

# AI and HR: Real Use Cases for Performance and Engagement



# Table of Contents

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|                                    |    |
|------------------------------------|----|
| Introduction.....                  | 03 |
| Performance Management and AI..... | 05 |
| Employee Engagement and AI.....    | 13 |
| The New Era of People + AI.....    | 18 |

# Introduction

It's been hard to avoid the buzz around artificial intelligence. AI has transformed from overhyped to actually helpful — moving from futuristic promise to practical, everyday applications that are already changing how we work.

Whether you're feeling cautious or have already started experimenting with AI in your daily workflow, one thing is clear: It's becoming an incredible resource for HR professionals, managers, and employees alike.

**"AI's superpower isn't replacing human insight, it's amplifying it."**

AI isn't coming for your job. But it is arriving at the perfect time, ready to help you do more with less when resources, headcount, and budgets are stretched thin.

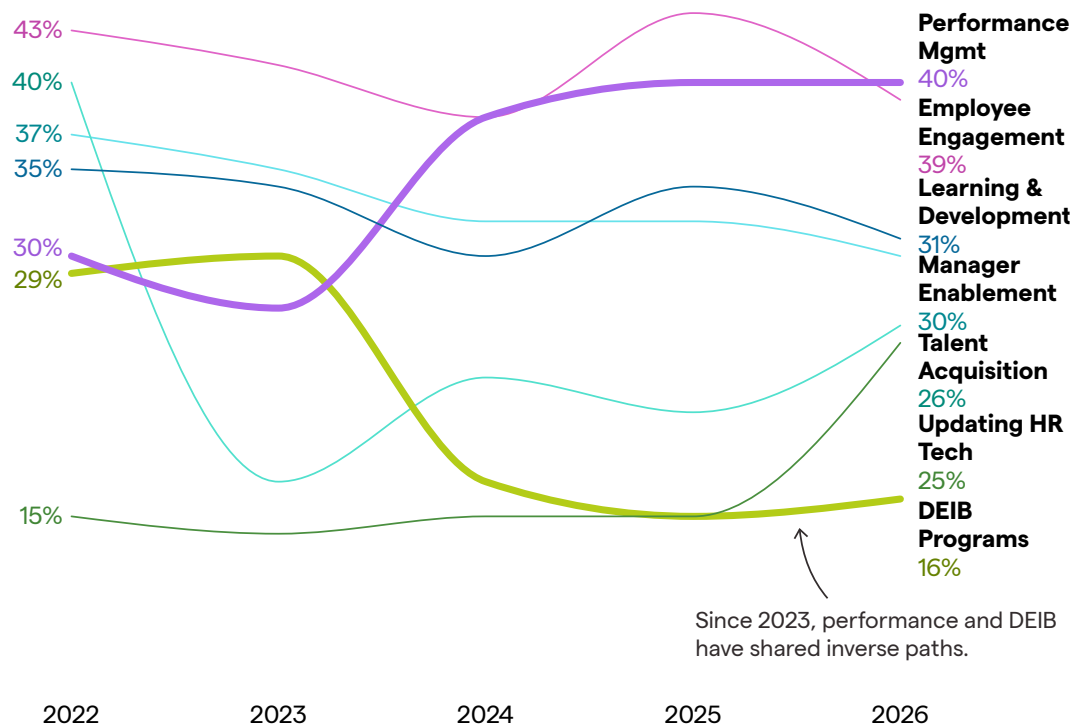
Whether it's used to simplify performance reviews or analyze employee engagement trends, AI's superpower isn't replacing human insight, it's amplifying it. Think of it as a smart sidekick, helping you, your team, and your employees deliver more strategic impact than ever before.

The possibilities are nearly endless. AI can draft emails, summarize meeting notes, analyze large data sets, and surface key insights and trends — but we'll try to stay focused. In this guide, we'll explore how AI can make the most significant difference in two key areas: **performance** and **engagement**.

Why these areas? According to Lattice's [2026 State of People Strategy Report](#), performance and engagement are the top priorities for HR teams in the year ahead. And, they're also the areas where AI is already proving it can drive meaningful impact.

## Performance and engagement are HR teams' top priorities for 2026.

In 2026, HR teams are continuing to push performance management and engagement, but DEIB continues to languish.



Source: Lattice's [2026 State of People Strategy Report](#)

Of course, AI isn't perfect. It's still evolving and requires thoughtful human oversight. That's why this guide doesn't just explore AI's potential — it also outlines how to use it responsibly. You'll find real HR use cases, best practices, and tips for getting the most value from this emerging technology. Plus, we'll share how leading people platforms like Lattice are helping organizations put AI to work ethically, effectively, and strategically.

# Performance Management and AI

It's no secret that many managers and employees dread performance reviews. Beyond being an anxiety-inducing process, reviews are also a major time investment — and an important one. After all, performance evaluations influence employee compensation, career growth, and job satisfaction, so they need to be given the time and focus they deserve.

**“While AI can't replace the human side of performance conversations, it can ease the administrative burden and surface insights.”**

For employees, that means gathering past achievements, writing self-reviews, and providing thoughtful feedback for peers. Most managers have an even bigger lift: reviewing multiple self and peer evaluations, checking for bias, attending calibration sessions, assigning compensation adjustments or performance improvement plans, and leading sensitive conversations — all while juggling their typical day-to-day responsibilities. Frankly, that's a lot to ask of anyone.

Yet AI is changing how organizations approach performance, making reviews more efficient, consistent, and equitable. While AI can't replace the human side of performance conversations, it can ease the administrative burden and surface insights that might otherwise go unnoticed.

Here's how AI can help lighten both the emotional and practical workload of performance reviews for both managers and employees.

## 1. Save time and reduce administrative work.

From writing self-evaluations to summarizing peer feedback, both managers and employees can spend hours combing through notes, goals, one-on-one agendas, and past feedback to recall achievements and growth areas from the entire review period. Multiply that by five or more direct reports, and it's easy to see how performance reviews can quickly overwhelm managers. Still, this work is essential to ensure reviews reflect a full year of progress, not just recent performance.

### Sample AI Prompts:

- “Summarize this employee’s performance highlights from the past six months using their goals, feedback, and one-on-one notes.”
- “Draft a summary paragraph for this self-review based on my goals and feedback notes from the last six months.”
- “Highlight areas of improvement mentioned across multiple peer reviews to help me prepare for a calibration meeting.”

AI can take much of that administrative load off everyone’s plate. By summarizing past reviews, feedback, goals, and growth plans, AI tools help managers and employees quickly spot trends and key things without the hours of manual work.

That means less time spent copying comments into spreadsheets or toggling between systems — and more time on reflection, development, and meaningful performance conversations.

**Mel Miller**  
Director of Customer Service

What were this individual's **most significant accomplishments?**

Next question

**Question Overview**  
Relating to **most significant accomplishments**

**OBJECTIVE** ✓  
Increase customer satisfaction rating by 10%  
100%

**FEEDBACK**

Kevin Booker TO Mel Miller

### 💡 Lattice AI Feature: Performance Insights

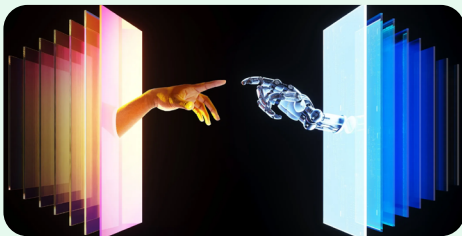
Lattice AI’s Performance Insights tool helps managers write better employee performance reviews in less time, with insights based on cross-functional feedback, goals, growth areas, and more from the review period.

## 2. Write effective feedback at scale.

AI helps employees and managers write, refine, and deliver feedback that truly drives growth. With the right tools, feedback becomes more specific, actionable, and free from bias — empowering better conversations and stronger performance.

**AI makes it easier for writers to:**

- **Summarize various inputs:** As mentioned above, AI can pull in data from goals, one-on-one notes, growth plans, past reviews, and peer feedback to give managers a more complete picture of employee performance. For example, tools like Lattice AI Summaries can analyze peer and upward feedback, condensing dozens of comments into clear, actionable insights.
- **Highlight key themes:** AI can analyze this data and surface repeated strengths or growth areas, helping managers spot trends they might have otherwise missed.



### Additional Resource

Using AI to Write Performance Reviews:  
Everything You Need to Know

[Read the article →](#)

- **Refine phrasing and structure:** Not everyone is a wordsmith, and that shouldn't get in the way of an employee earning recognition, a promotion, or the timely feedback they need to grow. AI offers writing prompts to help employees get started, suggests ways to make feedback more specific and unbiased, and even helps rephrase comments to sound clearer and more constructive.
- **Support development conversations:** AI can suggest personalized development plans based on career tracks, past reviews, and feedback, helping turn evaluations into growth conversations.

The screenshot shows a user interface for a development plan. At the top, it says 'Created based on H1 Performance Review'. The title is 'Enhance Communication Effectiveness'. Below the title is a 'Description' section with three horizontal lines. Underneath is an 'Actions' section with two cards. The first card contains the text 'Foster stronger relationships with key stakeholders such as community meetings, newsletters, and social media platforms.' and has a button that says 'Add action'. The second card contains the text 'Implement a regular communication strategy to ensure transparent and timely updates to community members, local authorities, and park users' and has a button that says 'Add action' with a small star icon.



## Lattice AI Feature: Recommended Growth Plans

Employees can ask an AI agent what skills or milestones they need to reach their career goals — then instantly create personalized development plans based on their career track, performance reviews, and feedback.



## Sample AI Prompts:

### For employees

- “Summarize my key accomplishments this review cycle based on my goals and feedback notes.”
- “Suggest two development goals based on my last review and the skills I need to advance in my career track.”

### For managers

- “Summarize this employee’s performance highlights from the past six months using their goals, feedback, and one-on-one notes.”
- “Give me talking points and sample phrasing for a constructive review conversation with a high-performing but burned-out employee.”

## 3. Improve fairness and consistency.

Fair, consistent performance reviews don’t just happen — they require visibility, data, and thoughtful calibration. AI helps managers and HR teams make more equitable performance decisions by surfacing trends, flagging potential inconsistencies, and providing real-time guidance throughout the review process. AI can help you:

- **Uncover hidden bias:** AI tools can detect patterns that might indicate bias, like consistently higher or lower ratings across certain departments, demographics, or levels. These insights help HR teams identify where additional calibrating and manager training might be needed, ensuring every review is guided by data, not assumptions.
- **Promote fairer decision-making:** AI can give managers subtle, judgment-free nudges when their ratings deviate from team or company benchmarks. These prompts help normalize performance standards and ensure every review is grounded in evidence and aligned with organizational expectations.

## Sample AI Prompts:

- “Can you identify any patterns or biases in my team’s ratings?”
- “Summarize how this manager’s ratings compare to company-wide benchmarks.”
- “Highlight potential bias patterns in this review cycle by gender or tenure.”

- **Ensure consistent evaluations.** When managers and peers write performance feedback, the quality and depth can vary a lot. Some people write paragraphs, others just jot down a few notes. AI can standardize how that feedback is summarized and presented so every review includes the same information in the same structure (like strengths, growth areas, and overall impact).

That way, when a manager or HR team compares employees, they're not influenced by who wrote longer comments or who used more polished language. Instead, the information is organized evenly, making the process fairer and easier to interpret.

**Bethany Hale**  
Sales Rep

Her 20-years of knowledge,

**Bias check**

Her knowledge, dedication, and drive have been instrumental...

### **Lattice AI Feature: Writing Assistance**

Get real-time recommendations to improve the quality of your performance reviews or feedback with checks for grammar, clarity, and bias.

## 4. Support continuous performance management.

AI doesn't just make review cycles easier, it also helps organizations move toward true continuous performance management. Instead of sharing feedback only once or twice a year, AI makes it easier to share recognition, coaching, and insights in real time.

### Artificial intelligence keeps performance management active and ongoing by:

- **Surfacing trends and patterns throughout the year:** AI highlights key changes in performance, engagement, or sentiment so managers can proactively address challenges and celebrate progress as it happens.
- **Sending predictive reminders:** Automated nudges after project milestones or team wins encourage timely recognition and feedback, helping performance conversations become a regular habit.
- **Promoting clearer, bias-free communication:** Managers can ask AI tools to suggest inclusive phrasing and flag potentially biased language, so they can give feedback that's constructive, fair, and easy to act on.
- **Providing real-time coaching support:** Managers can ask AI for phrasing suggestions, conversation tips, or even practice scenarios, helping them feel more confident and deliver feedback that lands.

Finally, AI makes performance feedback more actionable. Instead of vague comments like "great job," AI prompts employees and managers to explain what worked, why it mattered, and how it impacted the team. When feedback is specific, timely, and clear, it builds trust and fuels a culture where growth and performance go hand in hand.



"AI can be a powerful partner in [the coaching] process, especially when it's grounded in research-backed frameworks that equip managers with the structure and guidelines needed for success. AI can elevate coaching quality by spotting patterns over time, capturing notes, analyzing feedback, and surfacing recurring themes. That kind of insight helps managers deliver more holistic, rigorous coaching, and it builds the kind of culture that raises the bar for everyone."

[Tom Griffiths](#)

CEO and Co-founder of live learning platform, [Hone](#)

## AI Do's and Don'ts for Performance Reviews

### ✓ Do

- **Use AI to save time, not skip reflection.** Use AI to summarize data, so you can focus on writing meaningful feedback.
- **Keep a human in the loop.** AI should enhance human judgment, not replace it.
- **Leverage AI for fairness.** Use insights to spot bias and flag areas that may need calibration.
- **Double-check for context and tone.** Always review AI-generated phrasing to ensure it's accurate and matches your intent.
- **Keep the human connection.** Only you can build trust, empathy, and motivation in performance conversations.

### ✗ Don't

- **Let AI determine raises or promotions.** It should support those decisions, not make them.
- **Over-rely on AI.** It's a tool to enhance human insight, not replace it.
- **Ignore nuance.** Some feedback requires empathy that AI just can't replicate.
- **Copy-paste AI text.** Make sure you personalize AI-generated feedback so it sounds authentic and true to your relationship with the employee.
- **Share sensitive data.** Avoid pasting confidential or personally identifying information into unsecured AI tools.

# Employee Engagement and AI

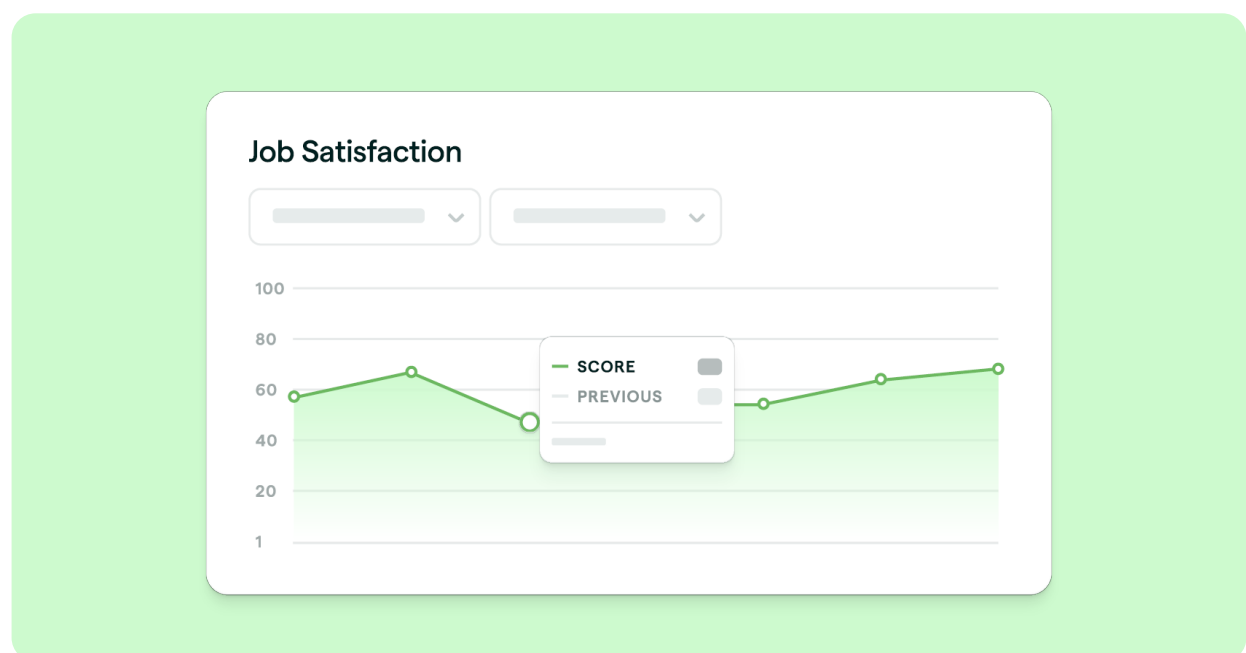
In the five years that Lattice has published its [State of People Strategy Report](#), one theme has remained constant: Employee engagement continues to top HR leaders' priority lists. And it's no surprise why: Your people are both your company's greatest investment and its biggest driver of success. Keeping them happy, productive, and engaged isn't just good for culture, it's good for business.

The best way to do that? Listen at scale, act with insight, and build trust through transparency — areas where AI can make a real difference.

## 1. Speed up analysis with employee comment summaries.

Surveys are at the heart of any employee listening strategy. But whether you're a growing startup or an enterprise organization, sorting through hundreds (or even thousands) of open-ended survey comments can be time- and resource-intensive.

AI, however, can do the same work in minutes. One of AI's greatest strengths is its ability to analyze and summarize large data sets instantly. Imagine if your team could skip the spreadsheet slog and jump straight into insights.



*Lattice AI can save HR teams 30+ hours per survey by summarizing findings in seconds. Schedule a product tour and see it in action. [Schedule demo →](#)*

Using AI tools, like Lattice AI, you can automatically summarize open-ended responses from engagement or pulse surveys into clear, actionable themes. This gives your HR team near-instant visibility into what your employees are saying so you can spend less time reading responses and more time acting on them. By reducing time-to-insight, AI helps HR teams close the loop faster — responding to employee feedback while it's still fresh and relevant.

### Sample AI Prompts:

- “Summarize the top three themes from open-ended responses in our latest engagement survey.”
- “What are employees saying most often about workload and work-life balance?”
- “Summarize differences in sentiment between remote and in-office employees.”

## 2. Get smarter, faster Pulse survey suggestions.

Annual engagement surveys are valuable for benchmarking, but pulse surveys give you additional flexibility, allowing you to focus on specific moments in the employee lifecycle. Not sure what to ask next? Let AI guide you.

With AI-powered question recommendations, tools like Lattice can suggest timely survey questions based on prior engagement data, sentiment trends, or recent organizational events like restructures or leadership changes. This ensures every survey feels relevant, focused, and aligned to what’s actually happening in your organization.

**The result:** smarter surveys, sharper insights, and more strategic people decisions.

### Sample AI Prompts:

- “Based on our last engagement survey results, what pulse survey questions should we ask next?”
- “Suggest three pulse survey questions focused on manager effectiveness after our recent reorg.”
- “Recommend timely survey topics to track morale following last quarter’s restructuring.”

### 3. Democratize survey insights for managers.

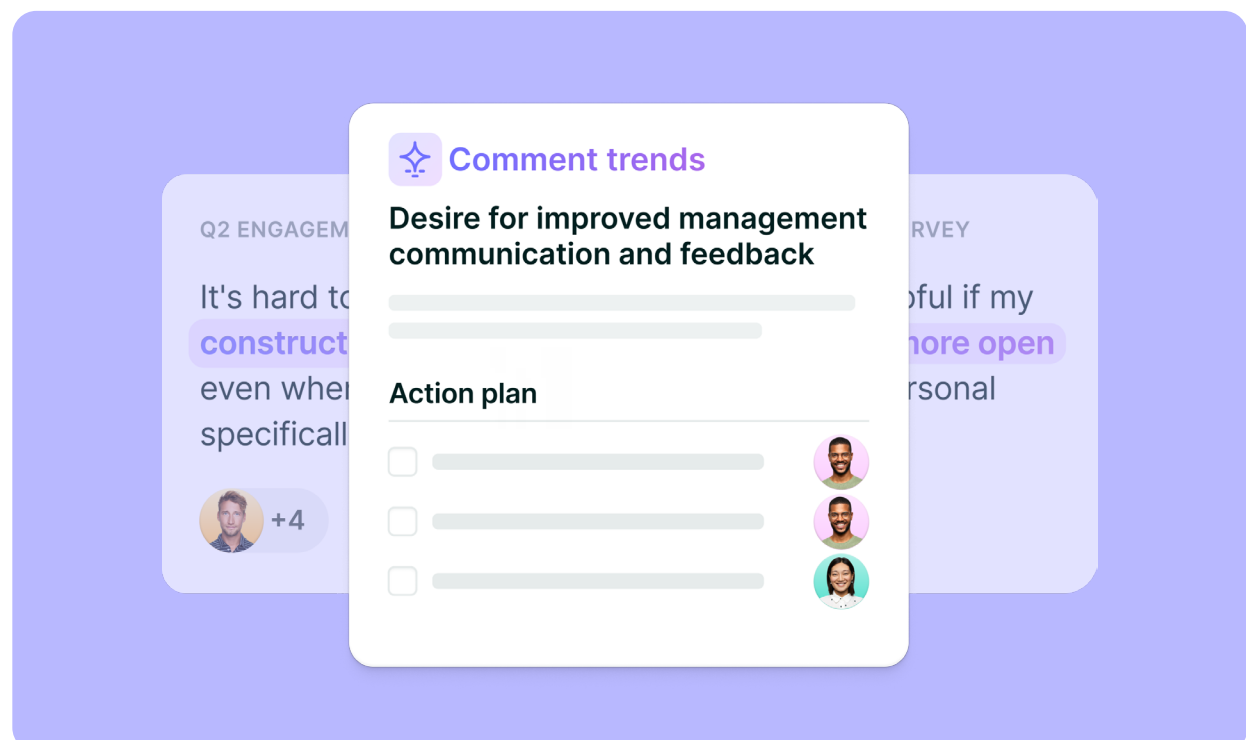
While HR teams own engagement programs, managers influence employees' day-to-day experience most. In the past, HR teams have held engagement data relatively close to the chest, only sharing high-level summaries or company-wide results with managers that often aren't relevant to their individual teams.

Now, modern people platforms and AI democratize these insights, giving every manager visibility into their team's survey results, personalized recommendations, and clear next steps so managers can take action where it matters most.

#### Sample AI Prompts:

- "Summarize my team's engagement survey results and highlight the top three areas to focus on this quarter."
- "Suggest ways to improve recognition on my team based on our latest engagement feedback."
- "Compare my team's engagement results to the company average — where are we performing better or worse?"

For instance, if a team's engagement scores dip around work-life balance, AI can send gentle nudges reminding the manager to check in with employees about workload or stress levels — keeping engagement top of mind all year, not just right after survey season. By turning insights into small, timely actions, managers can prevent burnout before it starts and show employees that their feedback leads to real change.



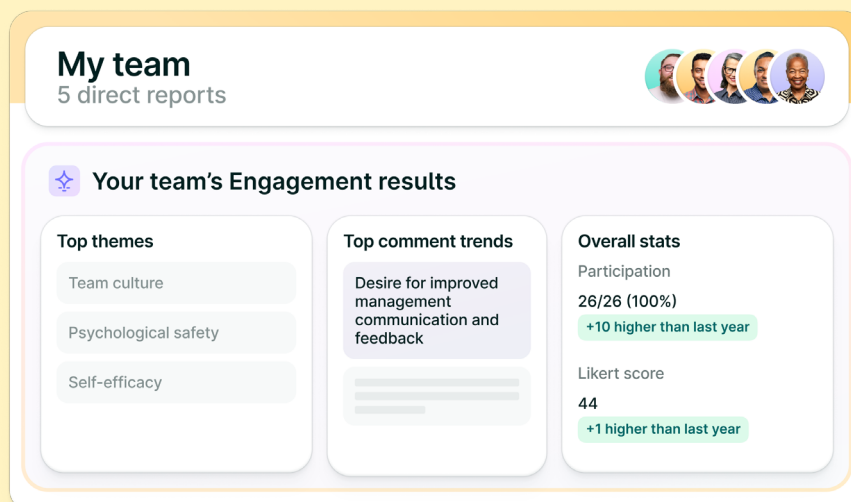
## 💡 Lattice AI Feature: Engagement Insights

Give managers the ability to synthesize their department and team's survey results and open-ended feedback in a matter of seconds, not days. Once surveys close, Lattice AI delivers a key driver analysis, comment trends, and recommended actions to each manager.

### 4. Simplify trend tracking.

Just like a regular doctor's check-up helps you stay ahead of health issues, an Employee Health Score powered by Lattice AI helps you stay ahead of disengagement. By combining survey data, sentiment analysis, and manager check-ins, Lattice AI can identify early warning signs of burnout or attrition long before they show up in turnover metrics.

AI-powered dashboards make insights accessible and actionable while keeping sensitive data private. Managers can easily spot trends in participation, sentiment, and team wellbeing — and receive tailored recommendations to strengthen connection, reduce attrition, and move from reactive fixes to proactive support.



## 💡 Lattice AI Feature: Team Health

View trends for your team based on survey data, one-on-ones, and Updates, and get recommendations to improve team participation and reduce attrition.



## 5. Streamline sentiment analysis.

Natural language processing (NLP) can help HR teams quickly understand the tone behind employee feedback. Are employees optimistic after a company reorg — or anxious? Do they feel confident in leadership or concerned about the company's direction? Sentiment analysis can help quickly spot troubling emotional shifts that might require follow-up.

That said, AI isn't perfect. It can miss cultural nuances, sarcasm, or ambiguous language, especially across global workforces. A general rule of thumb is to use AI to detect patterns — not prescribe responses. Human context and empathy still matter most when interpreting what your people are really saying.

| Where NLP Excels  | Where NLP Falls Short  |
|---|--|
| <b>Speed and scale:</b> Can analyze thousands of open-ended comments in seconds, surfacing organization-wide sentiment trends that would take humans weeks to read. | <b>Sarcasm and irony:</b> Struggles to interpret when employees say the opposite of what they mean ("Great, another all-hands about transparency")             |
| <b>Consistency:</b> Applies the same logic to every comment, reducing the variability that can occur when multiple HR analysts interpret tone differently.          | <b>Cultural nuance:</b> May misread tone or idioms across global or multilingual workforces.   |
| <b>Pattern detection:</b> Finds correlations between sentiment and themes (e.g., "leadership," "workload," "career growth").  | <b>Context gaps:</b> Can miss why a sentiment exists — it sees "negative" language but not whether it's frustration, disappointment, or constructive critique. |
| <b>Trend tracking:</b> Enables year-over-year or quarter-over-quarter comparison to see whether morale is improving or slipping.                                    | <b>Mixed sentiments:</b> Has difficulty when a single comment includes both praise and criticism ("I love my team, but our deadlines are unrealistic").        |
| <b>Anomaly spotting:</b> Flags unusual spikes in negativity or optimism that might warrant human review.  | <b>Ambiguous phrasing:</b> Words like "fine," "okay," or "interesting" can be neutral, positive, or passive-aggressive depending on tone and culture.          |
| <b>Objectivity:</b> Doesn't bring emotional bias to analysis — helpful when reviewing sensitive or high-stakes feedback.  | <b>Evolving language:</b> May misinterpret emerging slang, emojis, or internal jargon unless the model is retrained regularly.                                 |

# The New Era of People + AI

While it can feel like there's nothing AI *can't* do, humans still have the upper hand when it comes to empathy, context, and judgment. The goal isn't to let technology take over, but to let it *amplify* your people strategy. AI should support your work, not shape it alone.



“HR leaders should really emphasize that AI is a tool to enhance our work, not replace us. It'll change how we operate, and we might not need to expand teams as often, but that human connection will always be essential.”

**Chuck Marcelin**

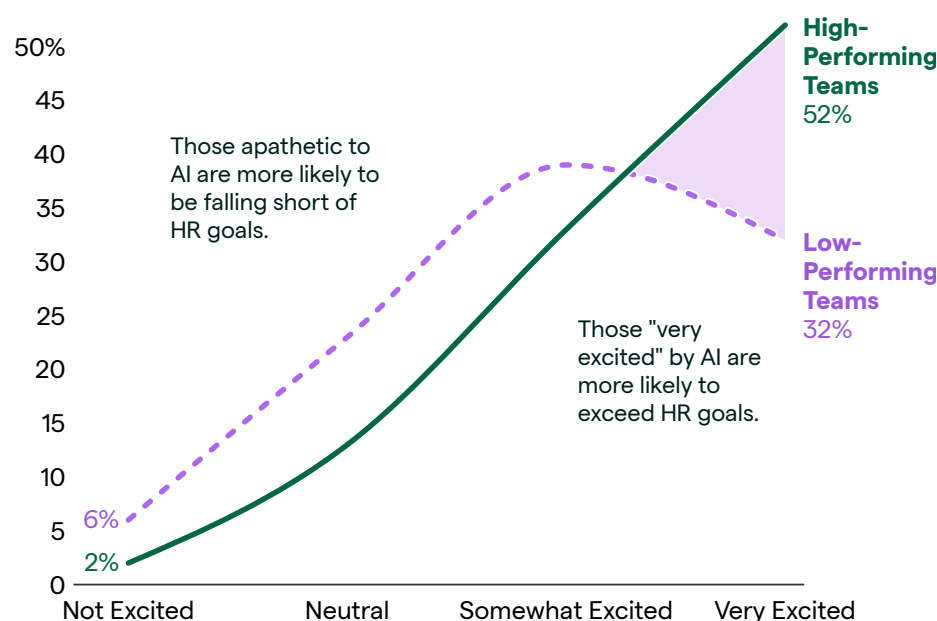
Director of HR, [Hudson Valley Property Group](#)

Still, there's no denying this technology's potential. Whether you've been experimenting with AI for months or are just starting to explore its capabilities, one thing is clear: when used thoughtfully, AI can help HR teams, managers, and employees work smarter, move faster, and stay focused on better people outcomes.

And it seems the most effective HR teams agree. According to Lattice's [2026 State of People Strategy Report](#), high-performing HR teams are also the most optimistic about using AI to enhance their people practices.

## Enthusiasm for AI pays dividends for HR.

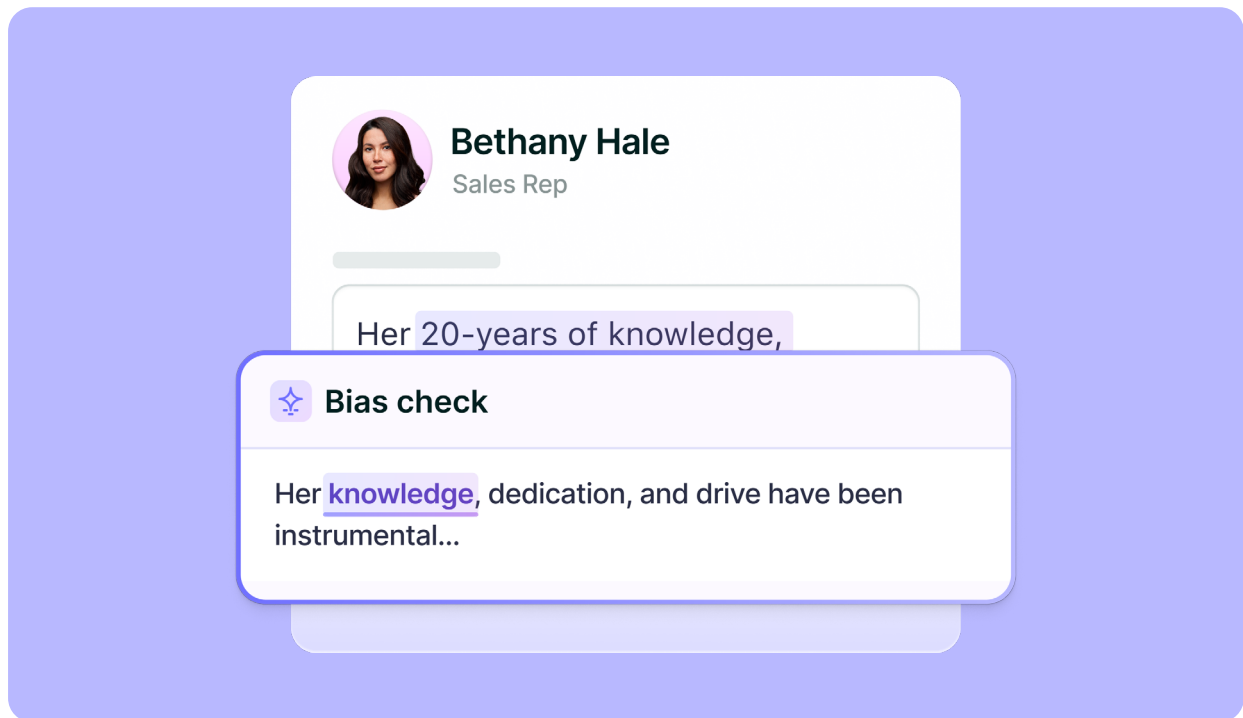
The better HR teams' performance, the more likely they are to be very excited about AI in HR.



Source: 2026 State of People Strategy Report

These teams use AI to uncover insights that might otherwise stay buried, speed up decision-making, and free up time for what matters most: coaching managers, supporting employees, and driving culture forward. In other words, they're not using AI to do less of the human work — they're using it to do more of it.

That's exactly where Lattice AI comes in. Lattice AI helps HR teams save time, drive employee performance, and unlock manager insights. It brings together the best of AI and people strategy, giving you data-driven insights, smart recommendations, and time-saving tools that help your organization perform at its best.



***Ready to unlock AI-driven employee engagement and performance?***

[Request a demo](#) or [take a tour](#).



## People + AI: Succeeding Together

Lattice is the #1 AI-powered HR platform that turns managers into leaders, employees into high-performers, and companies into the best places to work. Lattice provides interconnected and intuitive HR tools designed to help people and AI succeed together.

With offices across North America, the UK, and Europe, Lattice serves more than 5,000 customers worldwide, including Anthropic, Calm, Gusto, NPR, Plaid, and more. The company has ranked on the Inc. 5000 list of the fastest-growing private companies five years in a row.

Learn more by visiting [Lattice's site](#).

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