

3 SIGNS

YOUR TEAM MAY HAVE AN AI READINESS GAP

Many organizations are adopting AI faster than they are building the skills needed to use it effectively.

The problem is not always the technology.
Often, the gap is **operational literacy**.

1



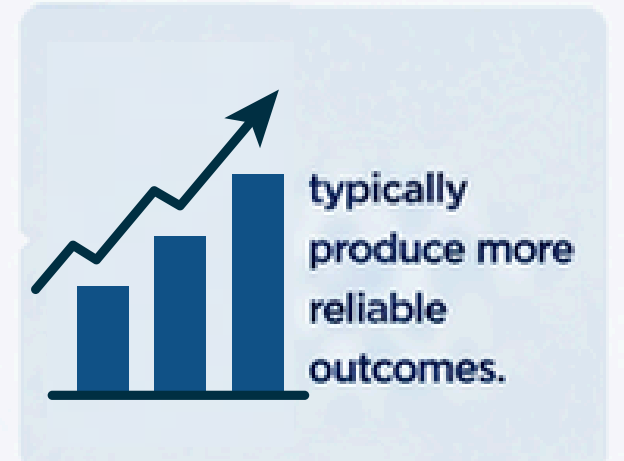
AI RESULTS VARY WIDELY BETWEEN EMPLOYEES

One employee gets consistently useful results. Another struggles with the same tool and similar work.

The difference may not be the AI. It may be how employees are **directing** and **evaluating** it.

Employees who provide:

- ✓ clearer context
- ✓ better task definition
- ✓ stronger evaluation
- ✓ more intentional iteration



✓ Good AI use requires direction and evaluation — not just generation.

2



EMPLOYEES CAN'T EXPLAIN WHY AN OUTPUT IS GOOD

Many teams focus heavily on generating AI output. Far fewer focus on **evaluating** it.

When employees cannot explain:

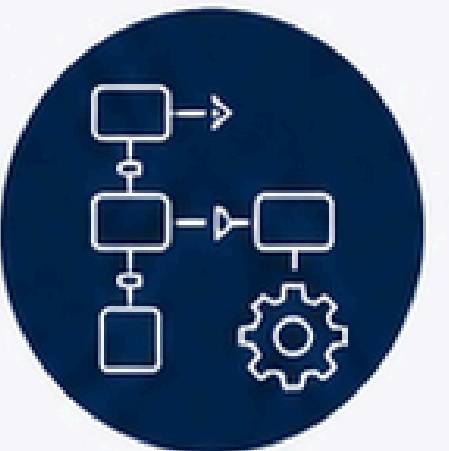
- ✓ why an answer works
- ✓ what risks exist
- ✓ what assumptions were made
- ✓ what should be adjusted
- ✓ whether the output is appropriate for its intended use



the organization may be relying on individual intuition rather than shared standards and human judgment.

✓ Human judgment remains responsible for action.

3



WORKFLOWS ARE BEING AUTOMATED BEFORE TEAMS UNDERSTAND THE PROCESS

Automation can create enormous value. But workflows built too early often preserve:

- ✓ inconsistent inputs
- ✓ unclear decisions
- ✓ weak oversight
- ✓ hidden process gaps



Strong AI-supported workflows require:
clear process →
shared standards →
defined decisions →
appropriate oversight



Organizations should standardize thinking before they standardize automation.



OPERATIONAL LITERACY WITH AI

AI is not just changing tools. It is changing how organizations think, evaluate, communicate, and make decisions.

The organizations that adapt successfully will be the ones that build operational literacy — not just AI adoption.