions again.

The first job I will hand to an agent _____

The AI tool that will do it (one I use already, or one to be set up) _____

> **From Episode 91.** Each morning Kelly's AI works through a set of jobs and finishes with a summary. Anything it sends back to her goes into her team's task list. Her next step is training it to assign those tasks. Some she has to do herself. Others need a person to follow up and, in her words, "it doesn't have to be me."

4 Write the seat sheet

The page you would write for a new team member.

A seat sheet is a one-page description of a job: what it covers, what good looks like and how you would know it was working. An agent can't read your head any better than a new team member can, so it needs one too. Take the job you chose and break it into the five to seven things that have to happen for it to be done properly. Mark each one W if it's written down somewhere, or H if it still lives in somebody's head.

Name of the agent's seat (the job it now does) _____

WHAT THE AGENT'S SEAT IS RESPONSIBLE FOR	W OR H
1	
2	
3	
4	
5	
6	
7	

What good looks like _____

One to three numbers that show it is working _____

For example: how many it handled this week, how many the owner had to correct, how long a customer waited.

How the agent and its owner share the job. Tick one.

- ☐ **The agent drafts, a person sends.** Nothing reaches a customer until the owner has read it. Start here for anything a customer sees.
- ☐ **The agent does the job, a person checks afterwards.** The owner looks over the finished work as often as you set in step 5.

If neither fits because the job turns on judgement, it stays with a person, and you go back to step 3 for another job.

> Every line marked H is a line the agent will guess at. Get those written down before the agent does this job on its own.

5 Name the owner and the check

One name. Not "the team", and not the agent.

The owner doesn't need to know how the agent is built. They need to know what good looks like for this job, and to look often enough to catch it when it slips.

The person who owns this seat _____

What they decide might be whether the agent's work goes out as it is, and when to stop the agent and do the job by hand.

What they decide _____

What they check before a customer sees it _____

How often they check _____

What happens when the agent is stuck or gets it wrong _____

What never gets handed over. Some things stay with a person however good the agent becomes: deciding what a customer is charged, the last read of anything sent to a customer, the difficult conversation. Write your own list.

> If the name you wrote is your own, look again. Is there someone closer to the work who could do the checking?

6 One step this week

Start it this week. Review it once the agent has done the job for a week.

This week's step is to get the job started with the check in place. The agent then does the job for a week, and you and its owner review what happened.

To start, this week

- [ ] Go back to your chart in step 2 and add the agent's seat, in a box under the person who owns it.
- [ ] Give that person the seat sheet from step 4 and talk them through it.
- [ ] Let the agent start the job, with the owner checking every piece of work.

If your agent isn't set up yet, this week's step is the first two boxes and a date for the setup. The week of checking starts on the day it is working.

The day we review it, and who is in the room _____

At the review, after a week of the agent doing the job

What the check caught _____

What we changed on the seat sheet _____

The next job to hand over _____

Once this job has run for a few weeks without surprises, pick the next one and work through the same steps. Each time, your chart gains one more seat with an agent in it and a person's name beside it.

THIS WEEK

Start one job in an agent's seat this week, with one named person checking it.

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