



The human advantage: A practical workbook for developing the skills that matter in an AI world

AI is undeniably having a huge impact, changing how we work, learn and make decisions day-to-day. But rather than reducing the need for human skills such as judgement, communication, curiosity and empathy, increased use of AI makes them even more essential for career success.

This short workbook will help you focus on your current strengths, consider how our human skills can improve the way we use AI and develop your own skills further through practical actions. Let's get started.

Section 1: Rate your human skills

The first step is to consider how well you apply some of the human skills which are becoming more important in an AI world. Score yourself from 1 to 5 for each statement. Be honest - this isn't a test, it's about identifying which areas you may want to develop.

- 1 = rarely true
- 3 = sometimes true
- 5 = always true

Judgement

I know when an AI-generated answer needs further checking.

/5

I can weigh up different sources of information before making a decision.

/5

I consider the wider consequences of a recommendation, not just the numbers.

/5

My score:

/15

Critical thinking

I question assumptions rather than accepting an answer at face value.

/5

I can spot gaps, inconsistencies or potential bias in information.

/5

I ask useful follow-up questions when something does not seem right.

/5

My score:

/15

Communication

I adapt how I explain information for different audiences.

/5

I can make complex financial information clear and relevant.

/5

I listen carefully before responding or recommending a course of action.

/5

My score:

/15

Empathy and relationship-building

I consider how a decision or message may make someone feel.

/5

I can recognise when a client or colleague needs reassurance, clarity or to be challenged.

/5

I build trust through the way I communicate.

/5

My score:

/15

**Ethical awareness**

I think carefully about privacy, confidentiality and responsible use of data. /5

I would challenge an AI-generated recommendation that felt unfair or inappropriate. /5

I understand that accountability cannot simply be passed to a tool. /5

My score: /15

Adaptability

I am willing to test new tools and ways of working. /5

I can change my approach when new information comes to light. /5

I focus on how technology can improve my work rather than simply replace tasks. /5

My score: /15

What your scores mean**12-15: A current strength**

You use this skill confidently and consistently. Consider how you could build on it even further.

8-11: A skill to keep practising

You already use this skill in some situations, but there may be opportunities to apply it more consistently.

3-7: An area to explore

This skill may be something you are less confident with or that is harder to apply in your current work or studies. What's one small action that could help you develop it?

Section 2: Put your human skills into practice

AI can be an incredibly useful tool but it doesn't always understand the full context. Take a look at these everyday scenarios and think about where human skills still make a real difference.

An AI tool gives you a clear answer to a work or study question, but it does not explain where the information came from. **What would you do next?**

AI drafts an email for you, but the wording is too formal and could be misunderstood by the person receiving it. **What would you change?**

AI summarises a set of figures accurately and reports a fall in profit, but does not explain what caused it. **What additional information or context would you look for?**

An AI-enabled system flags something as unusual. There may be a simple explanation, but you do not have enough information to be sure. **What would you do before making a decision?**

Section 3: Finding your human advantage

Look back at the previous sections and complete the below statements.

My strongest skill is:

An example of when I use it well is:

This skill is valuable because:

The skill I want to develop is:

One action I will take this week is:

Section 4: Your 4-week human skills challenge

Look back at the previous sections and complete the below statements.

Week 1: Notice

Identify one task where your human input improves the way AI is used or the quality of its output.

What did you notice?

Week 2: Question

Choose one AI-generated answer, assumption or recommendation and take time to question or check it rather than accepting it immediately.

What did you do differently?

Week 3: Connect

Have at least one conversation where you actively focus on listening, empathy and understanding the wider context. **What difference did it make?**

Week 4: Reflect

Spend some time considering the below questions:

What did AI help me do faster?

Where did my input improve the outcome?

Which human skill made the biggest difference?

What will I keep developing?