

AI-Generated Performance Reviews: A Practical Guide for HR



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Introduction

The Performance Review is Overdue a Makeover

When performance review season rolls around, you can almost hear the collective sigh from HR teams and managers. That's because while we all agree reviews are crucial, it's also a truth almost universally acknowledged that they're one of the most time-intensive, bias-prone, and widely dreaded processes out there.

Despite the dread, HR teams are still under pressure to deliver high-quality performance review cycles, but they don't have the bandwidth to support every manager and coach every conversation. Managers are expected to summarize months of feedback, identify patterns, and provide actionable guidance for every member of their team, all while balancing other priorities.

That's where AI comes in.

AI has the potential to give the performance review process its biggest makeover in years. By pulling together evidence from one-on-ones, feedback, development discussions, and performance data, [AI can help managers create better reviews](#) in less time. In this guide, we'll explore how Lattice's Evidence-Based AI Review Drafts work, why this approach can reduce bias, and how HR leaders can roll them out in a way that builds trust, improves review quality, and supports more effective performance conversations.



“The standard annual review has become this arduous event because organizations haven't built the habit of providing ongoing, actionable, adjustment-in-real-time-style feedback. So now you've got a manager sitting down once a year with someone, trying to summarize 12 months of nuance into a form.”

[KeyAnna Schmiedl](#)
CHRO, [Workhuman](#)

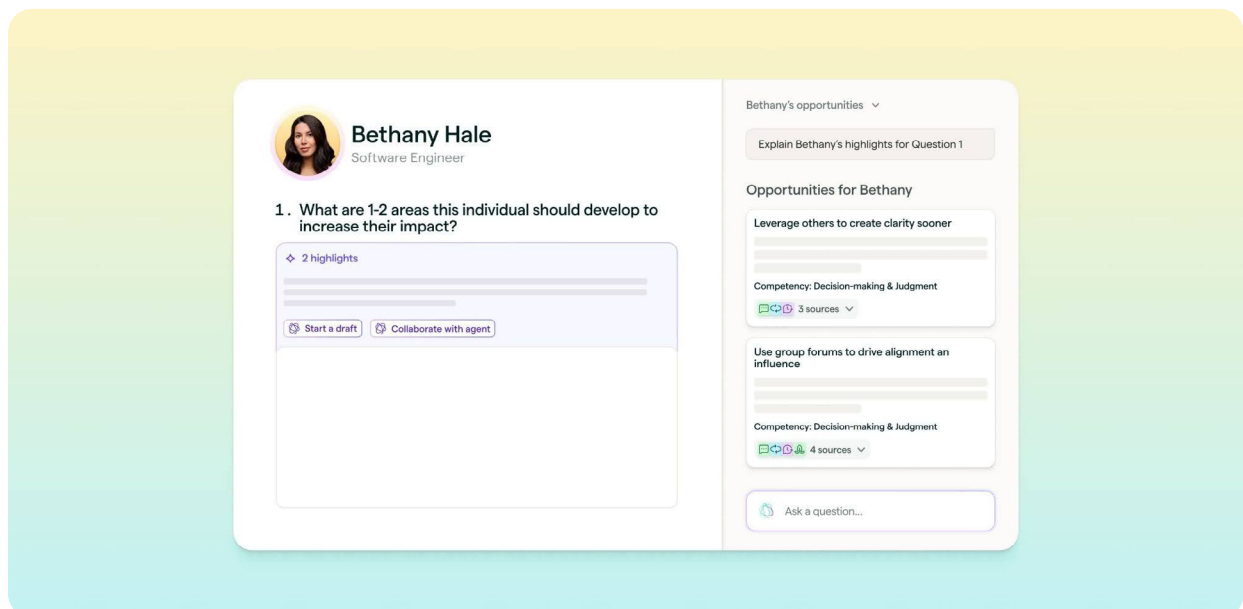
The Case for AI-Generated Performance Reviews

HR leaders are under pressure to get performance reviews right. Lattice's [2026 State of People Strategy Report](#) found that performance is now HR's top priority. Yet these reviews remain one of the most time-consuming, inconsistent, and frustrating elements of performance management.

Managers are expected to summarize months of work, feedback, and development into a single document. It can be a struggle to zoom out and spot broader patterns in trends and strengths, meaning growth opportunities get missed.

Often, [managers haven't received formal training](#) on how to deliver effective feedback or coach their teams towards high performance. When managers are pushed for time or lack the right support, it's all too easy for reviews to become inconsistent, biased, or focused on recent events instead of long-term performance. As a result, employees might be left feeling frustrated, or without the actionable feedback they need to grow.

AI can help. By capturing daily moments from the whole review cycle, AI helps transform performance management from a once-a-year event into a continuous, evidence-based process. Instead of relying on memory and hasty notes, managers can draw from documented feedback, one-on-one conversations, development discussions, and previous reviews. This helps create an experience that's less backward-looking and more focused on future growth.



Evidence-based AI Reviews help employees and managers summarize performance without sacrificing quality.

[Request a demo](#)

Importantly, AI doesn't replace the people at the heart of great performance conversations. It helps reduce the time spent writing feedback, summarize large amounts of information, and uncover patterns that might otherwise be missed. Managers still provide the human judgment, coaching, and context that employees value most.

By making it easier to create evidence-based reviews, AI helps ensure performance conversations reflect each employee's overall achievements, not just the most visible contributions, most recent projects, or moments their manager remembers best. This approach also helps create fairer and more consistent review processes by reducing the influence of bias.



“When performance is only formally evaluated once or twice a year, managers are reconstructing twelve months of work from selective recall. By the time they sit down with someone, the most important moments have faded and the context is gone.”

[Emily Thompson](#)

Founder and HR strategist, [Bloom Talent Advisors](#)

Case Study

With Lattice AI, Waterford.org was able to support a more rigorous performance process without increasing the burden on employees or HR. After implementing an AI-assisted review process with Lattice, [Waterford.org](#) reported:

- 2x increase in review output with zero additional time investment
- 2x speed for managers when writing reviews
- 3x speed for employees when writing reviews
- 1000% increase in AI usage for performance review-related queries after internal promotion
- Fewer employee questions to HR about how to write reviews
- Faster adoption of a more complex, competency-based evaluation format

Overall, employees were able to complete significantly more detailed reviews without spending any additional time.

[Read Waterford.org's customer story.](#)

Using AI-Generated Reviews to Reduce Bias

[Bias in performance reviews](#) may not always be intentional, but it *is* damaging.

Often, it's not the result of bad intentions. It happens when managers are busy, relying on memory, or using incomplete evidence. Even experienced managers can struggle to objectively assess performance, especially when reviewing multiple employees over long periods.

The most common types of bias in performance reviews include:

- **Recency bias:** Relying on an employee's most recent performance, rather than evaluating achievements and behaviors across the entire review period.
- **Affinity bias:** Favoring team members with similar backgrounds, interests, communication styles, experiences, or personalities.
- **Halo and horns effect:** Allowing one particularly positive (halo) or negative (horn) trait to influence an employee's overall review.
- **Proximity bias:** Giving more positive reviews to employees who are physically in the office, or interact more often in-person than hybrid or remote employees.
- **Gender bias:** Applying different language or standards when reviewing employees of different gender identities or expressions.
- **Racial bias:** Allowing conscious or unconscious stereotypes to influence how people are described, evaluated, or supported because of their race.
- **Anchor bias:** Relying on a single perception, often a first impression or previous review, when evaluating current performance.

Reviews Are Only as Good as the Evidence Behind Them

One of the biggest challenges with traditional performance reviews is that managers rely on memory rather than documented evidence. When feedback is based primarily on recollection, reviews become more vulnerable to recency bias, murky recollections, and subjective judgments.

AI-generated reviews can make a huge difference, but they're only truly impactful when backed by high-quality evidence, data, and sources. This is where the most effective AI review tools make the biggest difference, because reviews are backed by real evidence from the entire cycle, including:

- Past reviews
- One-on-one insights
- Feedback and recognition
- Goals and performance outcomes
- Growth and development conversations

Instead of staring at a blank page with memories of last week's team meeting, managers can begin with an evidence-based draft that's grounded in reality, and reflects a broader view of an employee's contributions across everyday performance moments.

This is especially important when HR leaders are trying to create fair, equitable review processes across demographics, teams, and geographies.

By grounding reviews in real data and everyday work moments, organizations can create reviews that are more comprehensive, consistent, and structured.

Bias Thrives in Ambiguity and Hates Structure

Many forms of bias thrive when expectations are unclear, or managers have to rely on memory and subjective impressions.

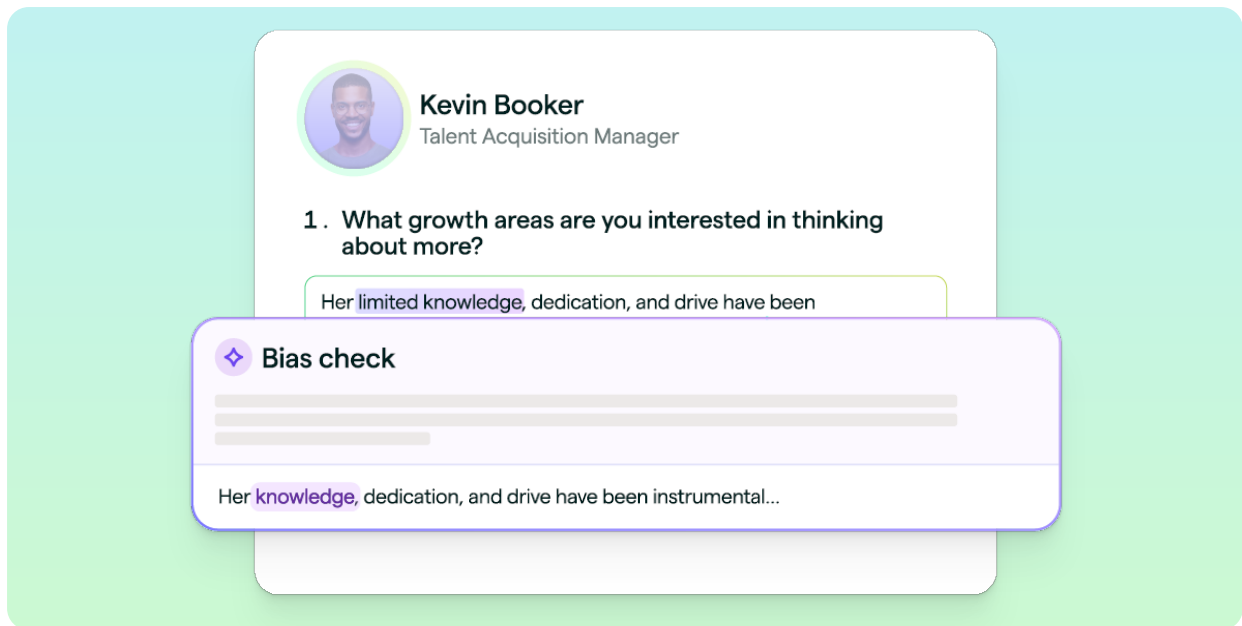
AI can help [mitigate bias](#) by introducing structure, consolidating large amounts of feedback, uncovering evidence, and creating a consistent starting point for all managers. While this doesn't eliminate bias, it does help identify potentially biased language and create greater consistency across the entire organization.

AI can flag possible bias like:

- Vague feedback
- Gendered descriptors
- Personality-based comments
- Feedback without any evidence

For example, an AI bias check might flag phrases like "not assertive enough" or "great leader" and suggest replacements based on observable behaviors and specific examples. Incorporating this stage into the performance review process gives managers the chance to review and edit any feedback before sharing it.

Lattice takes several steps to reduce bias in its AI. These include careful prompt design to avoid bias based on protected characteristics, content filters to catch inappropriate output, and additional checks for sensitive tasks, like performance reviews, where AI-generated content is screened for discriminatory language and flagged or blocked if issues are found.

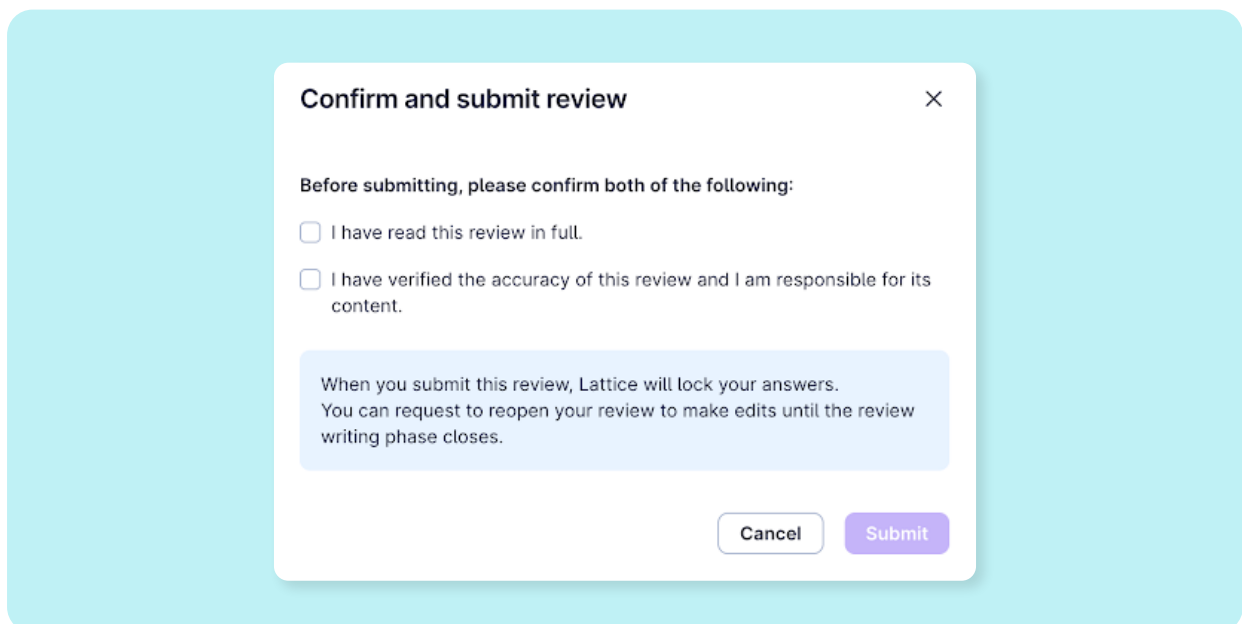


Lattice AI improves the quality of performance reviews and feedback with checks for grammar, clarity, and bias.

[Request a demo](#)

Why AI Needs a Human-in-the-Loop

On its own, AI bias detection isn't a silver bullet or a guarantee of fairness. While AI is excellent at flagging patterns or inconsistencies, it can still miss important context, generate inaccurate content, or reflect biases already present in the data it's been trained on.



Using AI doesn't mean shirking responsibility for the output. Lattice requires managers to attest that they've read and verified the final review.

That's why the most equitable review processes combine AI assistance with human judgment, responsible AI governance, transparent performance expectations, and clear expectations.

Original feedback	What AI might flag	Improved feedback
"She's too emotional under pressure."	- Gendered language - Focuses on personality rather than observable behaviors - No supporting evidence	"During a high-pressure situation [insert specific example], she can become visibly frustrated. Extra training around conflict management and stakeholder management could help improve her approach in the future."
"He's a natural leader."	- Vague praise - No evidence or examples	"Since his last review, [Name] has led two cross-functional projects, mentored a junior colleague, and facilitated weekly team discussions."
"She's always happy to help."	- No measurable impact - No evidence or examples	"She's regularly supported teammates during [name specific projects] and helped onboard [X] new hires."
"He's not a good fit for the culture of our team."	- Ambiguous language - No evidence - Difficult to act on	"He's struggled to adapt to our team's collaborative way of working, and could benefit from extra mentoring during cross-functional projects."
"She never speaks up during team meetings."	- Subjective assessment - Reflects personal expectations - No evidence or examples	"[Name] isn't always as forthcoming during team meetings as others. Creating additional opportunities for sharing written input after meetings may help ensure her expertise is heard, and allow for different processing styles."

AI can help flag biased language and encourage managers to support feedback with evidence, but human review is essential, to ensure comments are fair, accurate, and backed by data.

Setting Expectations for Managers and Employees

Managers and employees may feel uncertain about how AI will impact the review process. Before launching any new [AI tools](#), HR teams can build trust and encourage adoption with clear, upfront communication about how they'll be used, what information they can access, and how decisions will be made.

The most successful rollouts establish expectations early, communicate transparently, and provide everyone with clear guidance around how AI should be used.

Here are the key messages to communicate:

- **To Managers:** AI helps managers improve review efficiency by summarizing feedback, highlighting themes, and generating draft review content. Managers remain responsible for reviewing content, validating evidence, adding context, and making performance-related decisions.
- **To Employees:** AI helps managers organize notes from across the review cycle, including goals, one-on-ones, feedback, development discussions, and performance conversations. Managers still review and edit AI-generated content before it's shared. Organizations should also include what safeguards, AI governance policies, and data protection measures are in place.

For further reading, check out Lattice's article, [5 Ways AI Can Make You a Better Manager](#).

Evidence-Based Reviews Build Trust

Employees are more likely to trust AI-assisted reviews once they understand where the information comes from.

Taking an [evidence-based approach](#) to AI reviews means managers can generate thoughtful first drafts grounded in documented goals, feedback, performance outcomes, and development conversations. Choosing an AI tool that surfaces supporting evidence allows managers to cross-check recommendations, review source material, and understand exactly how review content was generated.

Even using this approach, managers still take the wheel. The appropriate guardrails mean managers maintain full control over ratings and final submissions, and remain accountable for tone, accuracy, and outcomes.

Create Clear Guardrails

AI is incredibly helpful for creating a starting point for reviews. But some elements of the process still benefit from additional context, judgment, and personalization. Clear guardrails around what AI can reliably handle versus what managers should always customize help create consistency while ensuring reviews remain accurate, relevant, and actionable.

AI vs. Managers: Who Should Own What

AI can reliably handle	Managers should always customize
Summarizing feedback from multiple sources	Final performance assessments
Identifying recurring patterns or themes	Specific examples or context
Creating a first draft of review content	Feedback delivery and tone
Suggesting development opportunities	Career growth recommendations
Highlighting achievements or milestones	Promotion, compensation, or performance decisions
Preparing discussion points	Sensitive or high-stakes feedback
Flagging potentially biased language	Interpersonal or team dynamics

To get the most out of AI-assisted reviews, it's helpful to view the tool as a thought partner rather than a replacement for your own judgment. While AI excels at synthesizing information and surfacing potential patterns, your role as a manager is to provide the critical context, nuance, and human connection that truly elevates feedback. By carefully curating the AI's output, you ensure that the final review feels personal, accurate, and supportive of your team member's growth.

The following list provides a framework for effectively balancing AI's efficiency with the necessary human oversight. By adhering to these guidelines, you can streamline your review process while maintaining the integrity and quality of your feedback conversations.

Manager Do's and Don'ts for Using AI in Performance Reviews

Do

- Use approved prompt templates
- Add specific examples and context
- Use AI to generate a baseline review
- Verify facts, feedback, and recommendations
- Always review for accuracy, fairness, and completeness
- Personalize content so it reflects your natural tone and management style

Don't

- Rely on AI without reviewing any supporting evidence
- Use AI as the sole basis for performance decisions
- Use weak prompts which produce generic output
- Share AI-generated content without editing it
- Assume AI-generated content is accurate
- Treat AI as a shortcut

For more support, read Lattice's article: [15 ChatGPT Prompts for Performance Reviews \(By Role and Goal\)](#).

When Not to Use AI for Performance Reviews

AI is powerful, but it's not a silver bullet. Some performance conversations are too high-stakes, need additional context, or rely on nuanced human input. Understanding when to use AI, and when to rely on manager expertise, helps make sure reviews stay fair, accurate, and effective.

High-Stakes Scenarios Need Human Oversight

When a decision has significant consequences for an employee's career, managers and HR should always take the lead. We're talking about:

- Terminations
- Formal disciplinarys
- Performance improvement plans (PIPs)
- Promotions with significant compensation impact

These conversations often involve legal, ethical, and interpersonal considerations that require human accountability and context. While AI can help with summarizing documents or supporting preparation, these situations should always be led by managers and HR.

When AI Doesn't Have Enough Context

AI relies on the data it's given. In some cases, there might not be enough information for it to generate meaningful recommendations. For example:

- Newly hired employees
- Highly nuanced interpersonal dynamics
- Roles with limited documented feedback

Whenever evidence is limited, it's best to rely on direct observations, conversations, and manager judgment. HR teams and managers should encourage new hires to consistently use weekly updates and 1:1s so that during review season, most of the heavy lifting is already done! Lattice AI can pull from months of existing data to generate the first draft of a review.

Avoid Over-Automation

Employees can tell when feedback feels generic, overly polished, or impersonal. Reviews that fall into these categories can end up damaging trust and leave employees feeling like their work doesn't matter.

Managers should always treat AI-generated content as the first draft, not the final product. The most effective reviews include specific examples, personalized observations, opportunities for career development, and meaningful coaching.

► Red flags that your AI-generated review isn't ready:

- Important context is missing.
- The information could apply to any employee in a similar role.
- The comments include subjective, biased, or broad statements.
- The review contains factual errors, incorrect dates, or inaccurate details.
- If asked, you couldn't provide examples for each piece of feedback.
- The comments aren't backed by evidence from goals, feedback, or performance data.
- The review heavily relies on recent achievements, without reference to earlier performance.
- The language feels noticeably different from your usual communication style.
- The review includes vague statements like "great contributions" or "strong team player."

A quick sense-check before each review: *Am I confident discussing every element of this review, and can I support it with evidence?*

If the answer isn't a clear yes, spend more time refining it.

Cultural Considerations When Using AI

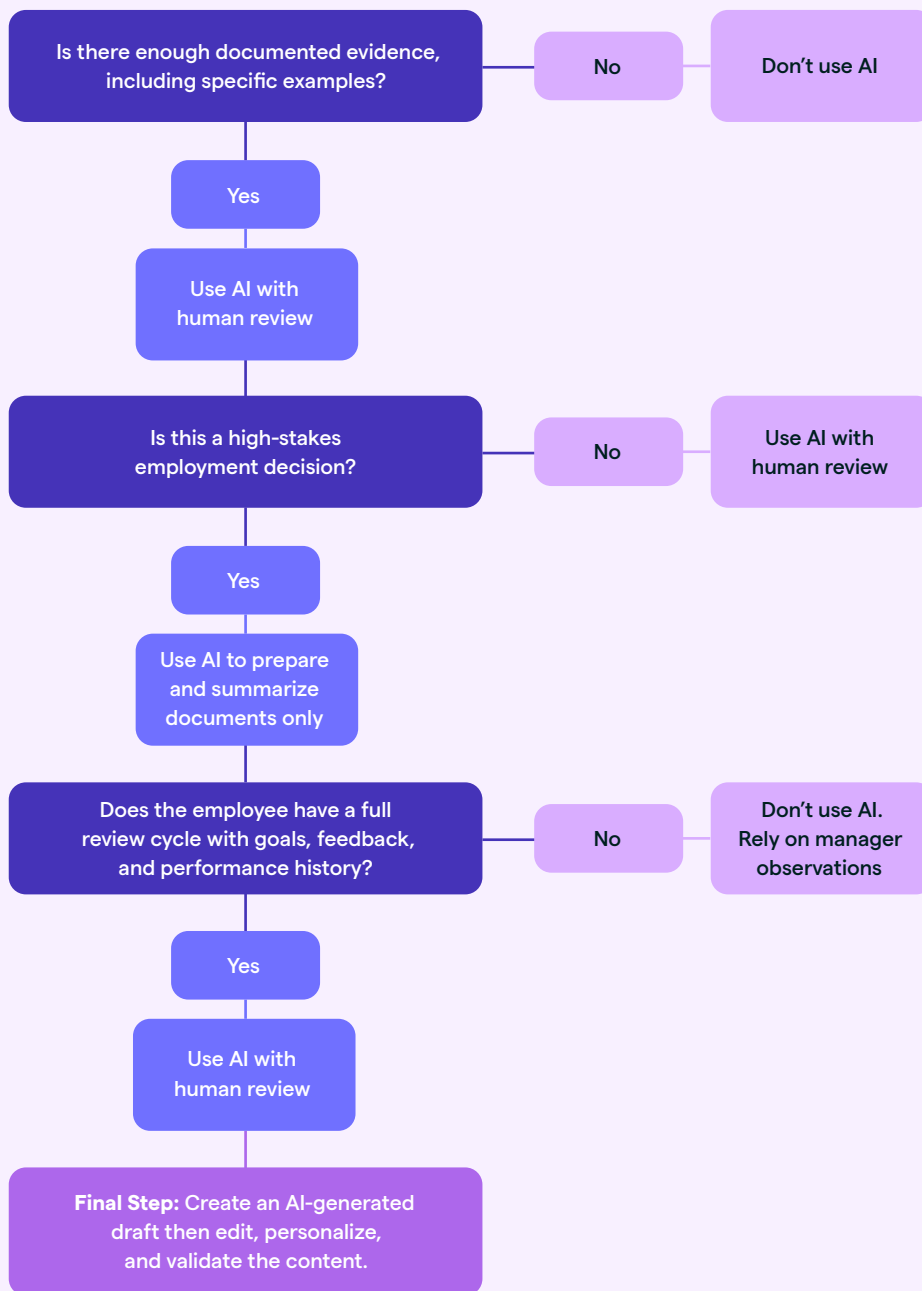
Attitudes towards AI can vary across organizations, regions, and cultures. While some employees might feel enthusiastic about the potential of AI, others may have concerns about privacy, transparency, and fairness.

Before launching AI-assisted reviews, gather feedback on how employees and managers feel about AI, which can help uncover things like:

- Level of comfort with AI
- Concerns about data privacy
- Trust in AI-generated review content
- Areas where people want more transparency

For global organizations, analyzing the results both as a whole, and by region, can help identify potential differences in opinion, trust, and expectations. Then, you might choose to adjust communication to address the main concerns of employees in each region, or provide extra context in specific locations.

Should I use AI for this review?



Talking Points for Securing Leadership Buy-In

Despite the explosion of AI, many HR leaders are cautious. Our 2026 State of People Strategy Report found that 61% of HR leaders have moderate or serious ethical [concerns about adopting AI](#). That doesn't mean they're standing still, but they are balancing ethics and experimentation with the appropriate guardrails while looking for ways to improve efficiency, consistency, and fairness.

At the same time, our report also shows that high-performing HR teams are significantly more excited about using AI, and are more likely to exceed their goals in the process. Rather than looking at AI as a replacement for human judgment, they're using it to reduce manual work, improve consistency, highlight bias, and streamline processes like performance reviews.

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.

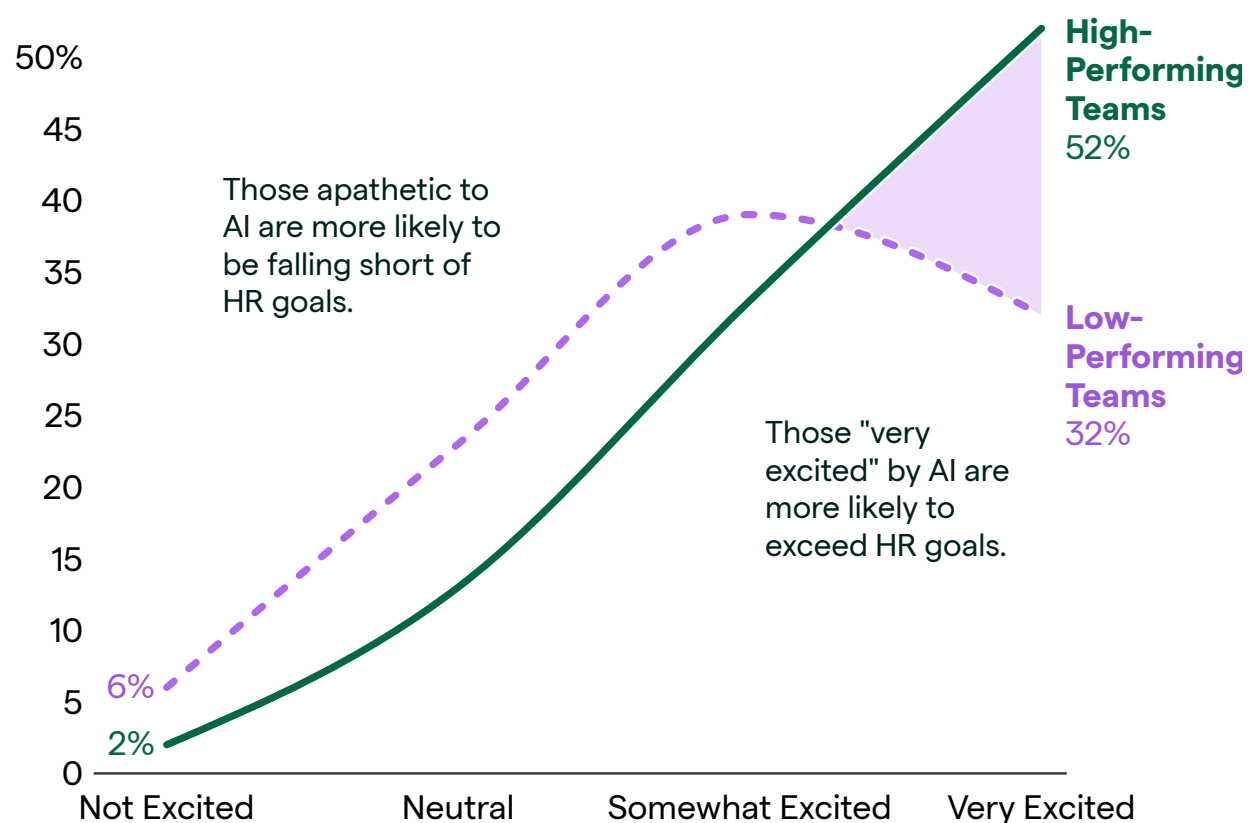


Chart: Lattice • Source: 2026 State of People Strategy Report

But even if HR teams feel enthusiastic about the potential of AI, they still need to secure leadership buy-in. The first step is recognizing that executives and finance leaders often view AI through a different lens. While HR teams may focus on engagement, experience, and effectiveness, leadership teams are usually asking a different set of questions, including:

- What risks does AI introduce?
- How will we measure success?
- How quickly will we see results?
- What business problem does it solve?
- Will we see a return on the investment?

To create buy-in, frame AI-assisted reviews as an initiative that can help drive better business outcomes, rather than a technology rollout.

Frame the Conversation Around Business Outcomes

Leadership teams are all about the outcomes. To help secure buy-in, focus the discussion around these key themes.

1. Time Saved

Performance reviews are one of a manager's most time-consuming tasks. AI can help summarize feedback, recommend growth areas, draft reviews, and provide conversation-starting points.

The result is less manual work and more time spent [coaching employees](#), helping them develop their talent and driving performance.

2. Consistency Gained

The quality of performance reviews can vary wildly from one manager to the next. Some provide specific, actionable feedback, while others struggle to define what "good" looks like and how employees can achieve it.

AI helps standardize reviews, enhance the [calibration process](#), and create a more consistent review experience across the whole organization.

3. Retention Improved

Employees want feedback that's timely, relevant, grounded in reality, and includes actionable suggestions for development. But when managers don't have enough time to prepare, reviews can feel rushed or generic.

AI-generated reviews help managers generate comprehensive drafts grounded in real performance data, including one-on-ones, past reviews, feedback, growth areas, and more. This supports stronger employee performance and development conversations, boosting engagement and creating a better employee experience, which has a positive effect on retention.

4. Review Quality Improved

The best performance reviews are specific, evidence-based, and tied to real work. But that bar is hard to clear consistently. AI helps managers move beyond vague impressions by grounding reviews in actual performance data: goals progress, feedback received, one-on-ones, and more.

The result is reviews that are more substantive, more credible, and more useful to employees trying to understand where they stand and how to grow.

5. Bias Reduced

Even well-intentioned managers can fall into patterns — rating some employees more favorably based on recency bias, affinity bias, or inconsistent standards.

AI helps surface objective, data-backed inputs and flags language that may reflect bias, creating a more equitable review process and giving HR teams greater confidence in the integrity of their data.

Address Common Executive Objections

Leaders are likely to have questions about potential liability, compliance, ethics, and trust. Proactively answering these concerns can help build leadership confidence.

Leadership concern	Say this (or something like it)
Will employees trust this?	AI supports managers, but they still remain responsible for final decisions and review content.
What about liability, legal, or compliance risks?	Clear governance policies, usage templates, guardrails, and human oversight help ensure AI use is always responsible and compliant.
Could AI introduce bias?	AI can help identify potentially biased language, identify patterns, and create a more consistent review process. But it's still essential to take a human-in-the-loop approach, since AI can reflect any bias that's already present within the data it's trained on.

Connect AI to Broader Business Goals

For leadership, the strongest business case for AI-assisted reviews is how they support business goals like:

- Consistent talent development
- Stronger performance culture
- Improved employee retention

- Better coaching and development
- Improved manager effectiveness



The One-Sentence Executive Elevator Pitch

"We're using AI-powered draft reviews to reduce the time it takes managers and employees to write reviews, and to help improve review quality."

HR's Executive Pitch Framework

When presenting the case for AI-assisted reviews to leadership, focus on the problem you're solving, how AI helps solve it, and the results you expect to achieve.

Leadership concern	Say this (or something like it)
Problem Managers spend too much time writing reviews	Managers don't have time to collate high-quality feedback for their teams, review quality varies significantly, and employees don't always receive the actionable feedback they deserve.
Solution How AI can help	AI can quickly summarize months of notes, draft comprehensive reviews, suggest development themes, improve consistency, and reduce bias. Managers still retain control of final decisions.
Result What business outcomes can leadership expect?	AI-assisted reviews save time, improve review quality, boost employee sentiment, plus help managers spend more time coaching rather than writing.

Building Your AI-Assisted Review Program — A Practical Roadmap

Whether you're looking to introduce AI-assisted performance reviews, or are expanding and refining an existing program, this practical roadmap is designed to reduce risk, build trust, and generate measurable results.

Phase	Goal	What does success look like?	Key Stakeholders	Role
1. Assess	Identify opportunities	Clear use cases and governance	- HR - People Ops - Executive & SLT - Legal - IT & Security	Define goals, identify use cases, establish governance, assess risks, align on success metrics.
2. Pilot	Validate value	Positive manager feedback and time savings	- HR - Managers within pilot - HRBPs - Employee participants - IT support	Launch and run pilot, gather feedback, monitor adoption, evaluate results against success metrics.
3. Enable	Build trust	High adoption and confidence	- HR - Learning & Development - Managers - Legal	Train managers, communicate with employees, reinforce AI governance, create feedback loop.
4. Scale	Expand impact	Improved review quality and consistency	- HR leaders - Executive & SLT - Managers - IT & Security - Employees	Expand adoption, monitor success metrics, collect feedback, and adjust approaches as necessary.



“HR plays a critical role in grounding AI usage in company values and expectations. The opportunity is to use AI to scale access to practice, while maintaining consistency through frameworks, coaching, and oversight.”

Doug Hughes
CEO, Codio

Phase 1: Assess

Audit and evaluate your current performance review process and identify where AI has the potential to add the most value. Ask questions like:

- Which part of the process is most time-consuming for managers?
- Which parts of the review process create the most friction?
- What outcomes are we trying to improve?
- Are reviews consistent across teams?

For many organizations, AI is most useful for summarizing feedback, drafting reviews, identifying themes, and ensuring consistency.

Now is also the time to align on governance and guardrails around privacy, compliance, and the responsible use of AI. At this point, you should establish which metrics you'll use to measure success.

How to Measure Success

To assess the impact of AI-assisted reviews, track a range of metrics across efficiency, quality, and employee experience. For example:

Efficiency metrics:

- Review completion rates
- Time spent completing reviews

Quality metrics:

- Review quality
- Consistency of reviews across teams and departments

Experience metrics:

- Manager satisfaction
- Employee sentiment and trust

The goal isn't just to help managers complete reviews in less time, but to create a more consistent, equitable, and development-focused performance review process.



“Surveying managers on confidence before and after is useful but incomplete. The better signal is what happens in the actual reviews. Are employees reporting that feedback feels clearer and more actionable? Those outcomes take longer to track but they are the ones that actually tell you whether the investment is working.”

Jackie Swanson

Managing Partner, Gartner Consulting

Phase 2: Pilot

Rather than launch AI-generated performance reviews across the entire organization, start with a small pilot group. Select a team, department, or manager cohort to test AI-generated performance reviews during a single review cycle. Before the pilot starts, set clear success metrics such as:

- Manager time saved
- Manager satisfaction
- Review completion rates
- Employee opinions on review quality

During this test cycle, collect quantitative and qualitative feedback to understand what worked, what didn't, and what to refine before a wider rollout.

Phase 3: Enable

Successful AI adoption depends on managers and employees first understanding how AI is being used, why it's being used, and understanding the safeguards in place to make sure it's used responsibly and fairly.

During this phase, provide managers with guidance on how to use AI effectively, including reviewing AI-generated content, and why human judgment needs to remain firmly in the loop.

Employee communication should include details about how AI will be used, what safeguards are in place, and how their data is protected. It's also important to emphasize that managers are still responsible for final decisions.

Phase 4: Scale

At this point, AI-assisted reviews can be rolled out across the organization. Make sure that continuous improvement opportunities are built in by gathering feedback and monitoring outcomes.

Because AI capabilities, employee expectations, and organizational needs continue to evolve, regular iterations and adjustments are necessary.

How Lattice Is Uniquely Built for AI-Powered Performance Reviews

Lattice knows people, and we're powered by AI. Because Lattice is built with platform-native enhancements, AI isn't bolted on; it's embedded in how we operate. And that makes it easier to drive employee performance through tools like:

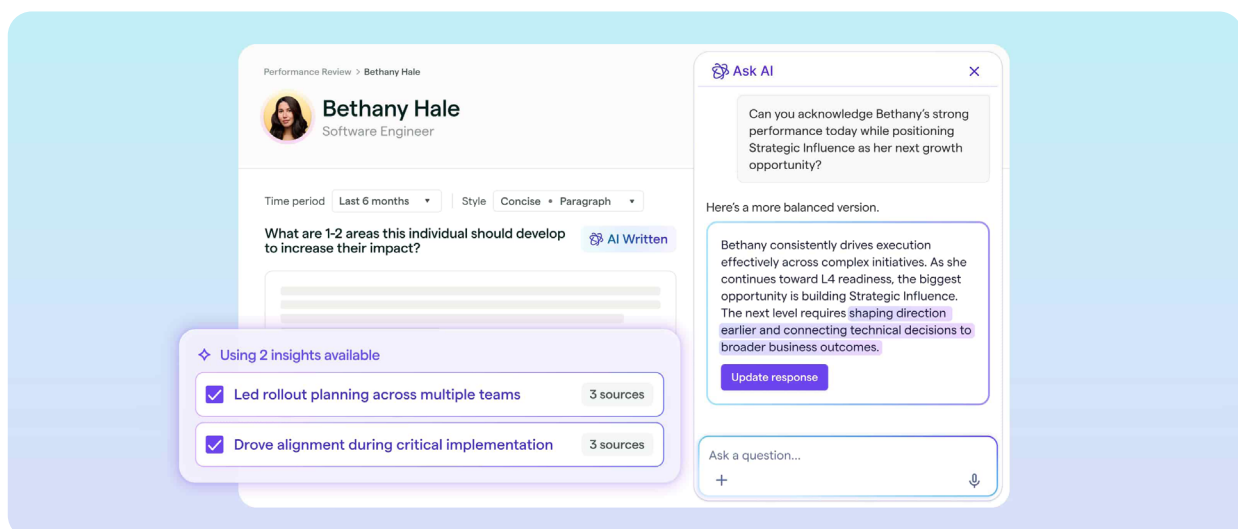
- [Lattice AI](#): Draws from a unified dataset across reviews, goals, one-on-ones, engagement data, and more, to create a complete picture of employee performance.
- [Lattice AI Agent](#): Your always-on partner, helping managers summarize feedback, surface trends, prepare for conversations, highlight patterns, and coach their teams more effectively. Joins meetings to take notes, create summaries, capture action items, and suggest next steps, which can then be used as part of the evidence-based AI reviews workflow.
- [Lattice Grow](#): Helps automatically connect review outcomes to employee career plans, map skills to development, and support continuous growth.

Because performance reviews carry real consequences, we're serious about [data privacy](#) and [using AI responsibly in HR](#). Lattice AI is grounded in the people context already inside Lattice, so it can quickly generate evidence-based reviews, helping managers to lead better performance conversations with their teams.

Lattice AI is also designed to detect bias and promote more inclusive language within reviews, but AI-generated reviews should always be treated as a thoughtful first draft, not the final edit.

Managers already using the Lattice AI Agent report results like:

- Completing their reviews faster, [saving about 50% of their time](#)
- Including details in reviews that they might otherwise have forgotten about



[See how](#) Lattice AI can take your next review season to the next level.

The Future of Performance Is Continuous, Collaborative, and Powered by People + AI

Performance management is all about helping people do their best work. But for too long, it's been held back by limited time, inconsistent approaches, bias, and frustration.

AI has given performance the makeover it needed — not by replacing the human side of it, but by making it stronger.

It introduces structure instead of fragmented processes, evidence instead of blurry recollections, and consistency instead of chaos. When people and AI work together, performance reviews become more equitable, more meaningful, and more connected to employee growth. The result is a shift from a static, once-a-year event to continuous, evidence-based performance conversations that actually help your people reach their full potential.

Lattice is the best-in-class people platform where people and AI succeed together. To learn more about AI-powered reviews, schedule your free demo or [explore the full platform](#).

Request a demo

Glossary of Key Terms

AI agent: An [AI-powered system](#) that can gather information, perform tasks, make recommendations, and take action within defined parameters. In HR, AI agents are often used to collect feedback, summarize review data, support performance reviews, and automate routine processes and workflows.

AI chatbot: An automated software application that uses natural language to answer questions and complete predetermined tasks. HR teams may use chatbots to answer common employee queries, provide policy information, or support managers during review cycles.

AI governance: The frameworks, oversight processes, and policies an organization uses to make sure AI systems are developed and deployed responsibly, securely, and in compliance with relevant rules and regulations.

AI hallucinations: Information that's generated by AI and seems credible, but is actually inaccurate, misleading, or not supported by any evidence. Because AI systems can hallucinate and make mistakes, users should always review and verify any AI-generated content to ensure it's credible and supported by real evidence.

Bias detection: Using AI to identify and highlight any potentially biased language or patterns, for example, gender, racial, recency, and affinity bias.

Generative AI: A type of AI that [generates new content](#) based on user prompts. In performance management, this can include drafting annual reviews, identifying coaching opportunities, or highlighting skills gaps, all based on available employee data.

Generative pre-trained transformer (GPT): A type of LLM designed to generate responses based on the prompt it's been given. ChatGPT is one of the best-known GPT-powered applications. All GPTs are LLMs, but not all LLMs are GPTs.

Human-in-the-loop (HITL): An approach taken by organizations like [Lattice](#), where people always review, validate, and refine any AI output before making a decision or sharing any information.

Large language model (LLM): A type of AI trained on huge datasets. LLMs are designed to understand prompts and then generate a response based on the information it's given. Popular AI tools like ChatGPT, Claude, Copilot, and Gemini are powered by LLMs.

Prompt: An instruction or question given to an AI system. The clearer and more specific the prompt, the better the AI response. A performance review prompt might be: *"Here's the 360-degree feedback for a [insert role]. Please summarize the feedback, create an overview of key themes, and suggest areas for career development."*

Responsible AI: The practice of using AI in ways that are transparent, ethical, secure, and accountable. In HR, this might include protecting employee data, maintaining human oversight, reducing bias, and grounding decisions in evidence.



People + AI: Succeeding Together

Lattice is the #1 AI-powered people platform that turns managers into leaders, employees into high-performers, and companies into the best places to work.

With offices across North America and Europe, Lattice serves more than 5,000 customers worldwide, including Greenhouse, Robinhood, Loom, Duolingo, NPR, Gusto, and more. Lattice has ranked on the Inc. 5000 list of the fastest-growing private companies five years in a row and is rated as a Great Place to Work by 99% of its employees. Learn more by visiting [Lattice's site](#).

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