Orchestration Capabilities Framework: Reference Card

Six capability domains for leading human-AI teams in the agentic era. Use alongside the self-assessment diagnostic to identify development priorities. Take the assessment at growthperformance.co.uk/tools

01 AI FLUENCY AND SYSTEM INTERACTION

The foundational ability to communicate with, prompt, and collaborate alongside AI systems. Includes prompt architecture, output interpretation, tool selection, and adaptive interaction across agentic workflows.

Key question: Can I reliably get useful results from AI tools across different task types?

02 ANALYTICAL REASONING AND CRITICAL THINKING

The cognitive discipline to evaluate AI outputs, detect confabulation and bias, calibrate trust dynamically, and challenge machine-generated recommendations when the stakes demand it.

Key question: Do I systematically verify AI outputs before acting on them?

03 SITUATIONAL JUDGEMENT AND EXCEPTION HANDLING

The capacity to determine when AI delegation is safe, when human intervention is necessary, and when exceptions must be escalated. Includes pre-mortem thinking and the Exception Triage Framework (Green / Amber / Red / Grey).

Key question: Do I have clear criteria for when to trust, intervene in, or escalate AI-driven processes?

04 CROSS-DOMAIN GENERALIST ABILITIES

The breadth of knowledge and cognitive flexibility to supervise AI systems operating across multiple business functions. Combines deep domain expertise with cross-functional fluency and translation capability (T-shaped orchestrator).

Key question: Can I evaluate AI outputs across functions beyond my core expertise?

05 SOCIAL AND EMOTIONAL INTELLIGENCE

The interpersonal capabilities that become more critical as technical execution shifts to machines. Includes empathy, trust-building, psychological safety, and maintaining human connection in automated workflows.

Key question: Am I supporting the emotional and relational dimensions of AI adoption in my team?

06 STRATEGIC OVERSIGHT AND ETHICAL GOVERNANCE

The responsibility to ensure AI systems remain accountable, unbiased, and aligned with organisational values. Encompasses fairness, transparency, privacy, EU AI Act compliance, and the Ethical Pre-Flight Checklist.

Key question: Is there a named human accountable for every AI-augmented decision in my area?

CAPABILITY BANDS

Developing (Score 1.0–2.4)

Building awareness. Competence is emerging but not yet consistent. Focus on foundational practices and structured experimentation.

Emerging (Score 2.5–3.4)

Inconsistent practice. Capability is present in familiar contexts but not yet reliable across varying conditions. Focus on deliberate application.

Proficient (Score 3.5–4.4)

Reliable capability. Competence is consistent and transferable. Ready to contribute to team standards and mentor others in early stages.

Advanced (Score 4.5–6.0)

Can lead others. Sophisticated understanding and practice. Ready to design frameworks, set standards, and build organisational capability.

Sources: Dell'Acqua et al. (2023); Mollick (2024); Daugherty and Wilson (2018); WEF (2025); Kahneman (2011); Klein (1998); Goleman (2020); Epstein (2019); Floridi et al. (2018). © 2026 Growth Performance Ltd.

Want help putting this into practice?

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