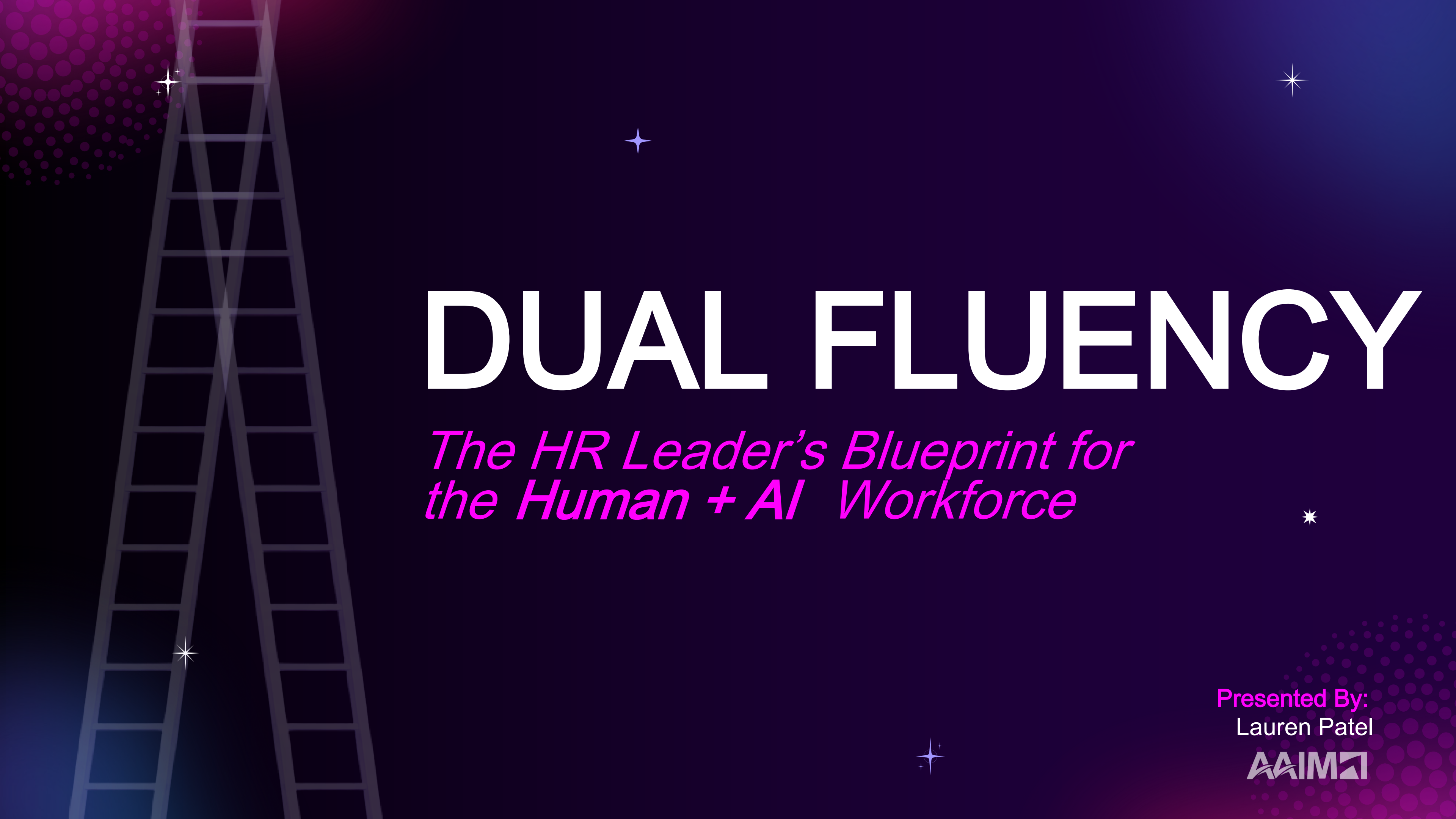


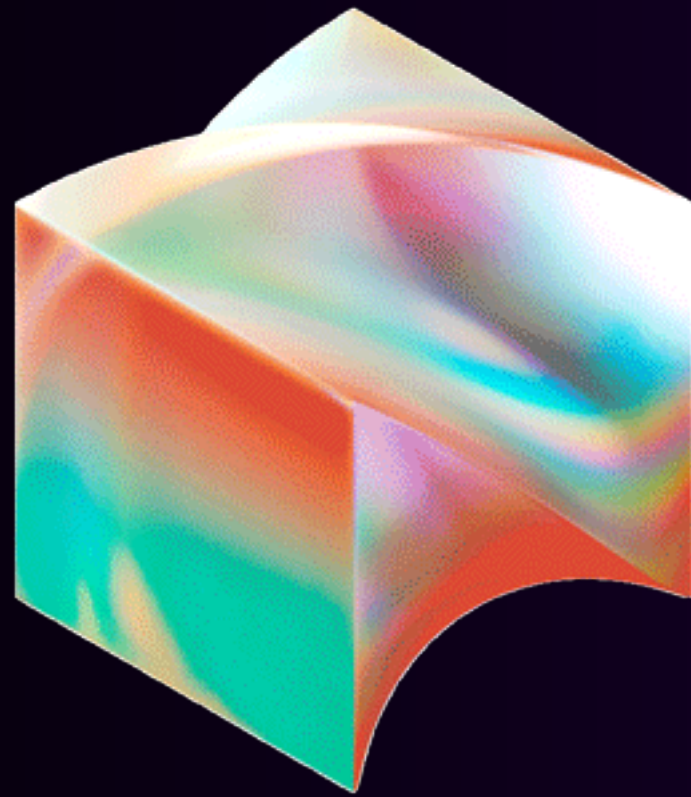


DUAL FLUENCY

*The HR Leader's Blueprint for
the Human + AI Workforce*

Presented By:
Lauren Patel





BLOCK

4,000 JOBS GONE. *ONE QUESTION ASKED.*

“

What is the minimum number of people we would need to keep the service running at 100%?

— Jack Dorsey, CEO, Block

MOST COMPANIES *ARE LATE*

“

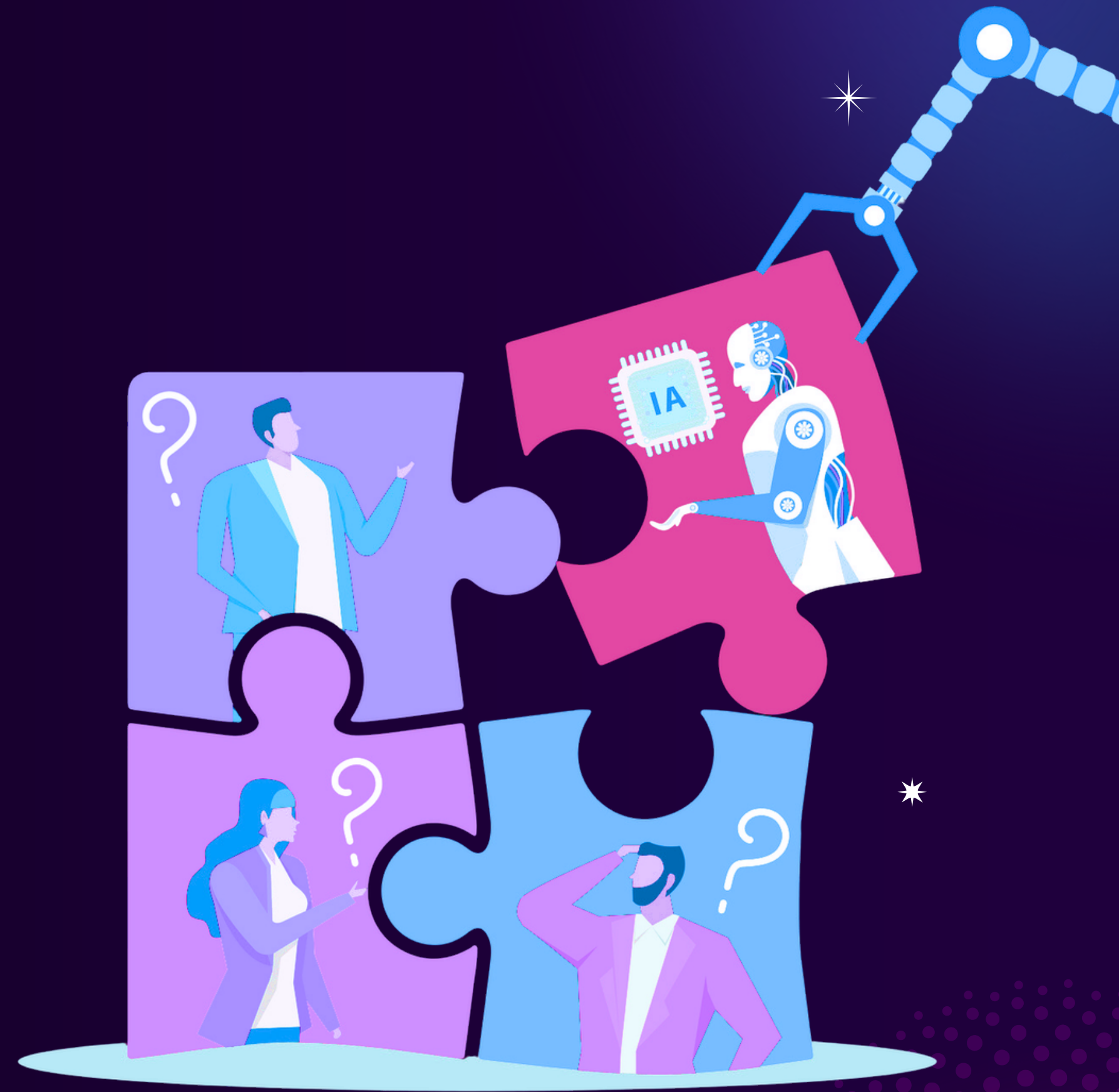
Within the next year, the majority of companies will reach the same conclusion.

— Jack Dorsey, CEO, Block, February 2026



*HOW WILL OUR
REMAINING LEADERS
LEAD A WORKFORCE
THAT'S*

**PART HUMAN,
PART AI?**



YOU'LL ANSWER THAT QUESTION
TWICE.

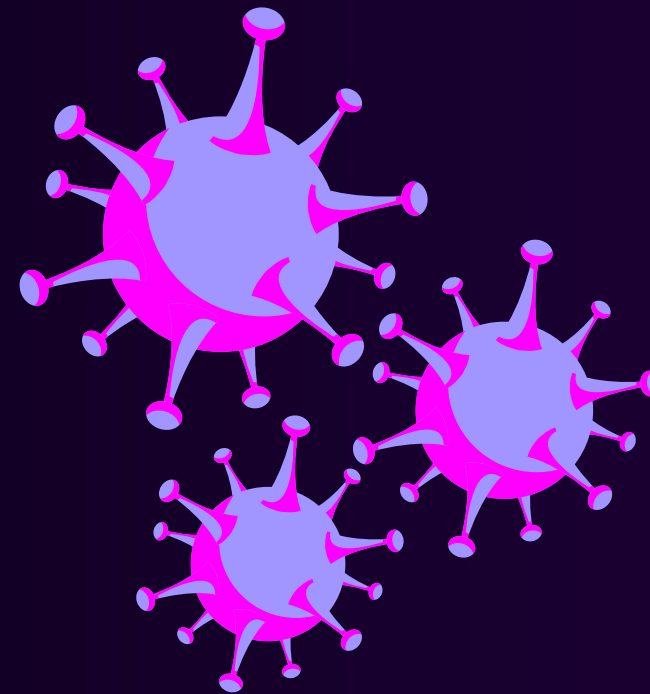
ONCE FOR YOURSELF. ONCE FOR EVERYONE YOU SUPPORT.

HERE WE GO⁺

AGAIN



THE INTERNET



COVID



AI

DUAL FLUENCY

The leadership capability to lead a workforce that's part human, part AI

LEADING HUMANS. LEADING AI. LEADING THEM TOGETHER.

WHERE ARE YOU TODAY?

1

*Not At All
Confident*

5

*Totally
Confident*



PEOPLE LEADERSHIP

How confident are you leading people through major change right now?



AI FLUENCY

How confident are you integrating AI into your team's work — and how your whole organization adopts it?



THE LADDER YOU KNOW

*Leadership has always
been a climb.*



LEADING

MANAGING

SUPERVISING



AND NOW - A NEW LADDER



ENTERPRISE
TRANSFORMATION

DEPARTMENTAL
ENABLEMENT

PERSONAL
PRODUCTIVITY

THE DUAL FLUENCY LADDER

*Two climbs,
one destination*



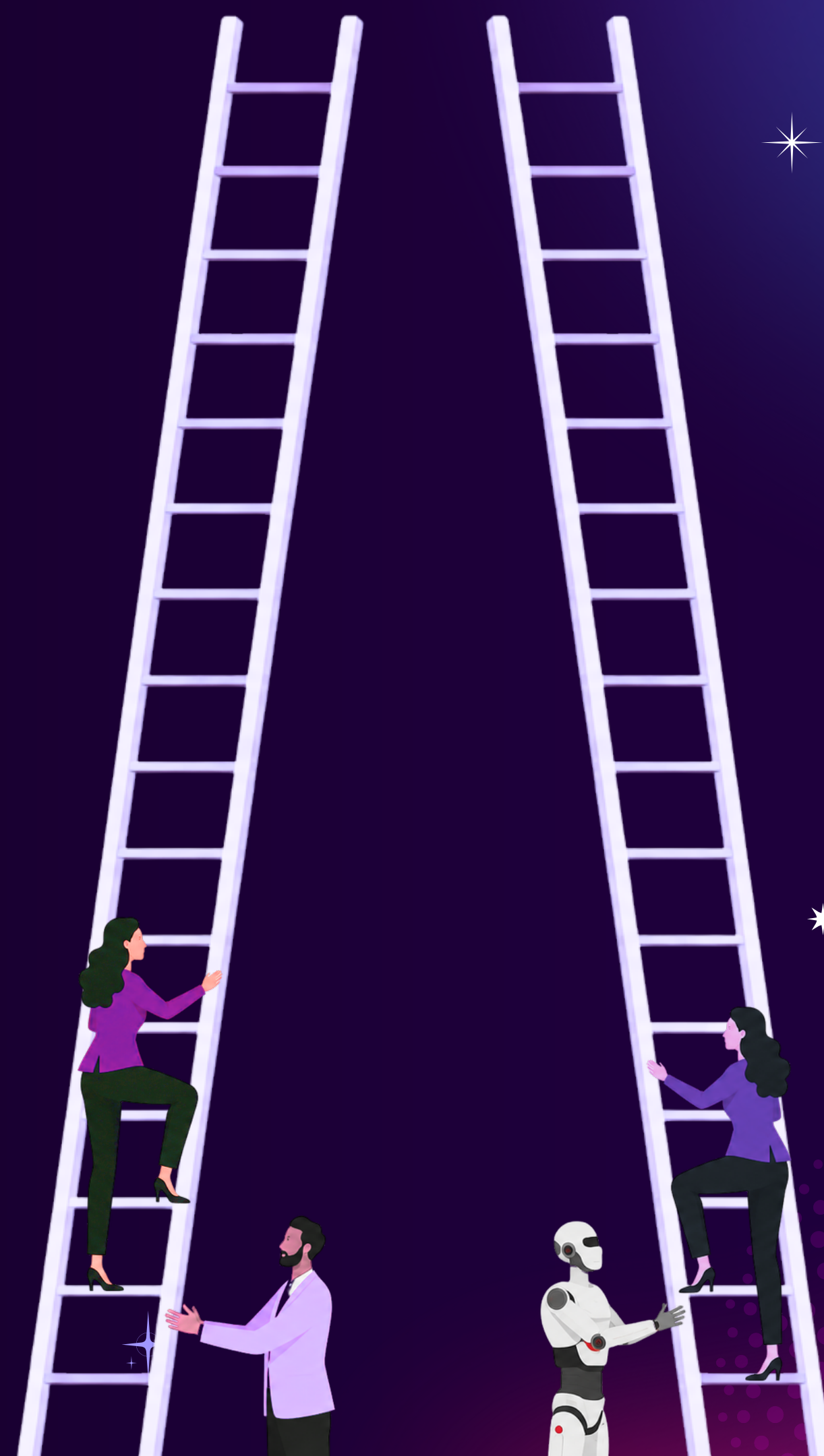
BOTH SIDES
BUILT TOGETHER

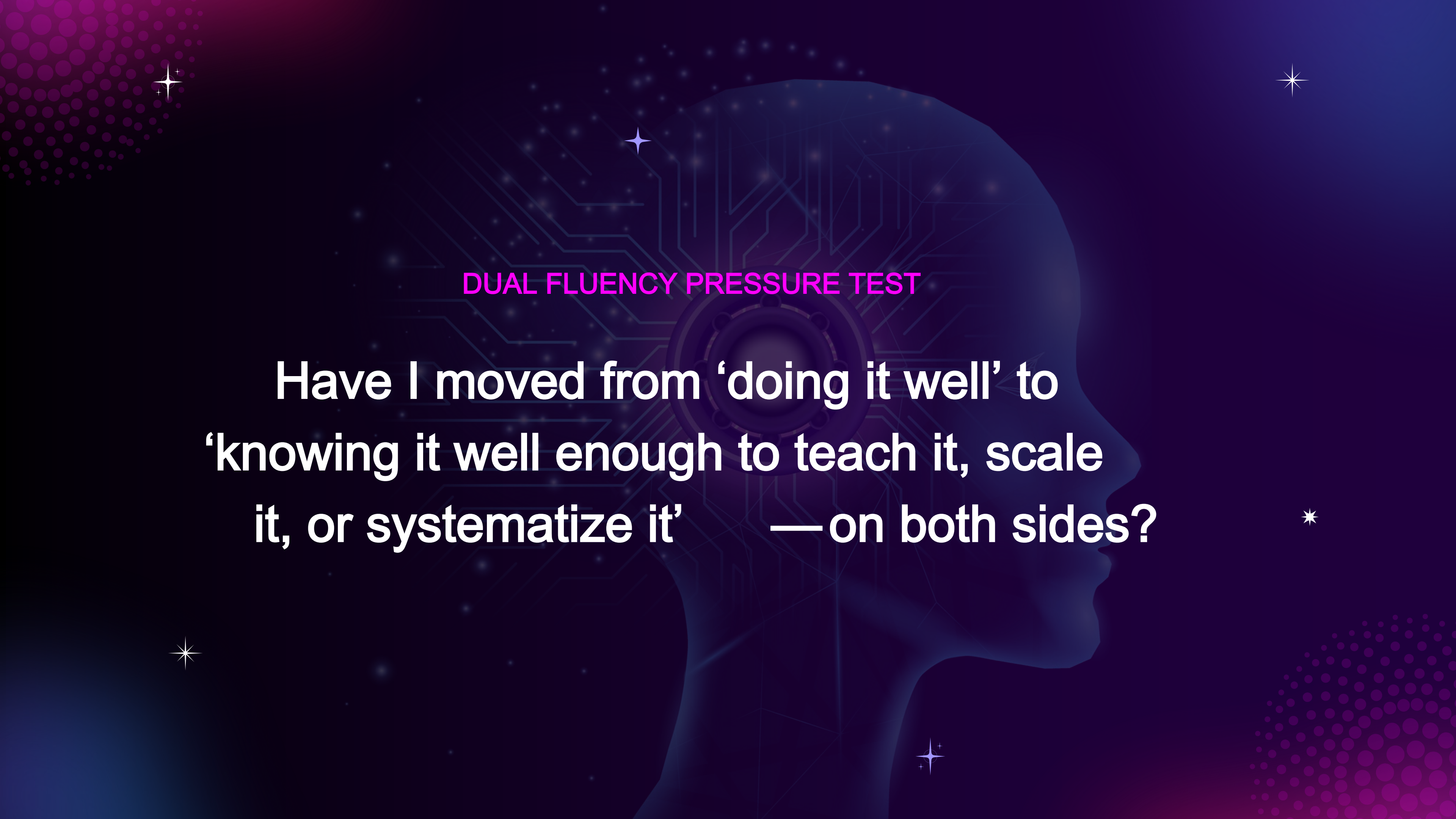


RUNG ONE

CAPABILITY

- **Supervising**
Eyes on the work, correcting, doing alongside.
- **Personal Productivity**
Using AI yourself. Faster, sharper, on your own.





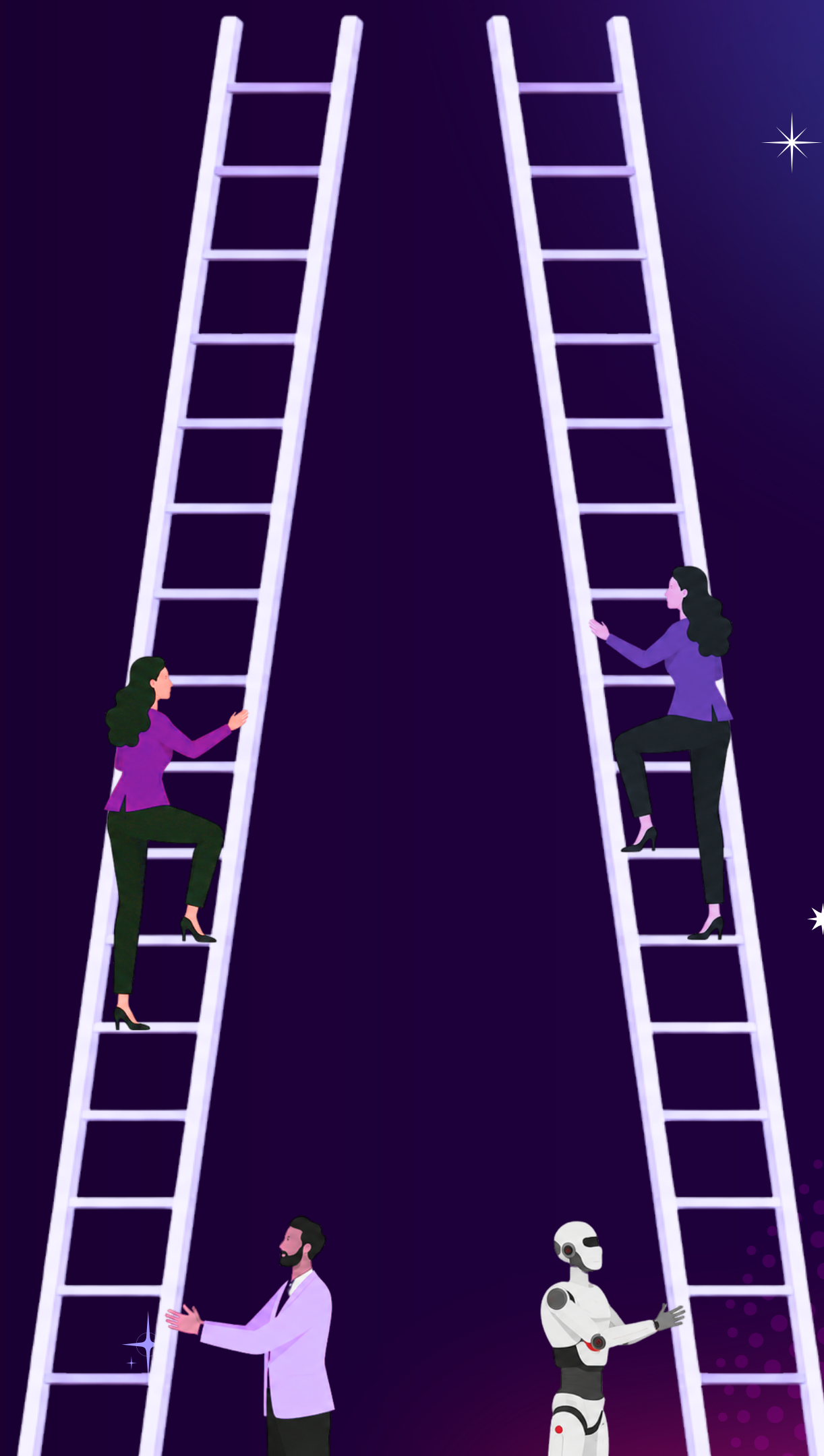
DUAL FLUENCY PRESSURE TEST

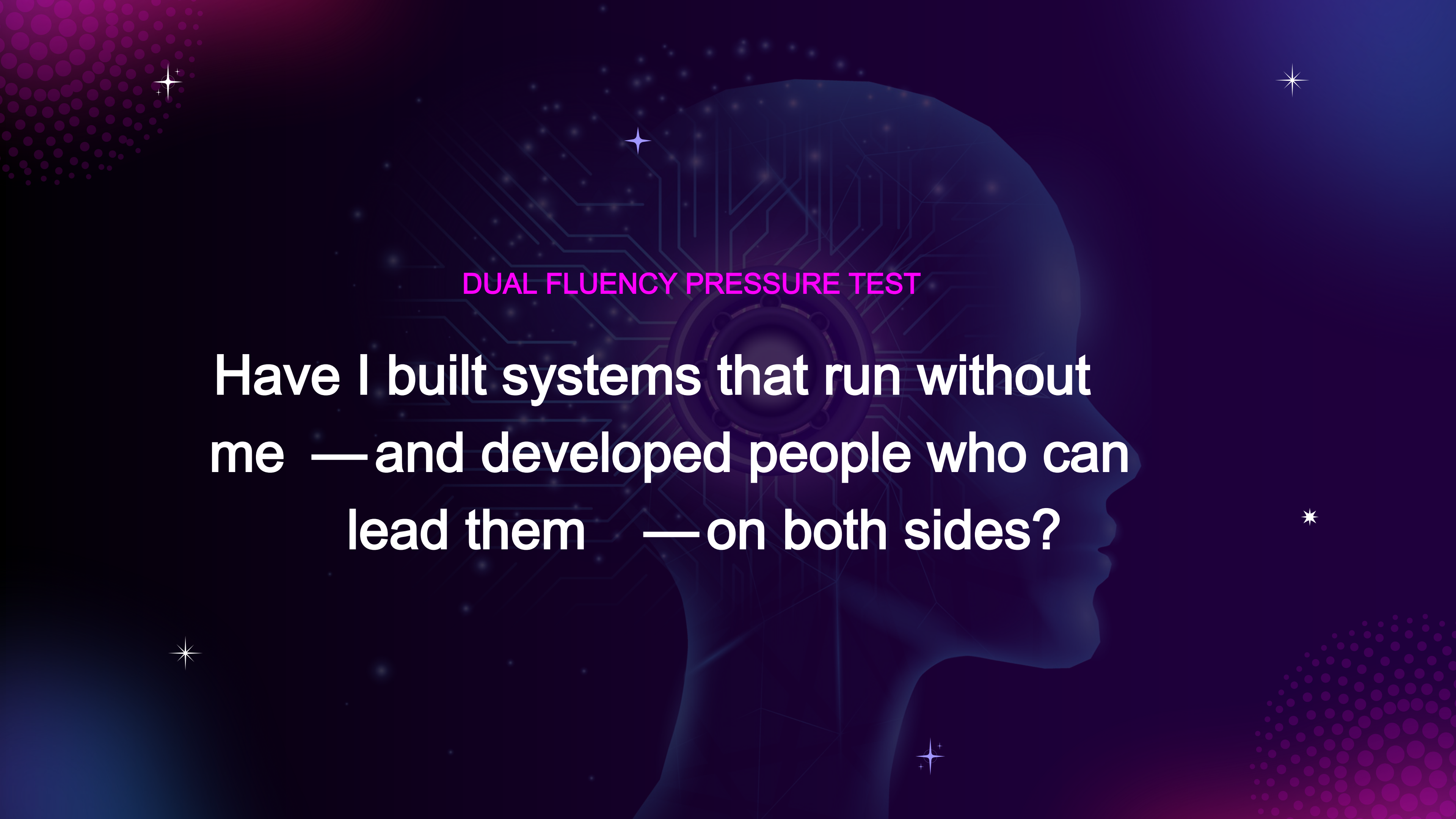
Have I moved from ‘doing it well’ to
‘knowing it well enough to teach it, scale
it, or systematize it’ —on both sides?

RUNG TWO

SCALING

- **Managing**
Coordinating people and tasks.
Structure, accountability, systems.
- **Departmental Enablement**
Team workflows built around
AI. Repeatable use cases.





DUAL FLUENCY PRESSURE TEST

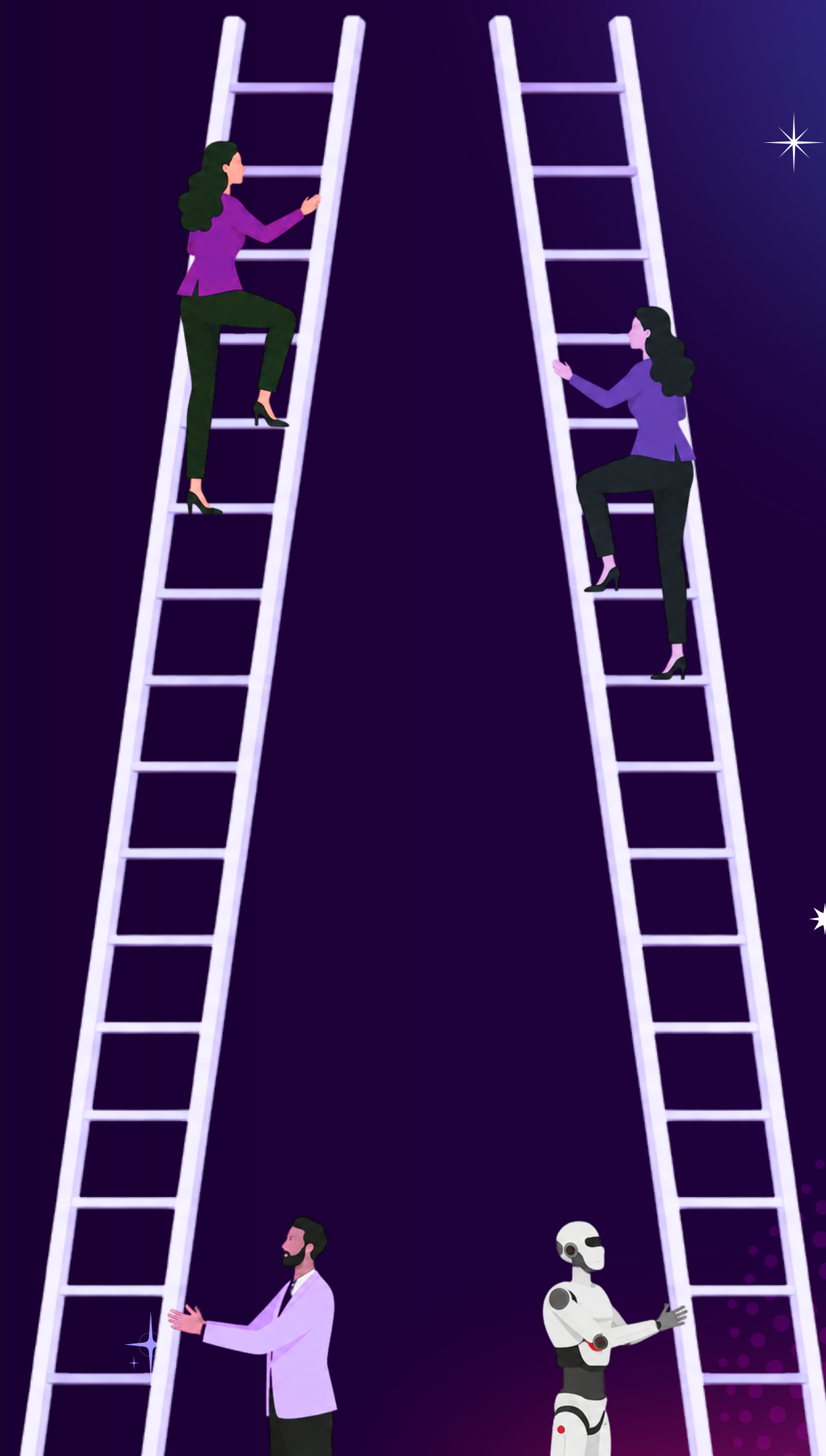
**Have I built systems that run without
me —and developed people who can
lead them —on both sides?**

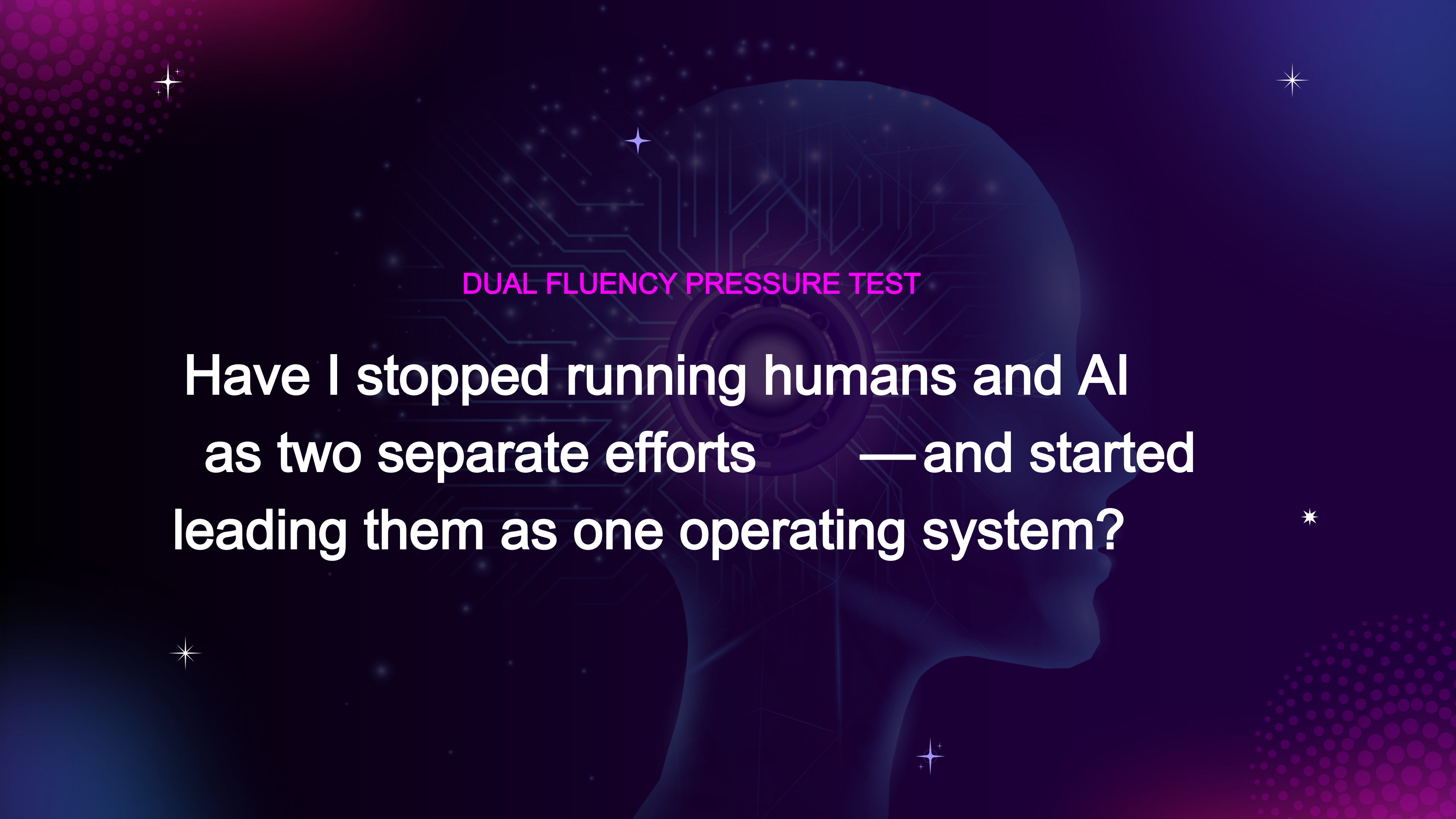
RUNG THREE

INTEGRATION

> **Leading**
Developing people. Holding vision.

> **Enterprise Transformation**
AI integrated into operations.
A system, not a tool.





DUAL FLUENCY PRESSURE TEST

**Have I stopped running humans and AI
as two separate efforts —and started
leading them as one operating system?**

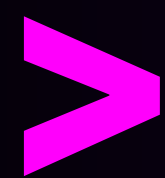


CONVERGENCE.

Where it gets real.

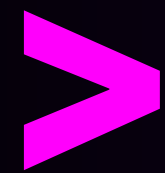
✦

THREE PILLARS OF DUAL FLUENCY



DELEGATION

The System



COMMUNICATION

The Mechanism



STEWARDSHIP

The Anchor





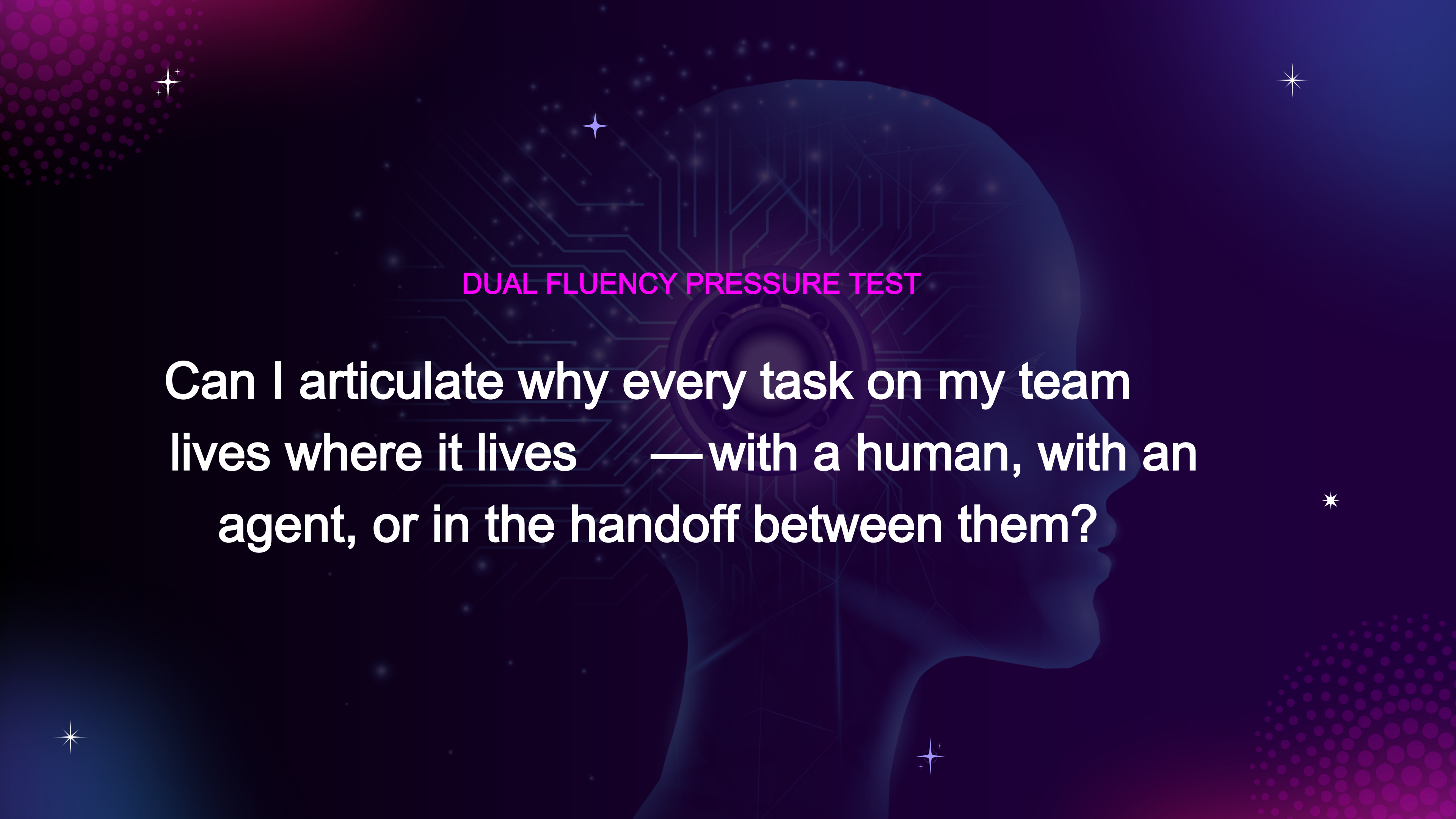
PILLAR ONE

DELEGATION

IS THE NEW SYSTEM

- > **Design Human Roles Around**
 - Strategic
 - Creative
 - Forward-Thinking
 - Worth human time
- > **Design Agent Roles Around ***
 - Repetitive
 - Rules-Based
 - Fast
 - Not worth human effort

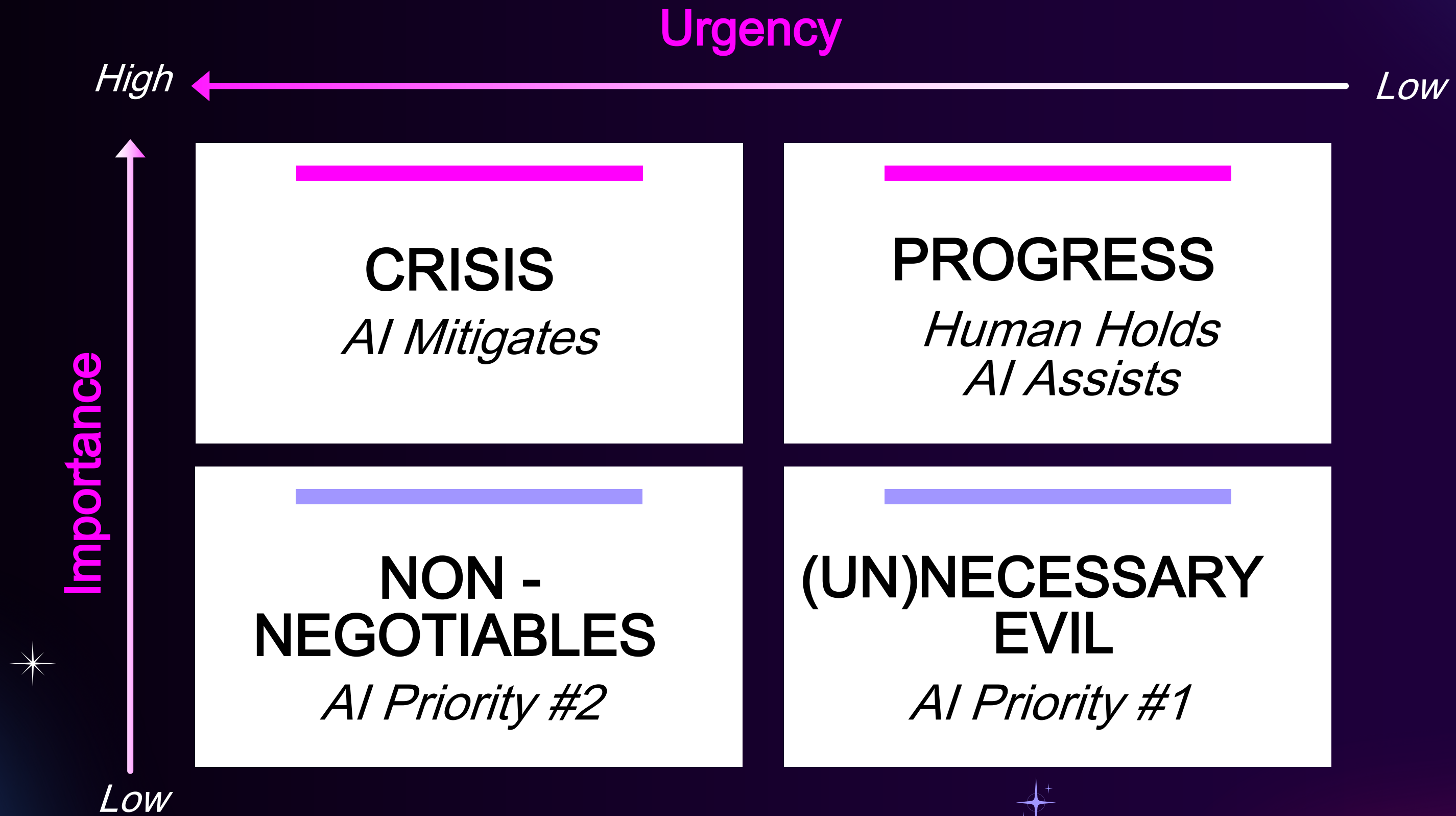
Not task - sorting. Role design.

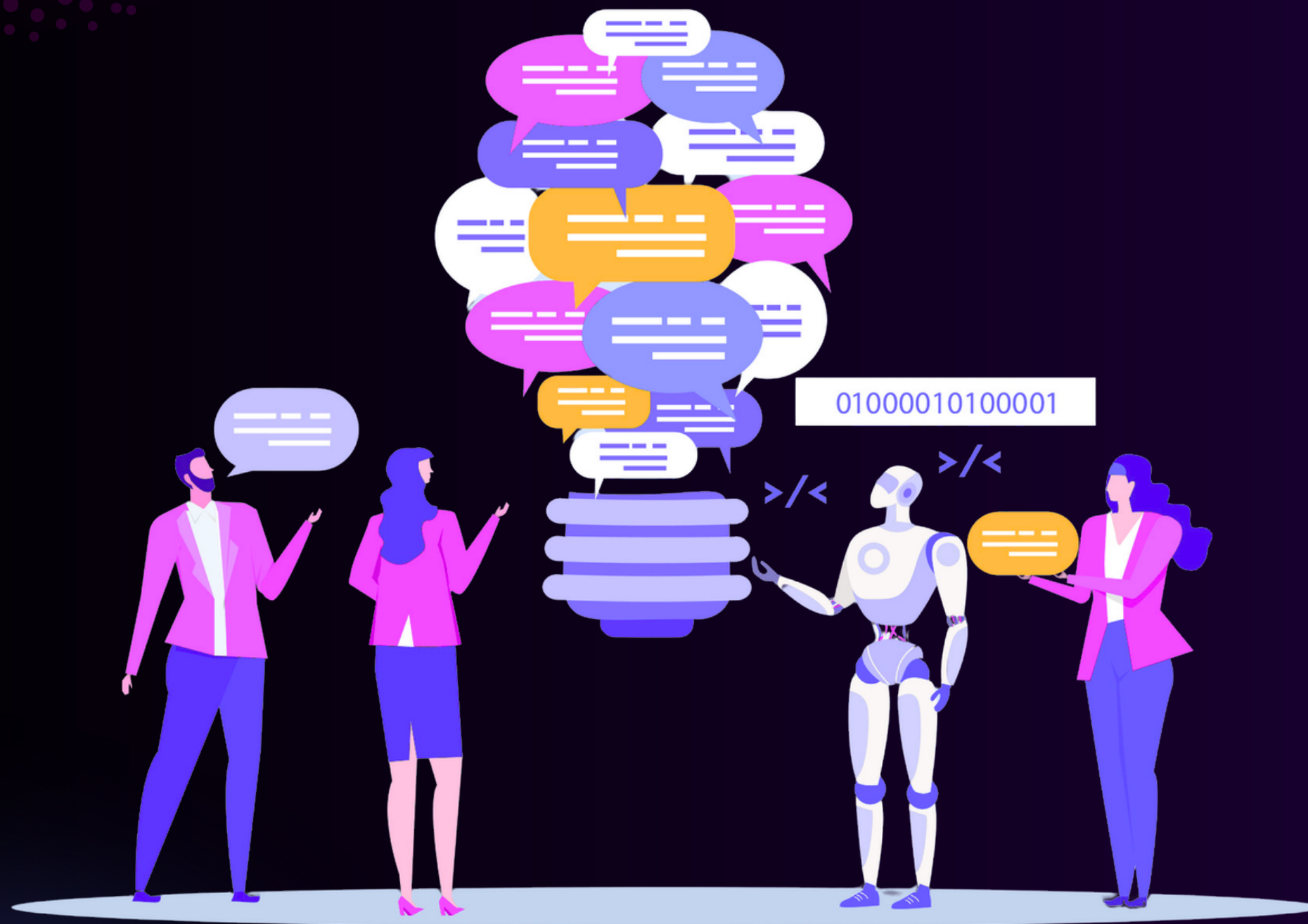


DUAL FLUENCY PRESSURE TEST

Can I articulate why every task on my team
lives where it lives —with a human, with an
agent, or in the handoff between them?

THE EISENHOWER MATRIX





PILLAR TWO

COMMUNICATION

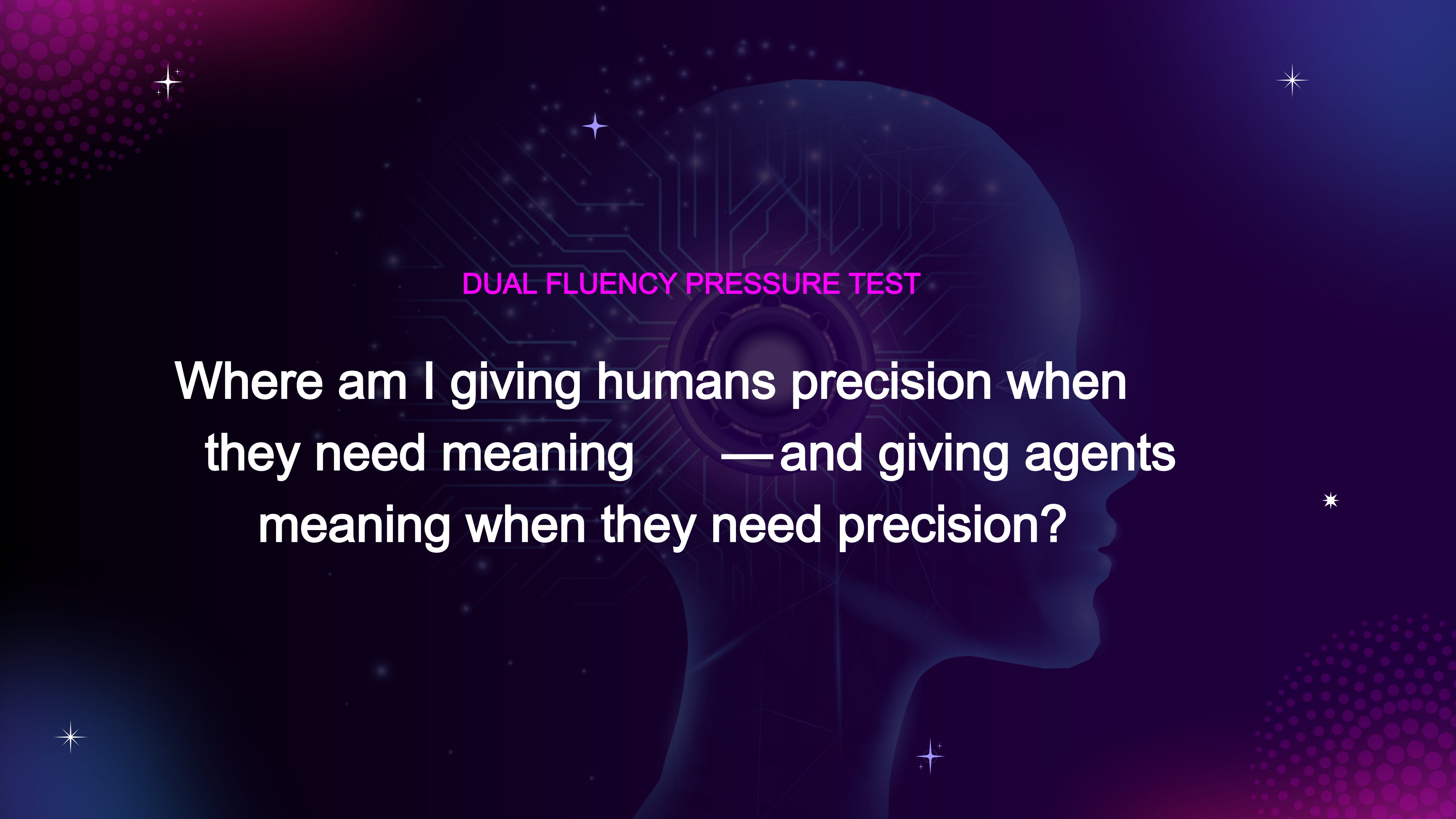
TWO AUDIENCES. TWO LANGUAGES

> Humans Need

- What's in it for them
- Room to question, push back
- To know how their work matters

> AI Needs

- The what, the why, the how
- Explicit constraints and success criteria
- Clear definition of "done"



DUAL FLUENCY PRESSURE TEST

Where am I giving humans precision when
they need meaning —and giving agents
meaning when they need precision?



PILLAR THREE

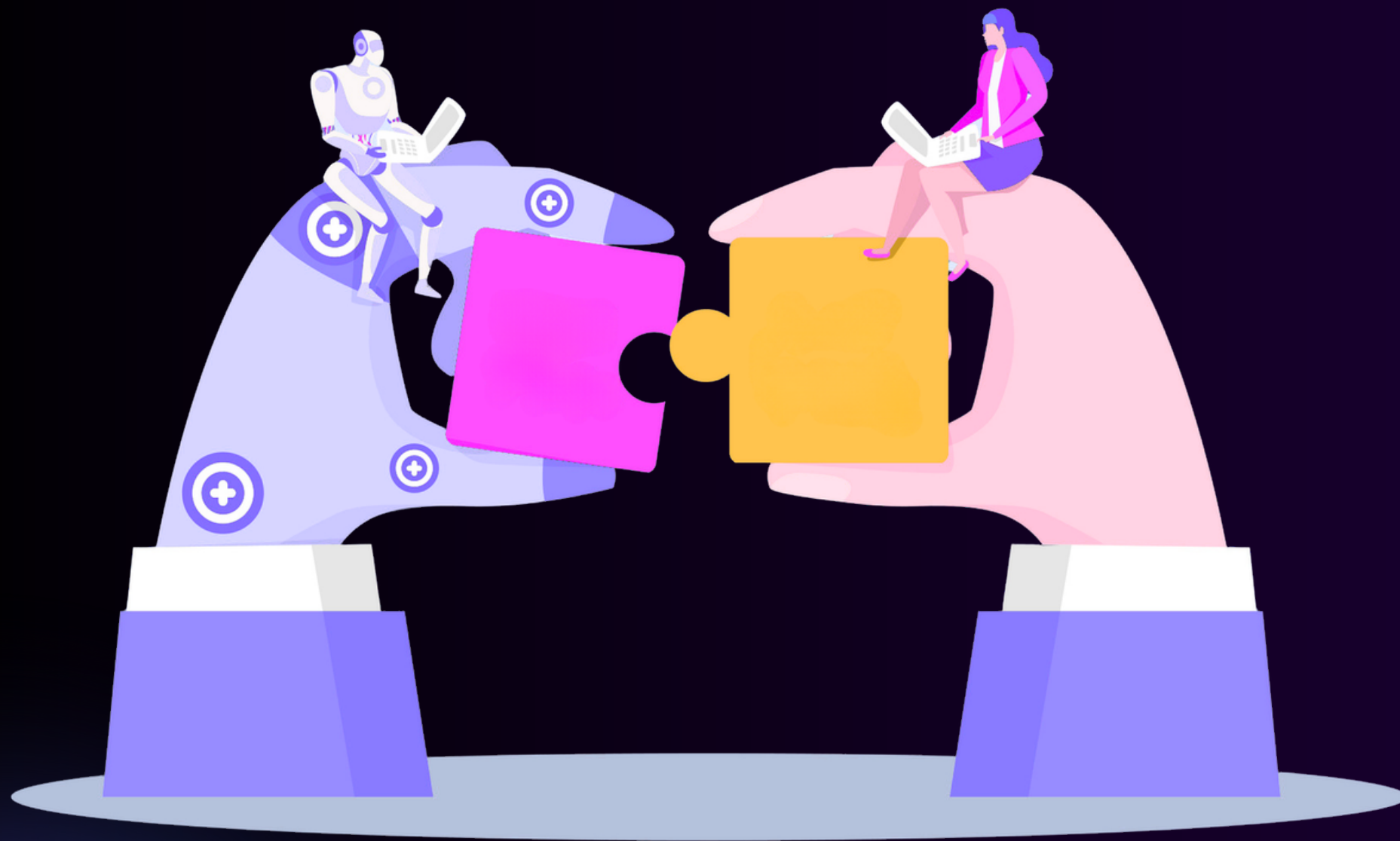
STEWARDSHIP

The deliberate work of protecting, developing, and sustaining your people through the weight of what's left. *



DUAL FLUENCY PRESSURE TEST

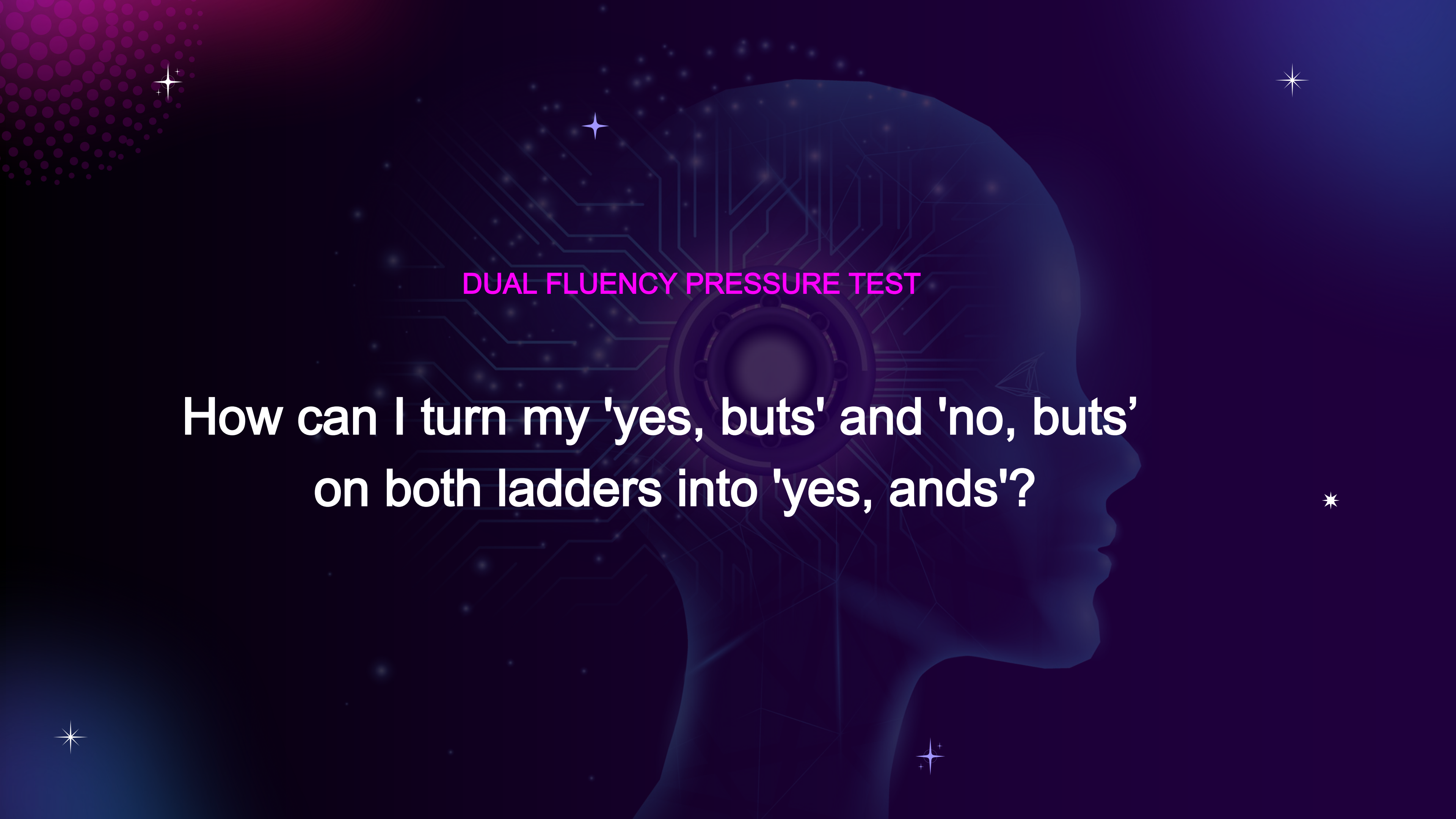
How will you take care of your people
when they're left with *only the heavy work?* *



THE TWO MOST IMPORTANT WORDS IN DUAL FLUENCY

YES, *AND*

*The discipline that builds stamina on both
ladders.*



DUAL FLUENCY PRESSURE TEST

How can I turn my 'yes, buts' and 'no, buts'
on both ladders into 'yes, ands'?

YOUR DUAL FLUENCY SNAPSHOT

YOUR DUAL FLUENCY GUIDE

Lauren Patel
AAIMZ

YOUR PULSE CHECK
Score yourself on each ladder. Be honest — this is just for you.

PEOPLE LEADERSHIP Leading people through major change					AI FLUENCY Leading AI into your team's work				
1	2	3	4	5	1	2	3	4	5

DUAL FLUENCY PRESSURE TESTS

THE RUNGS

RUNG 1 — CAPABILITY
Have I moved from "doing it well" to "knowing it well enough to teach it, scale it, or systematize it" — on both sides?

RUNG 2 — SCALING
Have I built systems that run without me — and developed people who can lead them — on both sides?

RUNG 3 — INTEGRATION
Have I integrated humans and AI as one operating system — and developed the leadership to hold them together?

THE PILLARS

DELEGATION — The System
Can I articulate why every task on my team lives where it lives — with a human, with an agent, or in the handoff between them?

COMMUNICATION — The Mechanism
Where am I giving humans precision when they need meaning — and giving agents meaning when they need precision?

STEWARDSHIP — The Anchor
How will I take care of my people when they're left with only the heavy work?

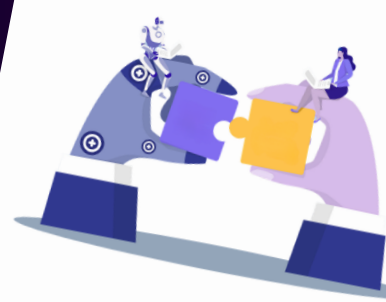
YOUR DUAL FLUENCY SNAPSHOT

1. WHERE I AM
Leadership: ☐ 1 ☐ 2 ☐ 3
AI: ☐ 1 ☐ 2 ☐ 3

2. MY NEXT RUNG
Leadership: _____
AI: _____

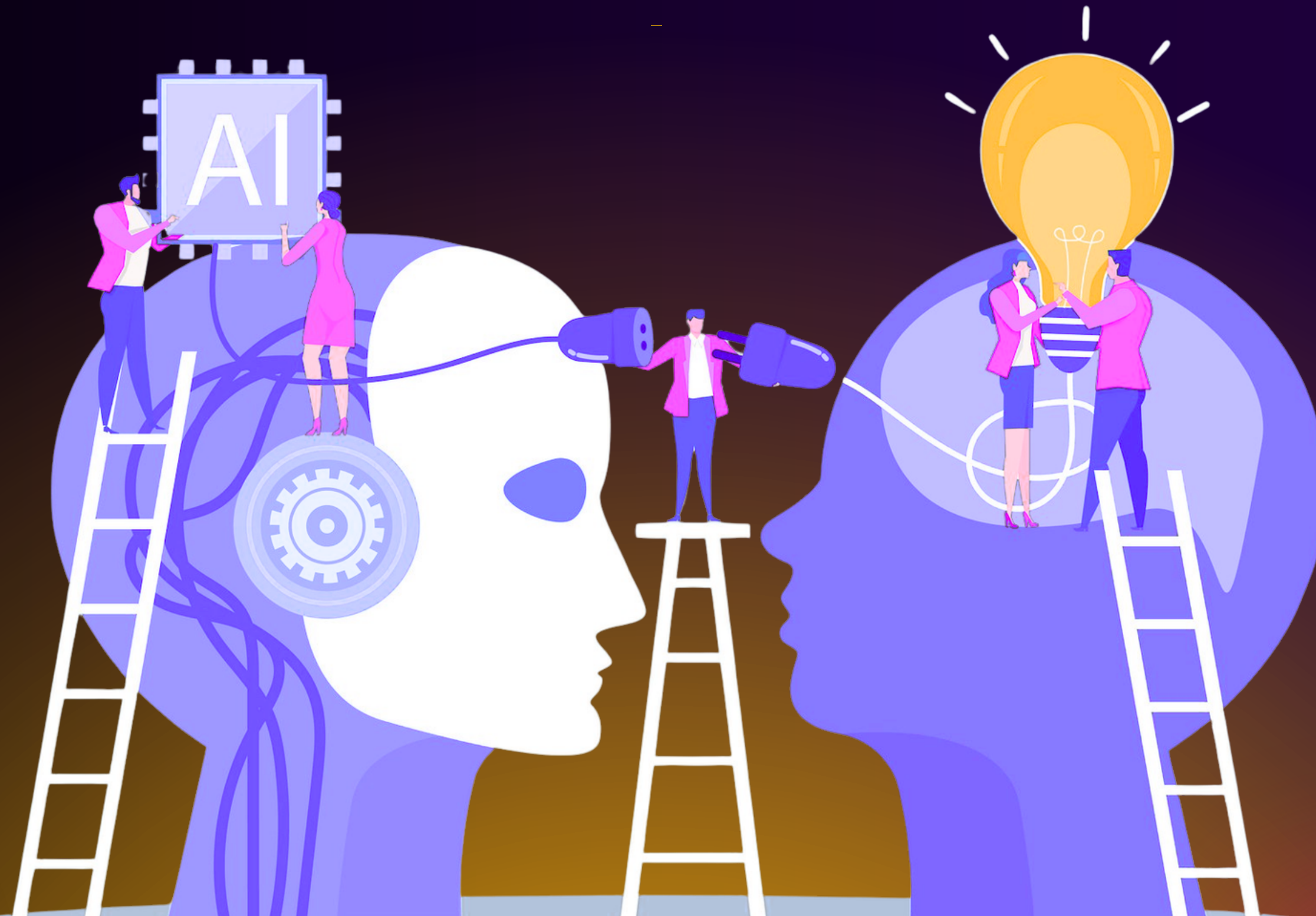
3. ONE COMMITMENT
Leadership: _____
AI: _____

THE YES, AND
How will I turn my "yes, buts" and "no, buts" on both ladders into "yes, ands"?



BUILD TOGETHER. LEAD TOGETHER.

Build both ladders. Stand on the platform. Lead it all as one.





THANK YOU!

Lauren Patel

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