MODULE OVERVIEW

Team benchmarking with AI: From findings to action

Adaptive module | ~20 min

The pace of change has sped up: 39% of key skills will have changed by 2030 (World Economic Forum), and anything we have not yet updated may already be out of date within a year. In this module, benchmarking, long left to consultants, becomes an everyday team practice: an attitude of openness and curiosity, delegating monitoring to AI (human filter, verified sources), and above all taking action, because observation changes nothing unless it leads to a decision.

LEARNING OBJECTIVES

01 Develop a benchmarking attitude shared by the whole team: looking at what is done elsewhere, successes and failures alike.

02 Set up three monitoring practices everyone can use: shared monitoring, sharing in meetings, and visits.

03 Delegate monitoring to an AI agent while keeping the human filter and checking sources and confidentiality.

04 Turn each finding into action (an experiment, a visit, a steering committee) by adapting it rather than copying it.

WHO IT'S FOR

Any team, managers and team members alike, that wants to stay up to date and turn its findings into action.

- **Prerequisite:** none

HOW THE MODULE WORKS

Self-paced, with practice tailored to each learner.

1 **Self-assessment**: on 9 dimensions, to gauge current habits and guide the practice.

2 **Expert video**: 10 minutes, with 3 pauses for reflection.

3 **Practice scenarios**: the first 2 chosen from the self-assessment, then 16 optional ones. Every answer gets feedback: what it leads to, and one way to improve.

4 **Dated commitment**: one action to try, written by the learner or picked from the suggestions.

5 **Memo to download**: key takeaways, questions, commitment, personal notes and checklists.

A SAMPLE PRACTICE SCENARIO

An AI agent gives Léna her monitoring summary: a large city authority reportedly cut calls to its switchboard by 40% thanks to a chatbot. Léna's manager wants a briefing note for elected officials citing this figure by Thursday. Léna hasn't opened the source article. What does Léna do?

ASSESSMENT AND COMPLETION

Pass mark: 80%

The score takes into account your answers to the practice scenarios, your commitment and, where relevant, any additional learning activities. Passing requires a commitment and a score of at least 80%.

METHODS & MODELS

- Benchmarking as an ongoing mindset – based on Robert C. Camp (Xerox, 1989)
- Test and learn / quick experiments – inspired by Lean Startup, Eric Ries (2011)
- Shared monitoring + "keep / adapt / leave out" grid – Afthonios method
- Monitoring augmented by an AI agent – human-in-the-loop principle

SOURCES & REFERENCES

- World Economic Forum, Future of Jobs Report, 2025: 39% of workers' current skills will be transformed or become outdated by 2030
- World Economic Forum, Future of Jobs Report, 2025: 59% of the global workforce will need training by 2030
- Robert C. Camp, Xerox, 1989 – ten-step benchmarking process
- Taylor, Russ-Eft & Chan, Journal of Applied Psychology (2005) – learning through observation, practice, and skill transfer

Module created by Afthonios.com.

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