

Human Performance in an AI-Enabled World

People practices before technology evolution

Based on the Biz Bite with Theresa Lynn, Clarity at Work

Core principle

AI exposes gaps in leadership, process, standards, and people practices.

6-Step AI Adoption Flow

1 Start with the outcome

Define what good looks like first.

2 Map the workflow

Find the broken process before adding tools.

3 Set guardrails

Approved tools, off-limits use, and human review.

4 Support managers

Managers need a framework to coach good use.

5 Protect judgment

Keep high-stakes decisions human-led.

6 Pilot and measure

Test one workflow before scaling.

Avoid These Traps

- Starting with the tool, not the problem
- No people-use guardrails
- Secret or unsafe AI use
- Scaling before one workflow works
- Measuring only cost cuts

Use These Moves

- Name it: AI will change some work
- Sanction it: show what is approved
- Protect it: keep judgment human
- Reward it: make safe learning visible
- Share simple use cases often

Leadership meeting check

Do we have an AI people-use policy? Can managers explain good use? Have we told the story of why AI matters?

Start small: Pick one repetitive, low-judgment workflow. Standardize, test, measure, then decide what to do next.