

Critical Human Skills in the Age of AI

Organizational Readiness Diagnostic

Purpose

This diagnostic helps organizations assess how well their systems, leadership practices, and culture enable critical human skills—the capabilities required for sustained performance, adaptability, and wellbeing in the Age of AI.

This is not about rating individuals. It is about understanding whether the environment makes good performance possible.

How to Use This Diagnostic

Complete this as a leadership, L&D, or HR team. Discuss each statement and rate based on your typical organizational experience.

Time required: 15-20 minutes

Rating Scale:

- **1 = Rarely true (significant gap)**
- **2 = Occasionally true (inconsistent)**
- **3 = Sometimes true (developing capability)**
- **4 = Usually true (strong foundation)**
- **5 = Consistently true (embedded strength)**

A. Performance Intelligence & Insight

Rate each statement from 1 (Rarely true) to 5 (Consistently true)

1. We have a clear understanding of the human factors that enable or limit performance in our organization.

Rating: 1 2 3 4 5

2. Leaders have visibility into strengths, motivations, and values—not just roles and outputs.

Rating: 1 2 3 4 5

3. People decisions are informed by insight rather than assumption or intuition alone.

Rating: 1 2 3 4 5

Section A Subtotal: ____ / 15

B. Self-Mastery & Critical Human Skills

Rate each statement from 1 (Rarely true) to 5 (Consistently true)

1. Our organization actively develops self-awareness, emotional regulation, and adaptability.

Rating: 1 2 3 4 5

2. People are encouraged to stretch in ways that build capability rather than exhaust them.

Rating: 1 2 3 4 5

3. Continuous learning is embedded into everyday work, not treated as an add-on.

Rating: 1 2 3 4 5

Section B Subtotal: ____ / 15

C. Leadership Behaviour & Culture

Rate each statement from 1 (Rarely true) to 5 (Consistently true)

1. Leaders balance psychological safety with clear expectations and accountability.

Rating: 1 2 3 4 5

2. Constructive challenge and honest dialogue are encouraged and role-modelled.

Rating: 1 2 3 4 5

3. Leaders are equipped to support people through change without defaulting to control or pressure.

Rating: 1 2 3 4 5

Section C Subtotal: ____ / 15

D. Performance Sustainability & Wellbeing

Rate each statement from 1 (Rarely true) to 5 (Consistently true)

1. Our ways of working support sustained performance, not just short-term output.

Rating: 1 2 3 4 5

2. Early signs of burnout, disengagement, or overload are identified and addressed.

Rating: 1 2 3 4 5

3. Energy, focus, and resilience are seen as performance enablers, not personal issues.

Rating: 1 2 3 4 5

Section D Subtotal: ____ / 15

E. Change Readiness & AI Adoption

Rate each statement from 1 (Rarely true) to 5 (Consistently true)

1. People understand why change is happening and how it connects to purpose and strategy.

Rating: 1 2 3 4 5

2. Emotional and behavioural responses to change are acknowledged, not ignored.

Rating: 1 2 3 4 5

3. AI and new technologies are introduced in ways that support human judgement and adoption.

Rating: 1 2 3 4 5

Section E Subtotal: _____ / 15

F. Systems & Reinforcement

Rate each statement from 1 (Rarely true) to 5 (Consistently true)

1. Performance management supports learning, growth, and accountability.

Rating: 1 2 3 4 5

2. What we reward and promote reinforces the behaviours we say we value.

Rating: 1 2 3 4 5

3. Our systems make it easier—not harder—for people to do their best work.

Rating: 1 2 3 4 5

Section F Subtotal: _____ / 15

TOTAL SCORE: ____ / 90

Interpreting Your Score

Your total score provides a snapshot of organizational readiness. More importantly, look at patterns across sections to identify specific strengths and priority development areas.

75-90 points: Strong Foundation

Your organization has embedded many of the systems and practices that enable critical human skills. Focus on maintaining momentum and addressing any lower-scoring sections.

Priority actions:

- Identify and scale what's working well
- Address any sections scoring below 10
- Use insights to inform strategic workforce planning

55-74 points: Developing Capability

Your organization has pockets of strength but inconsistent capability. Focus on building systematic approaches in your lowest-scoring areas.

Priority actions:

- Select 1-2 sections with lowest scores as focus areas
- Build leadership capability to enable critical human skills
- Conduct deeper diagnostic to understand root causes

35-54 points: Significant Gaps

Your organization faces systemic challenges in enabling critical human skills. This likely impacts performance, engagement, and change readiness.

Priority actions:

- Start with leadership capability development
- Assess whether current systems undermine performance
- Consider external support to build foundational capability

18-34 points: Critical Development Needed

Your organization is operating with limited enablers for critical human skills. This represents both a performance risk and an opportunity for significant improvement.

Priority actions:

- Secure leadership commitment to systematic capability building
- Conduct comprehensive organizational assessment
- Engage expert support to design transformation roadmap

Section Analysis & Insights

Look beyond your total score to identify patterns. Which sections scored highest and lowest? This reveals your organization's specific strengths and development priorities.

Section A: Performance Intelligence & Insight

What low scores may indicate:

- People decisions based on assumptions rather than evidence
- Misalignment between roles and individual strengths
- Limited understanding of what drives performance

What to focus on: Implement strengths-based assessments; train leaders to use insight in people decisions; measure human factors alongside outputs.

Section B: Self-Mastery & Critical Human Skills

What low scores may indicate:

- Development treated as optional or ad hoc
- Negative stretch causing exhaustion rather than growth
- Limited adaptability and learning agility

What to focus on: Embed continuous learning into workflow; design positive stretch opportunities; develop emotional intelligence and self-regulation.

Section C: Leadership Behaviour & Culture

What low scores may indicate:

- Leaders default to control under pressure
- Limited psychological safety
- Inconsistent leadership capability

What to focus on: Develop leadership capability in enabling adaptability; build psychological safety alongside accountability; model constructive challenge.

Section D: Performance Sustainability & Wellbeing

What low scores may indicate:

- Short-term thinking at expense of sustainable performance
- Burnout and overload normalized or ignored
- Energy and wellbeing treated as personal rather than organizational issues

What to focus on: Design work for sustainable energy; identify and address early warning signs; treat resilience as performance infrastructure.

Section E: Change Readiness & AI Adoption

What low scores may indicate:

- Change fatigue and resistance
- AI adoption without human adoption
- Limited understanding of why change matters

What to focus on: Improve change communication and rationale; acknowledge emotional responses; introduce AI to augment human judgement.

Section F: Systems & Reinforcement

What low scores may indicate:

- Misalignment between stated and rewarded behaviours
- Systems create barriers rather than enable performance
- Performance management focused on outcomes not growth

What to focus on: Audit and redesign systems that block performance; align rewards with desired behaviours; embed learning into performance management.

Strategic Reflection Questions

Use these questions to deepen your understanding and guide action planning. Discuss as a leadership team.

Understanding Patterns

- Where are we most dependent on individual resilience rather than organizational capability?
- Which critical human skills are most under pressure right now?
- Where do our systems unintentionally undermine adaptability or wellbeing?
- What behaviours do we reward in practice—not just in principle?

Identifying Risks

- Are we experiencing change fatigue and resistance?
- Is burnout being masked as high performance?
- Are we implementing AI without ensuring human adoption?
- Do leaders revert to control and pressure under stress?

Spotting Opportunities

- Where could strengths-based approaches unlock performance?
- How might improved change readiness accelerate transformation?
- What would better leadership capability enable at scale?
- How could more sustainable performance improve retention and engagement?

Your Action Plan

Based on your scores and reflection, use this template to create a focused action plan. The goal is progress, not perfection.

Step 1: Identify Your Priority Focus Areas

Select 1-2 sections with the lowest scores or greatest impact on performance:

- Section A: Performance Intelligence & Insight
- Section B: Self-Mastery & Critical Human Skills
- Section C: Leadership Behaviour & Culture
- Section D: Performance Sustainability & Wellbeing
- Section E: Change Readiness & AI Adoption
- Section F: Systems & Reinforcement

Step 2: Define Specific Actions

For each priority area, identify 2-3 concrete actions you will take in the next 90 days:

Priority Area 1: _____

Action 1: _____

Action 2: _____

Action 3: _____

Priority Area 2: _____

Action 1: _____

Action 2: _____

Action 3: _____

Step 3: Assign Ownership & Timelines

For each action, identify who is responsible and by when it will be completed:

Action	Owner	Deadline

Step 4: Define Success Measures

How will you know your actions are working? Identify 2-3 indicators of progress:

1. _____
2. _____
3. _____

Step 5: Schedule Review & Accountability

When will you review progress and adjust your approach?

30-day check-in date: _____

60-day check-in date: _____

90-day review date: _____

Team members involved: _____

Recommended Next Steps

Based on your diagnostic results and action plan, consider these pathways to accelerate progress:

Option 1: Diagnostic Deep-Dive

Best for: Organizations scoring 35-54 or those wanting comprehensive insight

Build a clearer picture of the human drivers of performance and change readiness through in-depth assessment, stakeholder interviews, and data analysis.

What you'll gain:

- Evidence-based understanding of strengths, gaps, and opportunities
- Identification of high-impact intervention points
- Tailored recommendations aligned to strategic priorities

Option 2: Leadership Capability Development

Best for: Organizations with Section C scores below 10 or inconsistent leadership capability

Strengthen leaders' ability to enable self-mastery, resilience, and adaptability through targeted development programmes and coaching.

What you'll gain:

- Leaders who balance stretch with psychological safety
- Improved capability to lead through constant change
- Culture shift toward enablement rather than control

Option 3: Strengths-Based Talent Strategy

Best for: Organizations with Section A scores below 10 or making insight-light people decisions

Implement TalentPredix™ strengths assessment platform to reveal individual and collective strengths, motivations, values, and critical human skills.

What you'll gain:

- Evidence-based insight into what drives performance
- Better hiring, development, and deployment decisions
- Ability to design positive stretch aligned to natural strengths

Option 4: Organizational Change Readiness Programme

Best for: Organizations with Section E scores below 10 or experiencing change fatigue

Build systematic capability to navigate constant change through improved communication, stakeholder engagement, and human-centred change practices.

What you'll gain:

- Reduced resistance and increased engagement in transformation
- Capability to introduce AI in ways that support human adoption
- Change as a core organizational capability, not a one-time event

Ready to take action?

Contact us to discuss how TalentPredix™ can support your organization in developing critical human skills for the Age of AI.

Email: info@talentpredix.com

Website: www.talentpredix.com