Talentful

FRAMEWORK · OCTOBER 2026

AI Fluency Assessment *Framework*

91%
of Talkdesk employees say they use AI in their daily work. But manager-rated AI fluency scores didn't match up. Using AI is not the same as using it well.

A practical rubric to define and assess how well people use AI at work: not *whether* they use it, but how well, when, and with what judgement. Use it to build interview scorecards, run performance reviews and set clear AI expectations by role.

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How to use *this framework*

01
Set the expectations. Choose the role you're assessing and agree the target level for each dimension. Use the suggested targets as a starting point.

02
Gather evidence. Ask the person to walk through a recent piece of work involving AI. Use the six questions below to explore their decisions, checks and results.

03
Score each dimension. Use the four levels as a guide. Record a score and a short supporting example. Not enough evidence? Ask a follow-up or mark it "not yet assessed".

04
Agree the next step. Compare the evidence with the role expectations. Identify what needs further assessment or development.

Six *dimensions*

The capabilities to assess. Score each one from 1 to 4. Use the sample question in interviews to hear real examples.

01
Applied use
Improves quality, speed or insight in real work.

"Where did AI change your results?"

02
Critical judgement
Challenges outputs. Spots weak, biased or wrong answers.

"When was AI wrong? How did you spot it?"

03
Responsible use
Protects data. Weighs privacy, fairness and risk.

"What would you never put into AI?"

04
Business impact
Turns AI use into measurable outcomes, not activity.

"How did you prove it was worth it?"

05
Work redesign
Rebuilds workflows from first principles.

"What would you rebuild from scratch?"

06
Learning agility
Curious, adaptable, applies new skills fast. Hardest to train.

"What did you last teach yourself?"

Four *levels*

The scale for scoring each dimension, from basic awareness to leading change.

LEVEL 1
Aware
Uses AI when prompted. Accepts outputs with little checking.

LEVEL 2
User
Regular use on routine tasks. Checks outputs. Saves time.

LEVEL 3
Practitioner
Improves outcomes. Challenges outputs. Shows impact.

LEVEL 4
Architect
Redesigns workflows end to end. Leads adoption.

Set target levels *by role*

Everyone is assessed across the same six dimensions, but the expected level should reflect their responsibilities. The targets below are illustrative starting points. Agree your expectations before assessing someone.

DIMENSION	BUSINESS	TECHNICAL	VP+
Applied use	3	4	4
Critical judgement	3	4	4
Responsible use	3	3	4
Business impact	3	3	4
Work redesign	2	3	4
Learning agility	3	4	4

Talkdesk expects VP+ leaders at Architect level. Other targets are suggested starting points.

ROLE TYPES IN THE TABLE

Business
Commercial and operational roles: sales, marketing, customer success, operations, people and finance. AI improves their own work and decisions.

Technical
Roles that build or run technology: engineering, data, product and IT. Expected to use AI deeply in their craft and judge its outputs.

VP+
Senior leaders in any function. Expected to redesign how their teams work and lead AI adoption.

Roll it *out*

Five steps to put the framework to work.

01 **Define** one rubric with your people and tech leaders.

02 **Flex** the expected level by role family.

03 **Embed** it in ATS scorecards and review forms.

04 **Train** assessors and calibrate scoring.

05 **Baseline** first. Review the data, then refine.

RED FLAGS

Falling engagement · tool overwhelm · lots of activity, little impact. More training is not the fix. Make space to learn.

Your *scorecard*

Name: _____ Role: _____ Assessor: _____ Date: _____

DIMENSION	TARGET	ASSESSED	SUPPORTING EVIDENCE	FOLLOW-UP OR DEVELOPMENT ACTION
Applied use				
Critical judgement				
Responsible use				
Business impact				
Work redesign				
Learning agility				

Keep the six scores separate. Don't add them into a total; it hides the specific strengths and gaps.

Pay for impact, not years.

Insights from Shauna Geraghty (Talkdesk) and Alice Glen (Talentful), from Talentful's AI Pay Problem webinar.

Hiring for AI fluency?

Talentful's embedded recruiters help you define, assess and hire the AI talent you need.

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