The Laid Bare Company

A PRACTICAL RESOURCE FOR LEADERS

The Always Human Promise

An audit for leaders rolling out AI, and a promise your people can hold you to.

AI can take on a great deal of the work, but some conversations should always happen between people. This short audit helps your leadership team agree which conversations those are, and then turn that agreement into a promise you can share with everyone who works for you.

How to use it

1

The audit

Work through it together as a leadership team, ideally in one sitting of about an hour.

2

Reflection

Use the questions to look honestly at how your rollout has been landing so far.

3

The promise

Adapt the template into your own words and share it with your teams.

The conversation audit

Go through each conversation as a leadership team and agree where it sits today and where it should sit in future. Tick one box for each and use the notes column for anything you'd like to change or check with your teams.

Conversation	AI involved now	Could use AI	Always human	Notes
Day-to-day feedback	☐	☐	☐	
Appraisals and performance reviews	☐	☐	☐	
Raising a performance concern	☐	☐	☐	
Changes to someone's role	☐	☐	☐	
Restructures and redundancy	☐	☐	☐	
Disciplinary and grievance	☐	☐	☐	
Wellbeing check-ins	☐	☐	☐	
Recognition and thanks	☐	☐	☐	
Career and development conversations	☐	☐	☐	
Generating new ideas	☐	☐	☐	
Sharing expectations	☐	☐	☐	
Welcoming a new starter	☐	☐	☐	

A useful rule of thumb: any conversation that changes how someone feels about their job, their future or their place in the team belongs in the always human column.

Reflection questions

These questions work best when they're discussed openly rather than answered on paper alone, so give each one proper time and note down what comes up.

1 Which conversations have become shorter or less frequent, or stopped altogether, since AI tools arrived?

2 Who in your team might be worried about what AI means for them and staying quiet about it, and how would you know?

3 How was your AI rollout announced, and how many of those messages invited a question or a challenge?

4 Which experienced colleagues might feel their expertise counts for less now, and what would help them see where they still make the difference?

5 What happened the last time someone tried something new with AI and it didn't work, and what did the rest of the team learn from how it was handled?

Your Always Human Promise

Use this template as a starting point and adapt it using what you agreed in the audit, so it sounds like your organisation rather than a policy document.

Our Always Human Promise

As we bring AI into the way we work, [Organisation name] makes this promise to everyone who works here.

- If your role is changing, you'll hear it from your manager in a conversation, never from a system.
- Feedback on your performance will always come from a person who knows your work.
- Decisions about redundancy, discipline and hiring will always be made by people, who'll explain their reasoning to you.
- If you're worried about what AI means for you, you can raise it with your manager at any time, and you'll get an honest answer.
- If you think the way we're using AI isn't working, we want to hear it, and you'll never be penalised for saying so.
- *[Add your own commitment from the audit]*

Signed on behalf of the leadership team

Date

Keeping the promise alive

Add one statement to your quarterly pulse survey, such as "I feel able to say when our use of AI isn't working" and keep an eye on how the score moves. A falling score is usually the first sign that people have stopped speaking up.

Making the promise real

A promise only holds if your leaders are confident having the conversations it commits them to. Conversations That Matter is a twelve-week blended programme that builds exactly that. To find out more visit: thelaidbarecompany.com