

People + AI Fluency Framework



Lattice's People + AI Philosophy

At Lattice, we believe AI can boost our impact by automating repetitive administrative tasks and acting as a powerful thought partner. This framework defines the behaviors we expect Latticians to build as we work alongside AI, in service of People + AI.



Why AI Fluency Matters

AI can help us reclaim time from repetitive work and reinvest it in strategy, problem-solving, creativity, and relationship-building. The goal is not to replace human contribution, but to strengthen it.

AI fluency is not just “using AI.” It looks like redesigning workflows, verifying outputs, deciding when not to delegate to AI, sharing reusable prompts/processes, and using saved time for higher-value work.



Our AI Fluency Framework

What This Is

- A shared framework for how employees think and work effectively alongside AI.
- A set of behaviors that define strong AI-enabled work, regardless of role or level.
- A guide for using AI intentionally to increase impact while preserving the human judgment, creativity, and connection that matter most.

What This Is Not

- **A mandate** for when, how often, or which AI tools employees must use.
- A way to measure AI fluency through usage metrics such as **tools, prompts, frequency, or tokens**.
- A leaderboard, performance rating, or hiring assessment based on AI adoption alone.

**We are defining expectations for how people work alongside AI when AI is part of the work.
We are not setting an expectation that people need to use AI for everything.**



How We Came Up With This Framework

Learned how employees are already working

Listening tour with AI users across functions and levels to understand what effective AI-enabled work looks like.

Found external Inspiration

Researched external AI fluency frameworks, company practices, and thought leadership to understand emerging patterns and gaps.

Distilled the behaviors that matter most

Synthesized the themes into five core behaviors that focus on how people think and work alongside AI, rather than how frequently they use it.

Pressure-tested and refined

Reviewed the framework with leaders, listening tour participants, and functional partners.



5 Competencies [same competencies for every role]

01

Structural Understanding: Has a solid understanding of the components of AI, how AI tools create output, and the legal/security guidelines.

02

Judgement: Applies critical thinking and personal expertise to determine when, how, and whether to trust, use, and act on AI outputs.

03

Conscious Delegation: Intentionally decides what to delegate to AI, what level of autonomy AI should have, and what should remain human-owned, to maximize both quality and impact.

04

Learning Velocity: Has the ability and desire to continuously learn new skills and evolve ways of working. Experiments with new workflows, learns what works, and moves from idea to action.

05

Force Multiplier: Turns AI-driven workflows and expertise into something reusable for others, and builds in a way that serves the broader team or org to work more effectively at scale.



5 Manager Competencies [in addition to the general competencies]

01

Space Creation: Creating psychological safety for the team to experiment and fail with AI, and blocking off time on the calendar for AI upskilling and building.

02

Behavior Modeling: Visibly sharing your own AI experimentation and workflows so the team can learn from you.

03

Process Reinvention: Evolving how the team's work actually gets done, not just encouraging individual tool use.

04

Work Review: Reviewing your team's work to spot patterns and coaching opportunities (versus taking a direct report's work, dropping it into AI, and handing back AI feedback as your own).

05

Shared Workflows : Defining how your team/function's AI workflows connect to other teams/functions, rather than optimizing in isolation.



What to expect next

Where to access these competencies

- Grow Tracks
- Notion Page

These competencies will be added into **Grow Tracks** so these behaviors become part of how we define expectations for roles. The same core behaviors apply across levels, while scope and influence grow with level.



Competency	L1	L2	L3
AI Fluency 	You are developing proficiency across these AI fluency behaviors, with some support from your manager. Scope of responsibility: Self Sphere of influence: Self <i>(Descriptions below shared across all levels)</i> 1. Structural Understanding Has a solid understanding of the components of AI, how AI tools create output, and the legal/security guidelines. 2. Judgement Applies critical thinking and personal expertise to determine when,	You are developing proficiency across these AI fluency behaviors. Scope of responsibility: Self Sphere of influence: Team <i>(Descriptions below shared across all levels)</i> 1. Structural Understanding Has a solid understanding of the components of AI, how AI tools create output, and the legal/security guidelines. 2. Judgement Applies critical thinking and personal expertise to determine when, how, and whether to trust, use, and act on AI outputs.	You are proficient across these AI fluency behaviors. Scope of responsibility: Self Sphere of influence: Team/Cross-functional partners <i>(Descriptions below shared across all levels)</i> 1. Structural Understanding Has a solid understanding of the components of AI, how AI tools create output, and the legal/security guidelines. 2. Judgement Applies critical thinking and personal expertise to determine when, how, and whether to trust, use, and act on AI outputs.

What to expect next

Timeline for Embedding AI Fluency in Continuous Performance

- **Week of [add date here]:** Manager + Direct Report 1:1 Conversation Prompts (see next slide).
- **[This quarter]:** AI Fluency not evaluated as part of performance reviews.
- **[Next quarter]:** Suggested Prompts as part of Grow Conversations.
- **[Next year]:** AI Fluency evaluated as one part of performance reviews.



What to expect next

Manager + Direct Report 1:1 Conversation Prompt

- **Week of [add date]: Dedicate time in your 1:1s to discuss**
- **Add this to your agenda:** “Read through the AI fluency competencies and discuss which areas you feel you are fluent in, and where you need to increase your fluency.”
 - What questions do you have about what’s expected of you?
 - What’s a next step you can take to increase your fluency?
 - Where do you need support?”



Final Notes

- L&D will continue to support employees' AI Enablement through:
 - Live AI 101 Workshops and AI Lunch and Learns on a monthly basis
 - Team AI Workshops with breakout groups and real takeaways
 - Function-specific enablement developed in partnership with leaders so AI fluency is grounded in the work each team actually does

