

FUTURE

Assess readiness for the next version of frontline service work

Use a 1-5 score for each statement: 1 = Not ready yet, 2 = Inconsistent, 3 = Developing, 4 = Mostly ready, 5 = Strong and reliable.

1. Clarity Under Pressure

- Explains issues clearly when customers are upset. 1-5
- Summarizes the problem without making the customer repeat everything. 1-5
- Explains next steps in simple language. 1-5
- Avoids long, confusing explanations when direction is needed. 1-5

Subtotal _____

2. Empathy That Reduces Effort

- Recognizes when customers have already spent too much time getting help. 1-5
- Avoids asking customers to repeat information that should already be available. 1-5
- Responds to frustration with ownership, not scripts. 1-5
- Combines empathy with a useful next action. 1-5

Subtotal _____

3. Judgment and Sense-Making

- Identifies the real issue when the customer explanation is unclear. 1-5
- Asks clarifying questions before taking action. 1-5
- Separates customer emotion from the operational problem. 1-5
- Knows when escalation, exception handling, or supervisor support is needed. 1-5

Subtotal _____

4. Written Communication

- Writes clear, useful, professional customer updates. 1-5
- Includes status, next step, and timeline when available. 1-5
- Avoids vague phrases that do not help the customer. 1-5
- Documents issues clearly enough for another team to act. 1-5

Subtotal _____

5. AI Collaboration Readiness

- Reviews AI-suggested responses and spots what is missing or unclear. 1-5
- Adjusts tone, clarity, or detail before sending AI-assisted messages. 1-5
- Understands that AI output still requires human judgment. 1-5
- Uses AI support without losing ownership of the customer experience. 1-5

Subtotal _____

6. Adaptability and Learning Agility

- Adapts well when processes or tools change. 1-5
- Learns from coaching and applies feedback quickly. 1-5
- Stays effective when issues do not follow the standard script. 1-5
- Shows curiosity and willingness to improve communication skills. 1-5

Subtotal _____

Total score

Add all six subtotals. Total possible score: 120.

Your total _____

Do not use the score as a label. Use it to find the next development or placement decision.

What your score means

The score is a planning signal. Review the lowest-scoring area first, then decide whether the next move is coaching, placement, training, or AI-readiness support.

Score	Readiness level	What it means
96-120	Strong readiness	Well positioned for more complex AI-enabled work. Keep strengthening coaching and
72-95	Developing readiness	A useful foundation, but readiness varies. Target the weakest areas first.
48-71	At risk	May struggle as routine work is automated and contacts become harder
Below 48	Not ready yet	Current model may not support future demands. Start with highest-risk areas.

Lowest score? Start here

Clarity

Use explain-it-back drills, process explanation, and next-step clarity practice.

Empathy

Coach agents to reduce effort: avoid repeats, recognize burden, and take useful action.

Judgment

Use scenario practice, clarifying questions, and escalation decision review.

Writing

Review real updates, notes, tickets, and AI-assisted messages for usefulness.

AI collaboration

Train agents to review, adjust, and own AI-generated responses.

Adaptability

Build coaching rhythms, feedback practice, and change readiness before adding complexity.

Key takeaways

- AI does not remove the need for human communication. It changes which human skills matter most.
- As routine work becomes automated, agents will handle more exceptions, emotions, escalations, and judgment-based moments.
- Use the results to guide development and placement, not to label people permanently.