Growth Performance

WORKFLOW MAPPING TOOL

# Human–AI Workflow Designer

Most teams experimenting with AI adopt it tool by tool, without stepping back to ask: how should this whole workflow actually work with AI involved? This planner takes a workflow you own, maps it step by step, and helps you assign clear roles (human, AI-assisted, or AI-automated) at each stage, along with decision rights and risk flags.

**Why this matters:** Research consistently shows that the highest value from AI comes not from replacing human steps, but from clarifying which human judgements are genuinely irreplaceable, and freeing up time for them. A mapped workflow is a conversation starter: it surfaces assumptions about who does what and why, and makes the implicit explicit.

## THE WORKFLOW

WORKFLOW NAME

TEAM / DEPARTMENT

DATE MAPPED

PURPOSE OF THIS WORKFLOW (WHAT IT PRODUCES AND FOR WHOM):

HOW OFTEN THIS WORKFLOW RUNS:

WHO IS CURRENTLY INVOLVED:

## STEP-BY-STEP WORKFLOW MAP

List each step in the workflow. For each one, identify who or what does it, assign a role type, note the key decision involved, and flag any risk if the step goes wrong. Use the role type guide below.

**H: Human only**
Requires human judgement, relationship, or context

**A: AI-assisted**
Human leads, AI supports (drafts, summarises, suggests)

**AI: AI-automated**
AI executes independently, human reviews output

| # | STEP DESCRIPTION | CURRENT OWNER | ROLE TYPE (H / A / AI) | KEY DECISION OR JUDGEMENT AT THIS STEP | RISK IF WRONG |
|---|---|---|---|---|---|
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |

| | | | | | |
|---|---|---|---|---|---|
| 4 | | | | | |
| 5 | | | | | |
| 6 | | | | | |
| 7 | | | | | |
| 8 | | | | | |
| 9 | | | | | |
| 10 | | | | | |

Add more rows if needed before printing.

## DECISION RIGHTS

For each AI-assisted or AI-automated step, clarify who holds final decision authority. This prevents ambiguity about accountability when something goes wrong.

| # | STEP | AI PRODUCES: | HUMAN DECISION-MAKER: | OVERRIDE CRITERIA (WHEN SHOULD THE HUMAN OVERRIDE?): |
|---|---|---|---|---|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |

## WORKFLOW ANALYSIS

STEPS WHERE AI ADDS THE MOST VALUE IN THIS WORKFLOW:

STEPS WHERE HUMAN JUDGEMENT MUST BE PRESERVED (AND WHY):

STEPS WITH THE HIGHEST RISK IF AI GETS IT WRONG:

STEPS THAT CURRENTLY SLOW THE WORKFLOW MOST (BOTTLENECKS):

WHAT HAS CHANGED IN THIS WORKFLOW IN THE PAST 12 MONTHS?

WHAT MIGHT CHANGE IN THE NEXT 12 MONTHS?

## REDESIGNED WORKFLOW SUMMARY

DESCRIBE THE REDESIGNED WORKFLOW IN PLAIN LANGUAGE (HOW IT WILL WORK ONCE CHANGES ARE IMPLEMENTED):

STEPS MOVING TO AI-ASSISTED:

STEPS MOVING TO AI-AUTOMATED:

STEPS REMAINING FULLY HUMAN (AND WHY):

## NEXT STEPS

| # | ACTION | OWNER | BY WHEN |
|---|---|---|---|
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |

REVIEW DATE:

WHO TO INVOLVE IN THE REVIEW:

**Share this with your team:** The most valuable output of this tool is the conversation it starts, not the document it produces. Use the completed map in a team session. Ask: does this reflect reality? Where do we disagree? What would we change? The best human-AI workflows are designed together.

**Want help putting this into practice?**

Growth Performance builds the human advantage in an AI-driven world, with people, teams and leaders.

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