Human Success in the age of AI

As AI enhances the pace of change, technology alone will not determine who succeeds. **People will.**

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Are we ready for what's next?

Can our workforce execute our strategy?

What's the ROI of our people?

How do we stay competitive in the age of AI?

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Most organizations can measure AI adoption. Far fewer can prove AI is improving performance.

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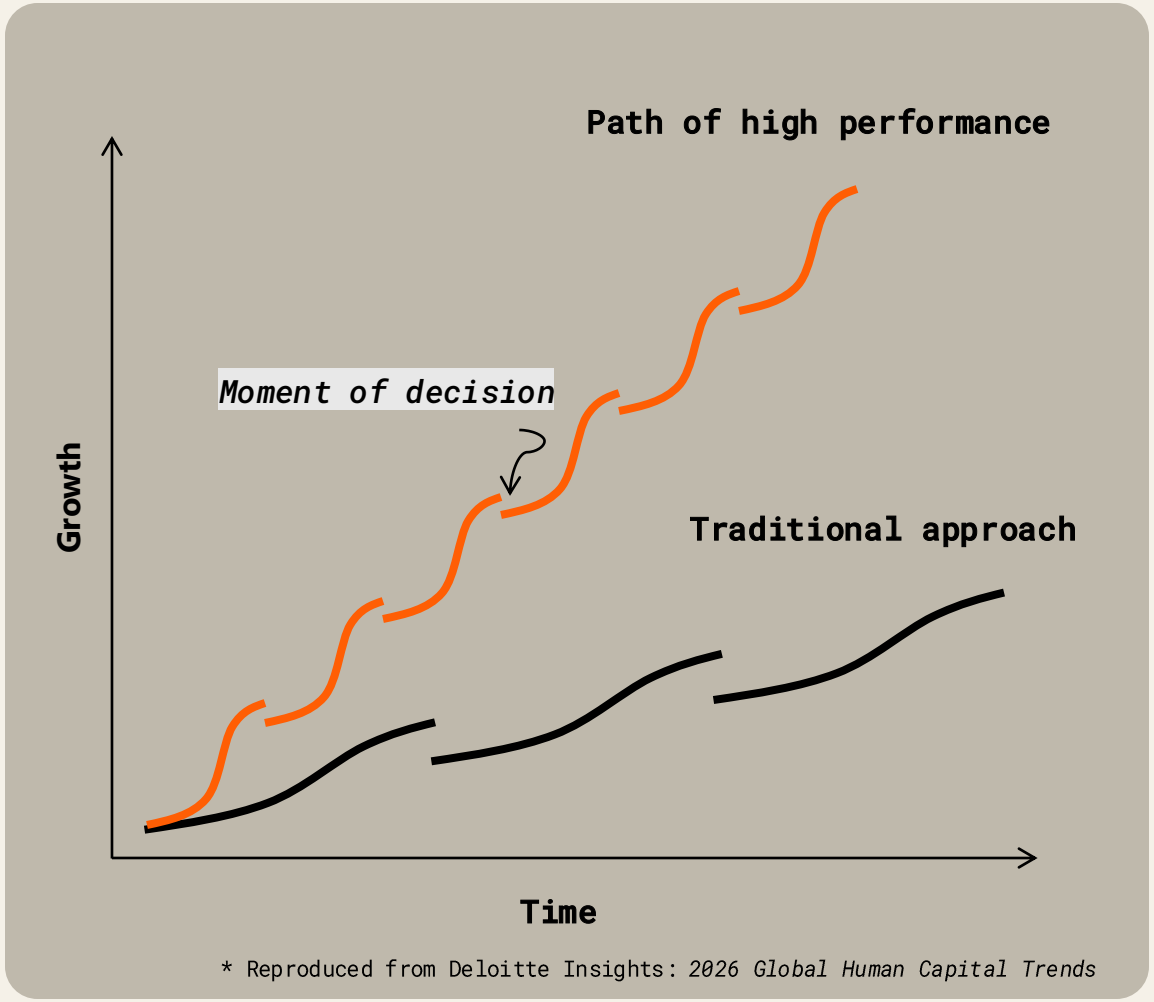
AI can speed up work
That does not mean performance improves

The value appears only when we design for Humans and AI **working together**.



* Reproduced from Deloitte Insights: *2026 Global Human Capital Trends*

The questions
that matter more than AI adoption

01

Should AI adoption be a success metric?

02

Is time saved actually a business outcome?

03

Can productivity rise while performance falls?

04

What would convince your CFO that AI is working?

05

Where is the Human Success layer in your model?

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The three levels of AI value proof

AI adoption is input. Human performance is where value is created.

01

AI activity

Are people using AI?

02

Human Success

Are people working, learning, & leading better?

03

Business outcomes

Is the organization performing better?

Technology is rarely the barrier to AI adoption **People are**

People don't trust the intent
Employees worry AI transformation may reduce their value or relevance.

Managers are not equipped
Employees need guidance, clarity, and permission to experiment.

Workflows are not redesigned
Organizations add AI to existing process rather than redesigning work.

Accountability becomes unclear
People need clarity on where human judgment ends, and AI assistance begins.

This is why Human Success must sit between AI activity and business outcomes

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From insight to action
What it takes to unlock AI with Human Success

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Know where you are on the **Transformation Curve**

01 Protect

We follow the rules and keep the lights on.

→

02 Operate

We have systems, but they serve process not people or outcome.

→

03 Invest

We measure sentiment and build skills but cannot prove impact.

→

04 Perform

People strategy connects to business outcomes; the CFO listens.

→

05 Transform

People, AI and strategy move as one system. Human Success is the operating model in the age of AI.

A guidance roadmap

The difference between **transformation and chaos**

01 Map workflows

02 Clarify who decides

03 Define what stays Human

04 Only then do you apply AI

AITO and the **new leadership trifecta**

01 Leads AI strategy

02 Horizontal integration

03 Governance

04 Upskilling

Consumption or Distribution

Common scoreboard, however big your organization is

What we agree on

Align on what to improve for AI to be worth the investment	→ 280 or 50,000 people, everyone can draw a line from what they do with AI to the value it creates for the business.
People, Tech and Finance in the room	→ Someone owns adoption, someone owns Human Success, someone owns business impact.
Local contribution, not local definition	→ Each department shows how AI creates business impact.

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What to do Monday morning

01 **Separate activity from outcomes**
Usage, behavior, performance, or impact?

02 **Locate yourself on the Transformation Curve**
Define what proves AI helps people work better

03 **Ask three people what AI should improve**
Your CTO, your CFO and someone doing the work. Do they name the same outcome?

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Thank you

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