

THE AUGMENTATION STRATEGY: THRIVING IN THE AI ERA

Augmentation—using AI to enhance human expertise—delivers superior productivity and organizational stability compared to pure automation, which often leads to quality degradation and worker resistance.

AUTOMATION VS. AUGMENTATION

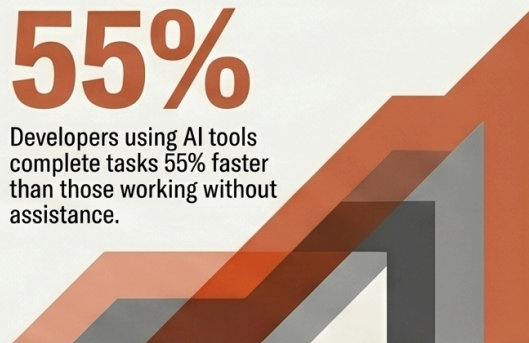
AUGMENTATION OUTPERFORMS AUTOMATION

Augmentation enhances human capability for higher productivity; automation often causes quality loss and friction.

MASSIVE GAINS IN TASK SPEED

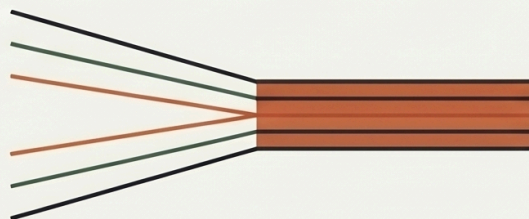
55%

Developers using AI tools complete tasks 55% faster than those working without assistance.



THE SKILLS COMPRESSION EFFECT

AI assistance narrows performance gaps, benefiting novice workers more than established experts.



SOFTWARE DEVELOPMENT

Task Completion Speed:
55% Faster



CONSULTING

Task Quality & Volume:
12-25% Improvement



CUSTOMER SERVICE

Average Resolution Rate:
14% Increase

BUILDING ORGANIZATIONAL RESILIENCE



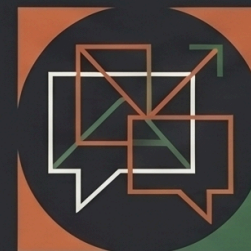
DEVELOP HYBRID SKILLS

Workers must combine deep domain expertise with evolving AI literacy and critical evaluation.



PRIORITIZE PROCEDURAL JUSTICE

Involving workers in deployment decisions builds trust and ensures fairer implementation outcomes.



TRANSPARENT COMMUNICATION FRAMEWORKS

Leaders must explicitly commit to "augmentation over automation" to maintain the psychological contract.