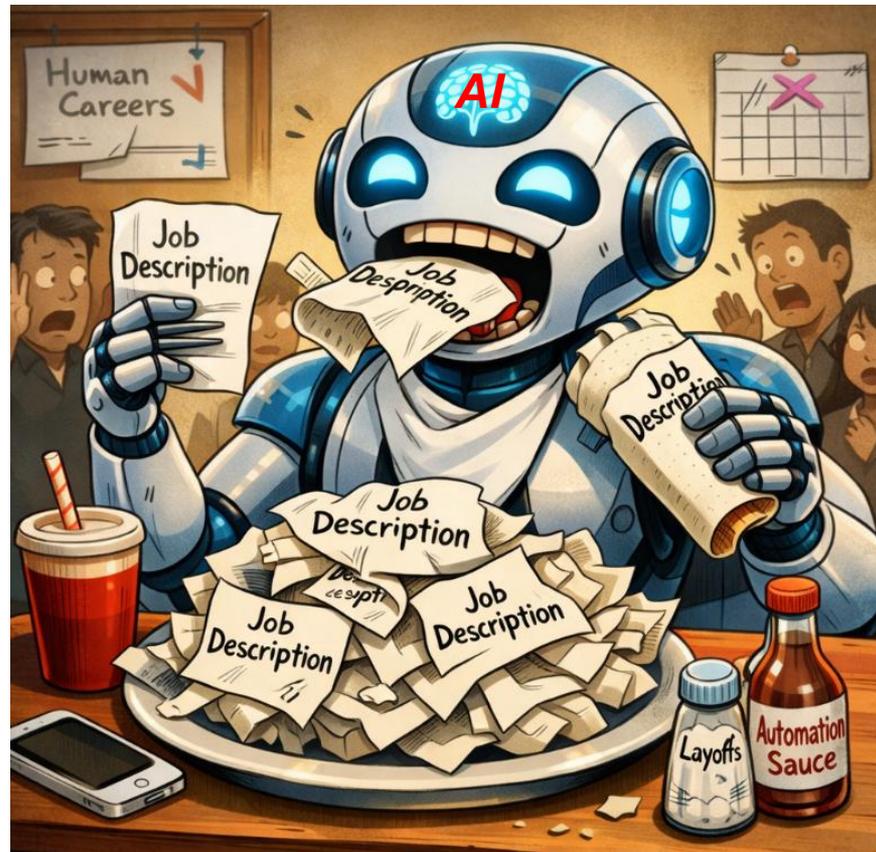


What Type Of Traditional Roles Will [Or Not?] AI Eat For Lunch?

presented by: Gene Gendel



About Me



Gene Gendel is an organizational design consultant, adaptive & lean coach and trainer, and independent adviser to senior leadership. Gene is a widely recognized, world-class trainer/instructor, and is mainly focused on organizational design and product centricity, the experience for which he has gained, over the decades of deeply embedded coaching and consulting. Gene's [clients](#) represent a wide industry spectrum. Almost 15 of 20+ years of his professional experience Gene has dedicated to working with companies of various sizes and lines of business, trying to help them improve internal dynamics, organizational structure and becoming a better place for people to work in. Gene engages at *all* organizational levels: senior- and mid-level management, teams and individuals. In his work, Gene uses various methods, tools and techniques to amplify learning of other people and to ensure that his followers gain autonomy after Gene “coaches himself out of the job”. Over the last decade, Gene’s big focus has been on large financial institutions and consulting companies that struggle with moving away, from traditional budgets and portfolio/program/project work decomposition, towards more adaptive/flexible budgeting and better clearly products (product-centric, customer-focused development).



Gene is the co-founder of **KSTS Consulting**, *the only company in the United States that has the credential of a [Certified LeSS Coaching Company](#)*. Gene’s, highly in-demand LeSS [classes](#), both private and public, are based on advanced system modelling and rich exosystemic perspective that includes intra-organizational dynamics and market realities.



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I leverage 25+ years of my highly diverse experience to help companies rehabilitate from most painful mistakes, caused by the "Agile Theater". Resurrection of authentic ideas and principles could be very rewarding.

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Upcoming Learning Opportunities

Note: *This class is deeply discounted to make it **LATAM** – friendly. Please, reach out directly, if you have any questions.*



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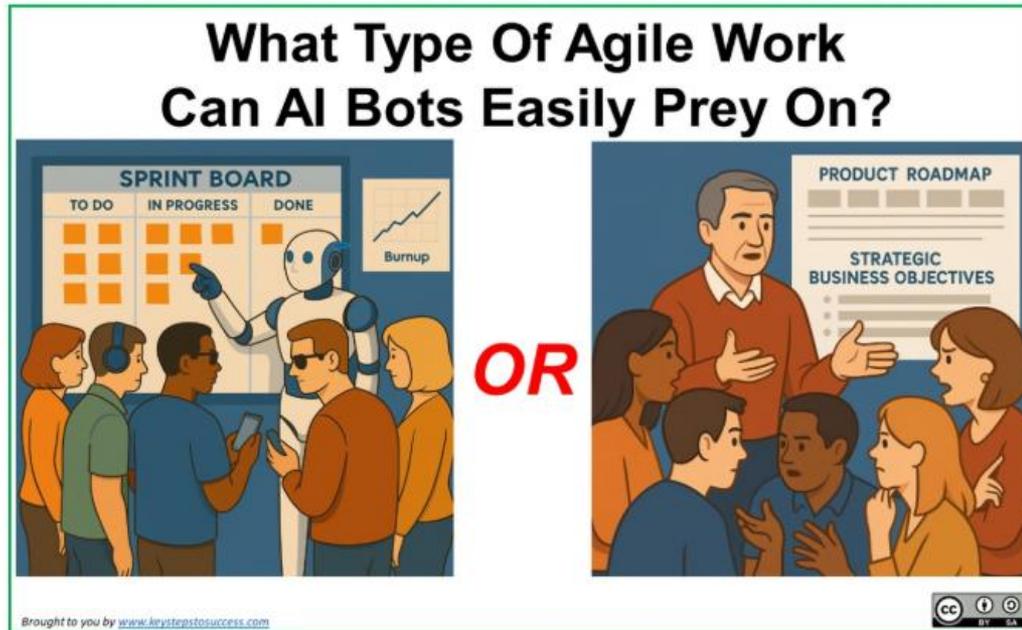
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What Type Of Agile Coaches and Scrum Masters Will AI Eat For Lunch?

November 15, 2025 by Gene

<https://www.keystepstosuccess.com/2025/11/what-type-of-agile-coaches-and-scrum-masters-will-ai-eat-for-lunch/>

Industrial Era: Take Over By Machines



Modern (AI) Era: Take Over By Machines



Disclaimer

This talk reflects the reality in the world of lean, adaptive (Agile) ways of working, where we value:

- Individuals and interactions over processes and tools
- Working software over comprehensive documentation
- Customer collaboration over contract negotiation
- Responding to change over following a plan

Now, use your imagination to envision how this might look in the world of traditional, waterfall ways of working



Generating Reports, Dashboards, Metrics and Executive Status Updates



- **Manual reporting** and sprint **summaries** are repetitive, low-judgment work that consumes valuable human time.
- AI can instantly extract data from tools (Jira, Rally, Azure, VSTS) and generate **reports, charts, and summaries**.
- Algorithms easily detect **anomalies** and **trends**, such as rising cycle time or falling throughput.
- **Executive-level insights** can be produced in seconds, covering delivery, slippage, causes, and multi-sprint patterns.

When reporting is **purely mechanical**, AI should replace human effort so people can focus on higher-value work.

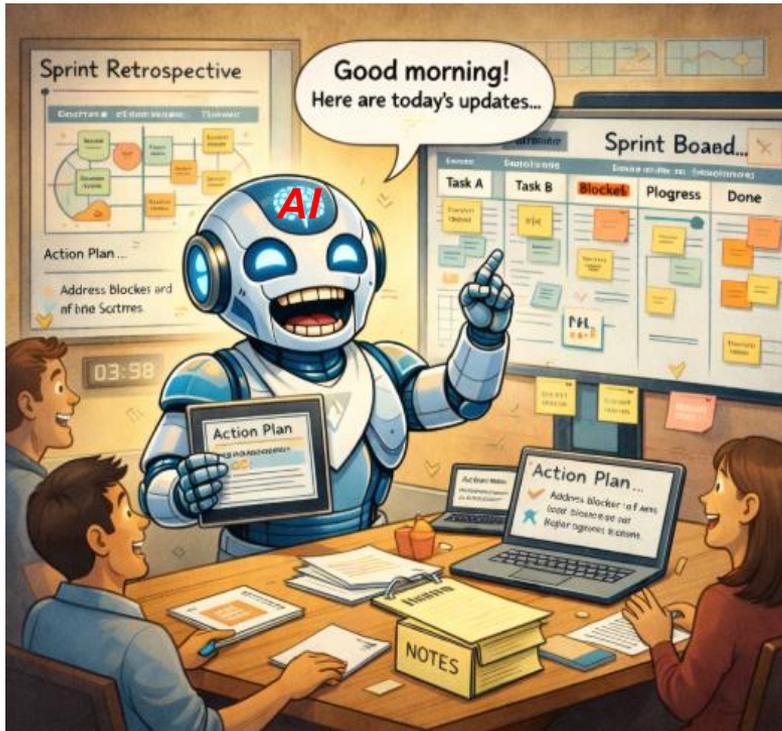
Creating Basic Training Materials and Explaining Agile Framework Basics



- Basic Agile **training decks** are highly **template-driven** and commoditized, making them ideal for AI generation.
- AI can instantly produce, adapt, and repurpose **training materials**, including tone and narrative style.
- Heavy, generic slides signal **low coaching maturity**, while experienced coaches rely on lightweight materials and real stories.
- AI excels at answering **textbook questions** about agile with clarity, consistency, and perfect recall.

Whenever teaching relies on **memorized framework theory alone**, AI is a natural substitute for humans.

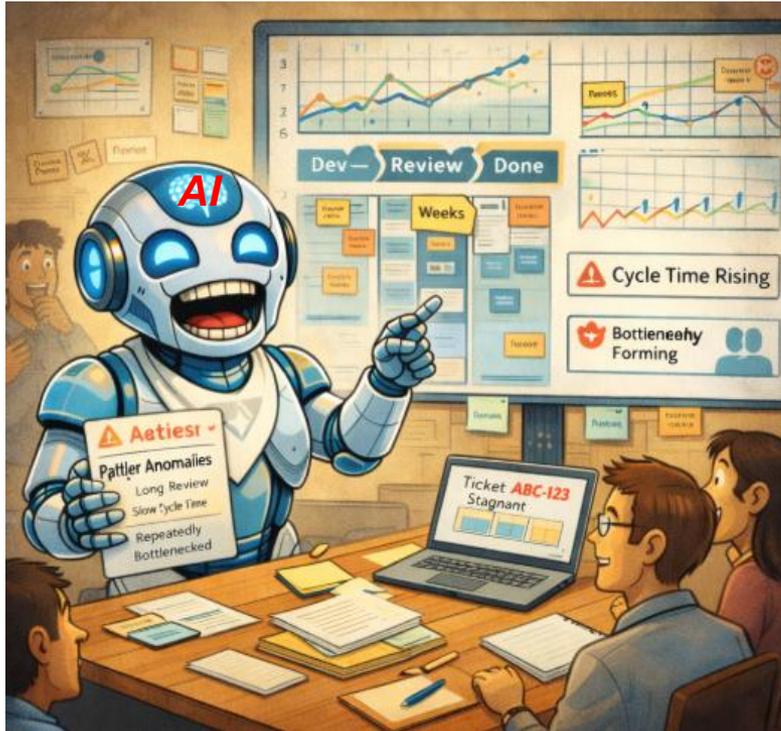
Facilitating Simple Events, Writing Notes/Action Plans and “Monitoring” A Sprint



- AI-powered standup bots can fully automate **routine events**: standups, handling roll calls, updates, and reminders with perfect consistency.
- For **emotion-neutral**, predictable situations, AI outperforms humans in punctuality, accuracy, and follow-through.
- Sprint **monitoring** and **workflow hygiene** are easily automated, eliminating the need for humans to chase updates or ticket movements.
- AI can instantly **analyze retrospective data**, clustering feedback, identifying themes, and generating actionable insights.

Calendar- and reminder-driven Scrum **tasks are mechanical**, and AI handles them more reliably than people.

Identifying Anti-Patterns in Empirical Data



- **Manual analysis** of large Jira datasets is slow, draining, and error-prone for humans.
- AI can scan **thousands of tickets** in seconds, identifying delays, bottlenecks, and workload imbalances with precision.
- **Pattern detection** across sprints is a natural AI strength, requiring no intuition or subjective judgment.
- Identifying **tasks** that are entirely **mechanical**, such as detecting stale tickets or misplaced statuses.

AI can automatically nudge or correct **workflow issues**, acting as a tireless, unbiased digital assistant.

Teaching Mechanics: Tooling and ADO Navigation



- Many Scrum Master questions are **repetitive and purely procedural**, requiring correct (binary) answers rather than judgment or coaching skills.
- AI can explain **agile mechanics** flawlessly and endlessly, without fatigue or inconsistency.
- **Tooling** and “how-to” questions are ideal for automation, as they follow clear, **step-by-step instructions**.
- Product and print backlogs, and ticket updates are **mechanical busywork**, easily flagged and handled by AI.

Any work based on **rules, templates**, and predictable inputs is best done by AI machines, not humans.

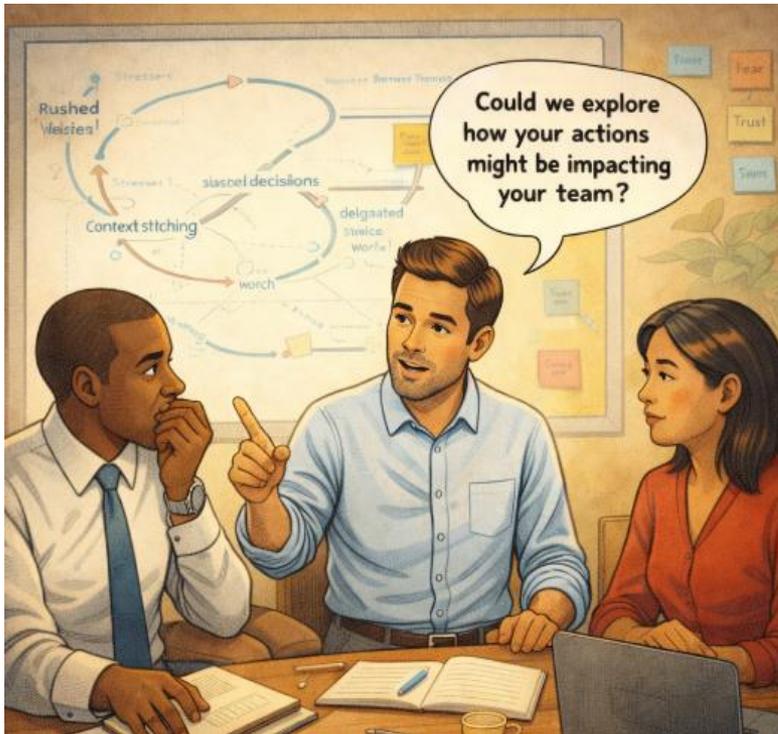
Improving Organizational Structure, Culture And Navigating Politics



- **Organizational design shapes culture and behavior**—how decisions flow, teams interact, and incentives reinforce habits over time.
- **Culture** emerges slowly through **human interactions**, trust, and relationships; it cannot be installed, automated, or engineered like software.
- True transformation requires human leadership and coaching, including **modeling new behaviors**, naming contradictions, and building **psychological safety**.
- **Organizational politics** are unavoidable and deeply contextual, rooted in history, power dynamics, unspoken fears, and competing interests.

AI lacks intuition, **emotional awareness**, and political judgment, making human coaches essential for navigating nuance, tension, and real decision-making.

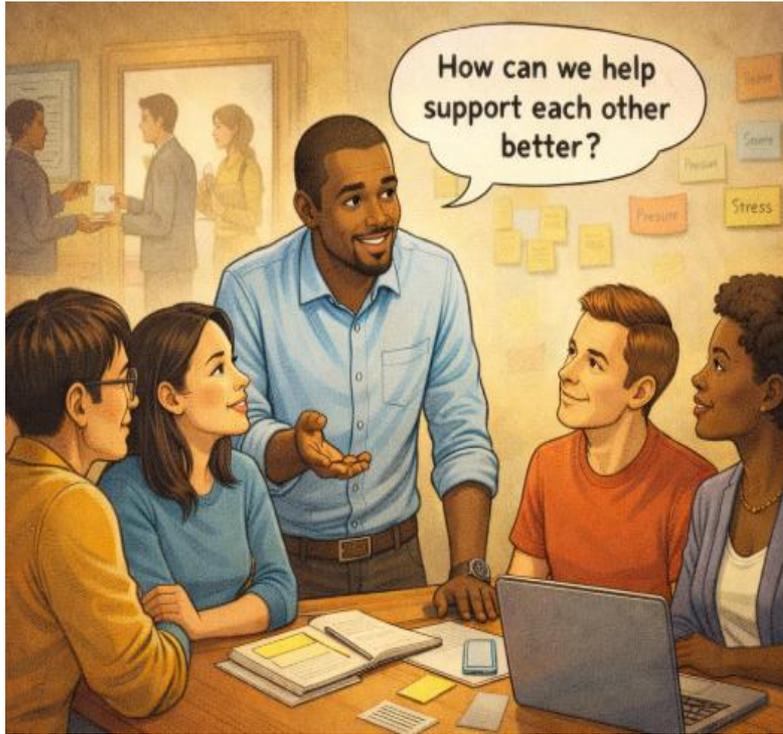
Coaching Leadership Through Mindset and Behavioral Change



- **Mindset coaching** is fundamentally different from process or metrics handling, focusing on beliefs, behavior, and **systemic cause-and-effect** rather than practices or outputs.
- Performance issues often originate in **leadership behavior**, such as fear-based decisions, shifting priorities, and centralized control—not in the team itself.
- Effective coaching happens through honest, sometimes **uncomfortable conversations**, supported by **systems thinking** and causal insight, not dashboards or frameworks alone.
- Real change requires **emotional safety** and **self-reflection**, where leaders are willing to question assumptions and confront their own impact on the system.

AI cannot coach at the **mindset** level, lacking the **empathy**, intuition, timing, and human connection required for genuine behavioral change.

Coaching Teams By Building Trust and Improving Intra- and Cross-Team Dynamics



- **Trust** is built through small, human moments, not data, dashboards, or automation—and it cannot be accelerated by tools.
- **Psychological safety** emerges from consistent human presence and empathy, not from processes or AI-driven interactions.
- Experienced coaches sense emotional undercurrents instinctively, picking up on **tone, silence, body language, and tension** that machines miss.
- Cross-team dynamics require human bridging, **interpreting pressures, resolving friction**, and preventing fatigue from turning into burnout.

Trust-building and team cohesion are fundamentally relational, relying on **emotional intelligence** and **lived experience** that AI cannot replicate.

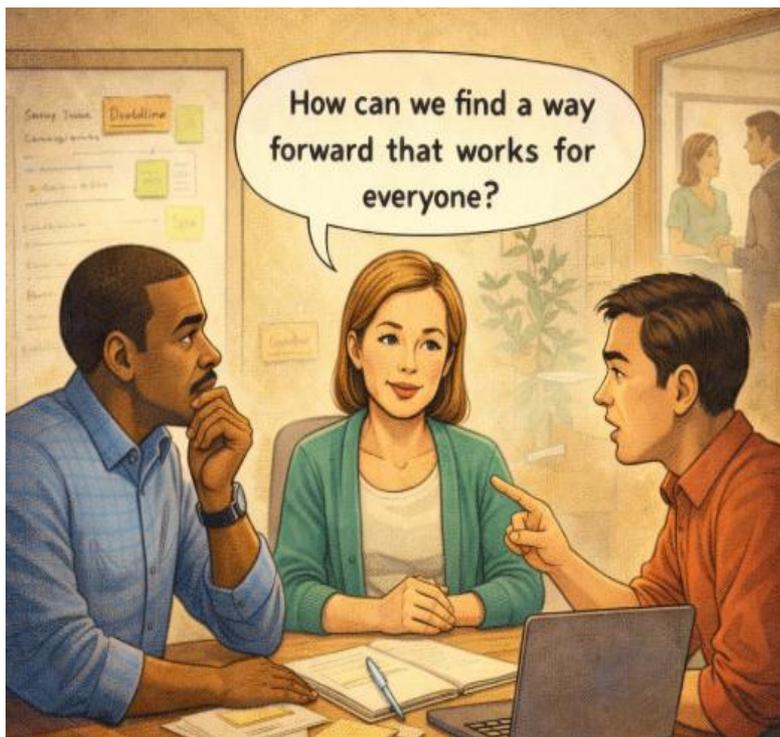
Designing Real Product Boundaries & Teaching True Product Thinking



- **Product boundary** design is a high-stakes, systemic decision, sitting at the intersection of strategy, architecture, customer value, and human dynamics.
- Defining the right scope requires human judgment, balancing technical structure with **cognitive load**, ownership, and how work truly flows across teams.
- Reorganizing around products is inherently **political** and relational, involving history, power, identity, and **unspoken tensions**—not just diagrams.
- AI can suggest models, but cannot sense timing, **emotion**, or **political cost**, nor judge whether a change will endure or unravel.

Teaching true product thinking demands a human mindset shift, guiding people from project execution to outcome ownership through **empathy, courage**, and lived experience.

Mediating Conflicts, Emotional and Ambiguous Situations



- The hardest coaching moments live in **ambiguity** and **emotion**, where no clear “right answer” exists and data alone is insufficient.
- Critical team decisions hinge on **trust, values,** and **relationships**, not just risk models, forecasts, or historical patterns.
- **Human conflict** and **unspoken tension** unfold between people, beyond what tools, tickets, or transcripts can capture.
- AI can summarize conversations but cannot read **emotional signals**, such as silence, posture, hesitation, or psychological safety.

Effective mediation requires human presence, **empathy**, and **patience**, especially when trust is fragile and emotions run high.

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Q&A