



Texas Association for
Home Care & Hospice
Leading ★ Advancing ★ Advocating

57th Annual Meeting
Thursday, September 3, 2026
Seguin Room
1:30pm-2:30pm

5d. Leadership in the Age of AI: Not Yet? Not a Problem

Presented by:

Tammy Ross MHA BSN RN CCM, EVP Professional Services, Axxess
Mike Carr, PT, Senior Director of Training and Education, Axxess

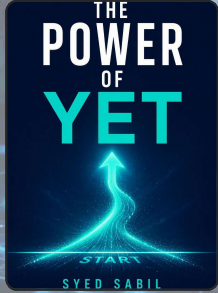
Thank you to our Partners:



LEADERSHIP IN THE AGE OF AI

Not Yet? Not a Problem.

Tammy Ross, EVP Professional Services, Axxess
Mike Carr, Sr. Dir. of Training and Education, Axxess



1

A Starting Line, Not a Ceiling



2

WHAT YOU'LL WALK AWAY WITH

Three objectives for this session

01

Reframe change with “Yet”

Move your team from “we can’t” to “not yet” — turning resistance into a learning curve.

02

Lead AI adoption with confidence

Give people the permission, guardrails, and clarity to experiment instead of freeze.

03

Double down on human skills

Grow the trust, judgment, and creativity that AI can’t replace — your lasting edge.

3

Mentimeter Poll

Which best describes you:

- A. Administrator/Owner
- B. Clinician
- C. Operations
- D. Finances
- E. Axxess groupie

4

Mentimeter – poll

Which best describes your personal level of AI adoption.

- A. All in – I'm addicted
- B. Embracing – but I need control
- C. Getting there – give me time
- D. Too scared – hoping it's just a passing fad

5

Mentimeter- Poll (multi-select)

Which of the following AI solutions is your agency using or considering?

- A. Intake
- B. Scheduling
- C. OASIS
- D. Ambient listening
- E. Billing
- F. QA/compliance

6

Turn “not yet” into your edge

AI isn't waiting — and neither are your people. This is a guide that turns uncertainty into momentum: lead change with a growth mindset, build teams that adapt faster than the technology, and make the human skills AI can't replace your team's sharpest advantage.

78%

of organizations already run on AI

70%

of change efforts stall without it

170M

new roles arriving by 2030

7

Care at home has crossed the threshold

Adoption is no longer theoretical — home health, home care and hospice providers are already putting AI to work in day-to-day operations.

91%

of home care agencies now use or plan to use AI for operations

58%

of home-based care providers are investing in AI or plan to soon

53%

of hospices' most common AI use is clinical documentation

15%

consider their implementation fully mature

8

The ground is already shifting

AI adoption has crossed the tipping point. For managers, the question is no longer whether it changes work — but how fast you help your team adapt.

78% of organizations now use AI in at least one business function

75% of knowledge workers already use AI tools at work

62% of organizations are experimenting with AI agents



9

Yet change keeps failing

70%

of change initiatives fail to meet their goals

Harvard Business Review

44%

of people feel overwhelmed or stressed by AI adoption

Change fatigue

is rising — teams are absorbing constant, overlapping transitions

The failure point

is rarely the technology. It's how people are led through the change

10

The manager in the middle

You sit between strategy and the people who must live it. That's exactly where change succeeds or stalls.

46%

of managers believe AI won't affect their own role — even while personally using it

People gap

The distance between AI adoption and AI readiness is a people problem, not a software one

Clarity, not resistance

Employees often stall because they lack clarity on how to use AI — not the will to try

11

AI video

12

Mentimeter – word cloud

What can't you do?

13

The Power of Yet

“I can't do this” *becomes* “I can't do this – yet.”

Growth mindset, popularized by psychologist Carol Dweck

14

John Goddard video

15

What the Power of Yet means

- **A growth mindset**

Abilities aren't fixed — they grow through effort, learning, and practice.

- **A reframe of failure**

“Yet” turns a setback into a stage of learning, not a final verdict on ability.

- **A leadership move**

“We're not an AI-ready team” becomes “We're not there — yet.” It creates a path forward.



Three letters that turn a
dead end into a doorway.

16

FIXED VS. GROWTH

Two mindsets, two outcomes

FIXED MINDSET

- “I can’t” — full stop
- Avoids challenge and new tools
- Sees change as a threat
- Hides mistakes and struggles
- Plateaus when things get hard

GROWTH MINDSET · “NOT YET”

- ✓ “Not yet” — still learning
- ✓ Embraces challenge and experiments
- ✓ Sees change as an opportunity
- ✓ Learns openly from mistakes
- ✓ Keeps improving through effort

17

WHY IT WORKS

“Yet” is a change-management superpower

1

Reframes resistance

Fear behind “I can’t” softens into “I’m still learning” — and people re-engage.

2

Lowers the cost of failure

When mistakes are just “not yet,” people take the small risks that AI adoption requires.

3

Builds psychological safety

Safety to try, fail, and ask is the strongest predictor of whether change sticks.

4

Sustains momentum

Setbacks become progress markers, keeping teams moving through long transformations.

18

THE LEADERSHIP MODEL

Four shifts of the future-ready leader

From knowing → to learning

Model the Power of Yet — show your own curve instead of pretending to have answers.

From directing → to coaching

Grow capability through questions and practice, not just instructions.

From control → to trust

Empower safe experimentation with AI instead of gatekeeping every step.

From efficiency → to humanity

Lead the things AI can't — care, judgment, meaning, and connection.

19

Lead AI adoption with clarity, not pressure

“People aren’t falling behind because they resist AI — but because they lack the clarity to embrace it.”

Give permission

Say out loud that experimenting — and stumbling — with AI is expected, not risky.

Show, don’t mandate

Share concrete examples and your own use; adoption ≠ readiness.

Set guardrails

Clear do’s, don’ts and data rules remove fear and unlock action.

Name the payoff

Organizations that embrace AI see real productivity gains — make it tangible.

20

WORKFORCE EVOLUTION

The reskilling imperative

By 2030, technology reshapes the labor market — creating and displacing roles at the same time. The workforce that thrives is the one that keeps learning.

170M

new roles created

92M

roles displaced

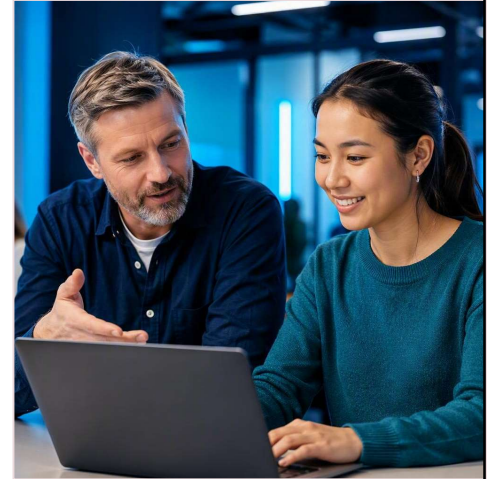
+78M

net new jobs

22%

of jobs disrupted

World Economic Forum — Future of Jobs Report 2025 · net figures by 2030



21

THE HUMAN EDGE

What AI can't do



AI can write, code, and analyze at breakneck speed — but it still can't do the hard work of leadership.

- ✓ Set aspirations and a compelling direction
- ✓ Make the tough, ambiguous calls
- ✓ Build genuine trust among people
- ✓ Hold team members truly accountable
- ✓ Generate real care, empathy, and meaning

The future-ready leader doubles down on the human. — McKinsey, 2026

22

THE LEADERSHIP SPECTRUM

Grow Into the “Yet”

Navigating change as a future-ready leader — most of us lead from one of these defaults; the goal is to grow into the last.

The Commander

Leads by control and directives — stalls when AI demands adaptation.

The Expert

Leads by having the answers — a fixed mindset AI quickly outpaces.

The Pacesetter

Drives relentless speed — fuels burnout and change fatigue.

The Coach

Grows people through questions and practice, not just instructions.

The Connector

Builds trust, empathy, and the psychological safety change needs.

★ The Catalyst

Powered by “yet” — learns out loud, coaches the mindset, and sparks experimentation.

BECOME THIS

23

Turn “I can’t” into “not yet”

WHAT YOU HEAR

“I can’t use these AI tools.”



HOW YOU REFRAME IT

“You haven’t learned them yet — let’s find one starting point this week.”

“Our team can’t change this fast.”



“We’re not up to speed yet. What’s one thing we can try next sprint?”

“This just isn’t working.”



“It isn’t working yet. What did we learn that gets us closer?”

“I’m not a tech person.”



“You’re still building that muscle — and it’s growing faster than you think.”

24

PUT IT INTO PRACTICE

Your 30 · 60 · 90 - day roadmap

**Model the mindset**

- Define the problem
- Share your own learning curve
- Invite questions without judgment

**Build capability**

- Set up reskilling & AI experiments
- Start weekly coaching 1:1s
- Define guardrails and safe defaults

**Embed & sustain**

- Celebrate “yet” wins publicly
- Remove blockers you surfaced
- Make learning a team habit

25

WATCH OUT FOR

Four traps that stall change

**Mandating without clarity**

Pushing AI use with no examples or safety breeds quiet resistance.

**Praising talent over effort**

“You’re so smart” reinforces a fixed mindset; praise the learning instead.

**Treating change as one event**

A single launch, then silence, guarantees change fatigue and relapse.

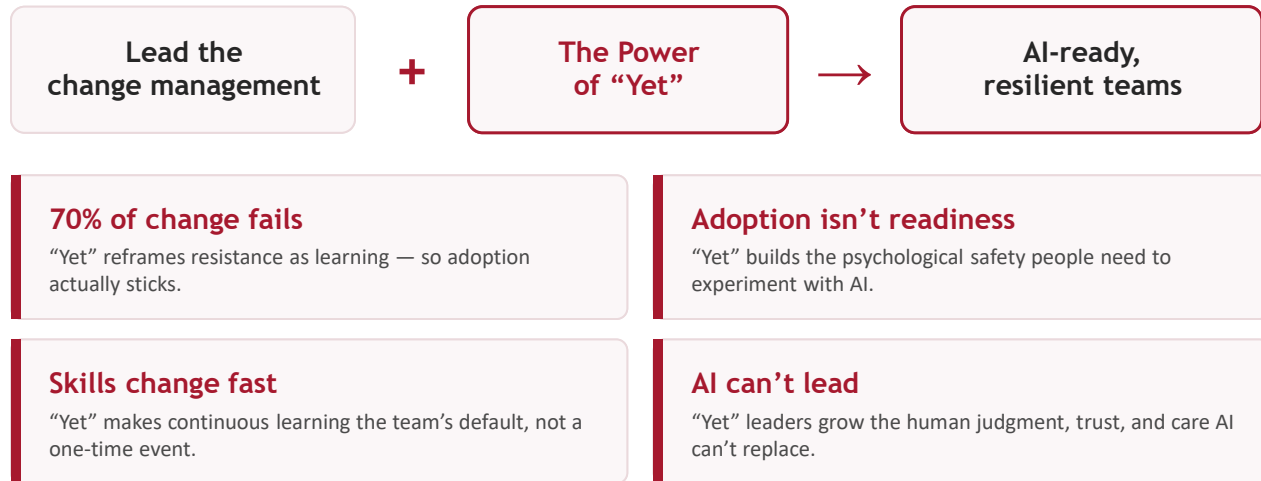
**Chasing efficiency only**

Optimizing tasks while ignoring the human leads to burnout and lost trust.

26

BRINGING IT TOGETHER

Change management, powered by Yet



27

THE TAKEAWAY

Lead with Yet

Your team isn’t resistant. They’re just not there — **yet.**

- ✓ Model learning out loud
- ✓ Coach the mindset, not just the task
- ✓ Make safe experimentation the norm

28

Mentimeter – Word Cloud

Yet is here. What's next for you?

29

REFERENCES & FURTHER READING

Sources

The Power of Yet — Syed Sabil *(recommended reading)*

The growth-mindset foundation behind every idea in this deck — turning “not yet” into forward motion.

- ▶ [Dweck, C. — Mindset & “The Power of Yet”](#)
Growth-mindset foundation.
- ▶ [McKinsey — The State of AI \(2025\)](#)
AI adoption and agent experimentation.
- ▶ [Harvard Business Publishing — AI-First Leadership](#)
Why change stalls without people.
- ▶ [Inc. — Accelerating AI Adoption](#)
Clarity beats pressure.
- ▶ [World Economic Forum — Future of Jobs 2025](#)
170M new roles; reskilling imperative.
- ▶ [Microsoft — Leadership in the Era of AI](#)
Knowledge-worker AI usage trends.
- ▶ [Forbes — 46% of Managers in AI Denial](#)
The manager readiness gap.
- ▶ [ODSC — AI Trends & Adoption Survey 2025](#)
44% feel overwhelmed by AI change.

30

Axxess Training and Certification

Axxess Training and Certification+ is not a “one size fits all” learning platform. We’ve created courses tailored for all care at home agencies and their teams.

- Browse 100's of courses
- ANCC Continuing Education Units
- Compliance Education
- Aide In-Service Training
- Caregiver University

**Ask me about Texas
Hospice Compliance!**

See Our Courses



31

THE POWER OF YET

| Thank you

Let's keep the conversation going — reach out any time.

EMAIL

Tross@axxess.com

EMAIL

Mcarr@axxess.com



32