Three columns

What AI does, what AI assists, what a person decides

Three columns for one role

Use this card with one role that AI is already changing. It takes about 30 minutes, and it works best with the person who does the job.

Step 1. Name the role. Write the role and the person who does it today.

Step 2. List the tasks. Write down the ten to fifteen tasks that fill a normal week in this role.

Step 3. Sort every task into one of three columns.

AI does it	AI assists	A person decides
Routine, repeatable, easy to check	AI drafts or suggests, a person reviews	Needs care, judgment, negotiation, a relationship or a response to the unexpected

Step 4. Write the reason. For every task in the third column, write one line: why does a person need to decide this?

Step 5. Ask the person in the role. Give them a blank card and ask them to sort the same tasks.

Step 6. Compare. Circle every task where your columns differ. Each circle is a conversation to have this week.

A question to keep in mind: if the AI gets this task wrong at 2 a.m., who can a customer reach, and can that person make a decision?

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