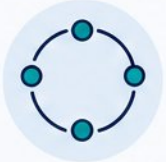


How to Assess My Team's AI Literacy: A Practical Workflow



- **AI literacy:** foundation for responsible workplace AI use, not technical mastery



- **Assess without overwhelming:** define → scope → measure → interpret → act → repeat



- **Matters now** for team leads, training managers, and educators



- Leave with a **repeatable process** and **ready-to-use templates**

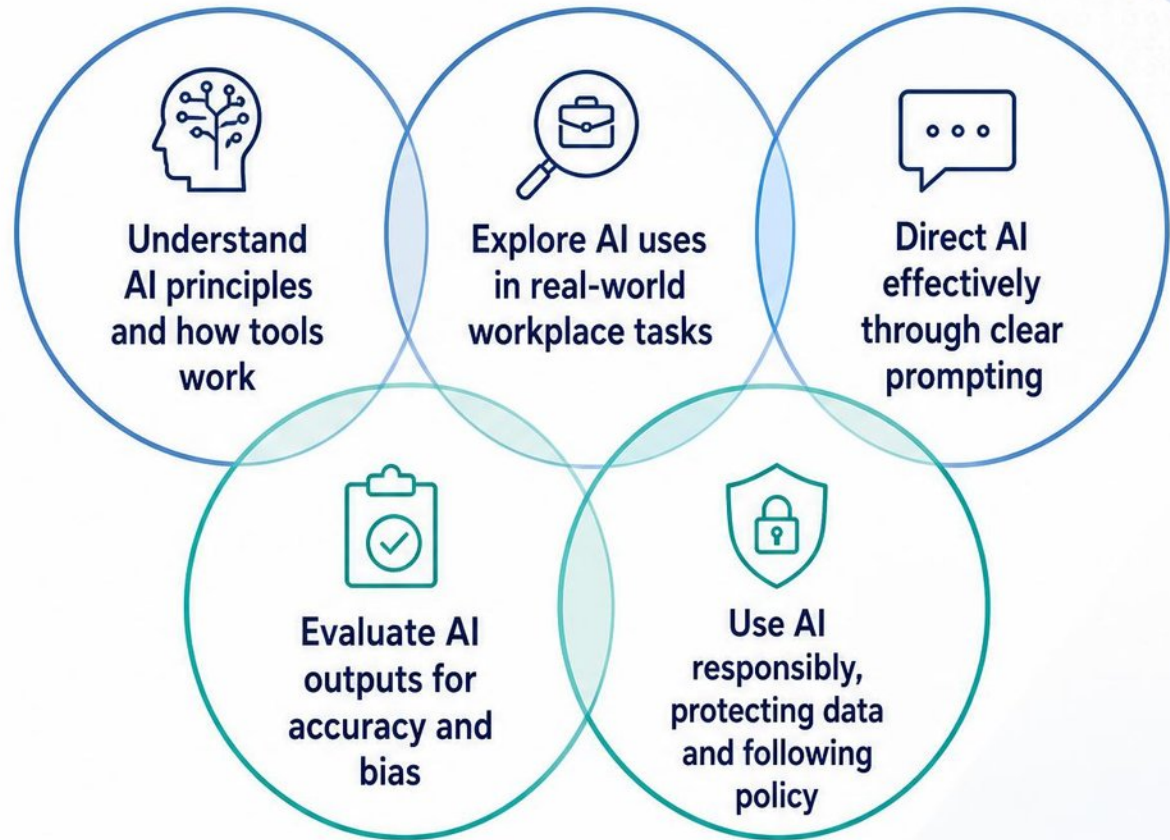


What AI Literacy Actually Means

AI literacy is a foundational set of competencies to use and evaluate AI responsibly, not technical mastery.

The DOL framework defines five content areas:

- Understand AI principles and how tools work
- Explore AI uses in real-world workplace tasks
- Direct AI effectively through clear prompting
- Evaluate AI outputs for accuracy and bias
- Use AI responsibly, protecting data and following policy



AI literacy is distinct from prompt engineering or data science.



A shared definition prevents vague or subjective assessments.

Scope the Assessment: Roles, Groups, and Readiness



- Decide what to measure: individual knowledge, team capability, or organizational readiness



- Map capability requirements by role; one benchmark rarely fits everyone



- Use four persona groups: leaders, knowledge workers, technical staff, frontline staff



- Prioritize gaps that create the most risk to avoid assessment fatigue

MAP CAPABILITY REQUIREMENTS BY ROLE



LEADERS



KNOWLEDGE
WORKERS



TECHNICAL
STAFF



FRONTLINE
STAFF



Choosing Assessment Methods That Actually Work



Self-report surveys:
quick pulse checks,
measure confidence



Strengths

Fast to administer
Captures perceptions
and confidence



Weaknesses

Subject to bias
May not reflect actual
behavior or skill



Multiple-choice quizzes:
knowledge verification,
compliance checks



Strengths

Easy to administer
Consistent and fair



Weaknesses

Tests recall, not application
Can encourage guessing



Scenario simulations:
test applied judgment
in real work tasks



Strengths

Assesses real-world
decision making
High relevance



Weaknesses

Takes more time
Requires thoughtful design



Always pair self-reports
with objective
measures



Strengths

More complete picture
Stronger, more reliable
insights



Weaknesses

Requires more planning
and coordination



- Match the method to your purpose and decisions
- Use a mix of methods to balance speed, depth, and relevance
- Focus on what the results will inform
- Review and refine your approach regularly

Build a Practical AI Literacy Assessment



- Turn competencies into observable tasks across awareness, application, evaluation, and responsible use



- Use scenario-based items grounded in real work tasks, not abstract AI concepts



- Create a simple rubric with behavioral anchors so non-specialists can score consistently



- Pilot with a small cohort, gather feedback, and refine before rollout

Assessment Rubric with Behavioral Anchors

Scenario Prompt	Performance Levels			
	 Awareness	 Application	 Evaluation	 Responsible Use
 ...	...	...	...	...
 ...	...	...	...	...
 ...	...	...	...	...

Run the Assessment Without Causing Panic



- Frame as diagnostic, not pass/fail



- Communicate purpose and protect data privacy



- Set clear expectations on how results are used



- Use 20–30 minute sessions per person



- Prepare rollout checklists for in-person, remote, hybrid

ROLLOUT CHECKLISTS



IN-PERSON

☐	_____
☐	_____
☐	_____
☐	_____
☐	_____



REMOTE

☐	_____
☐	_____
☐	_____
☐	_____
☐	_____



HYBRID

☐	_____
☐	_____
☐	_____
☐	_____
☐	_____

Interpreting Results Without Overreacting



- Separate knowledge gaps from confidence gaps



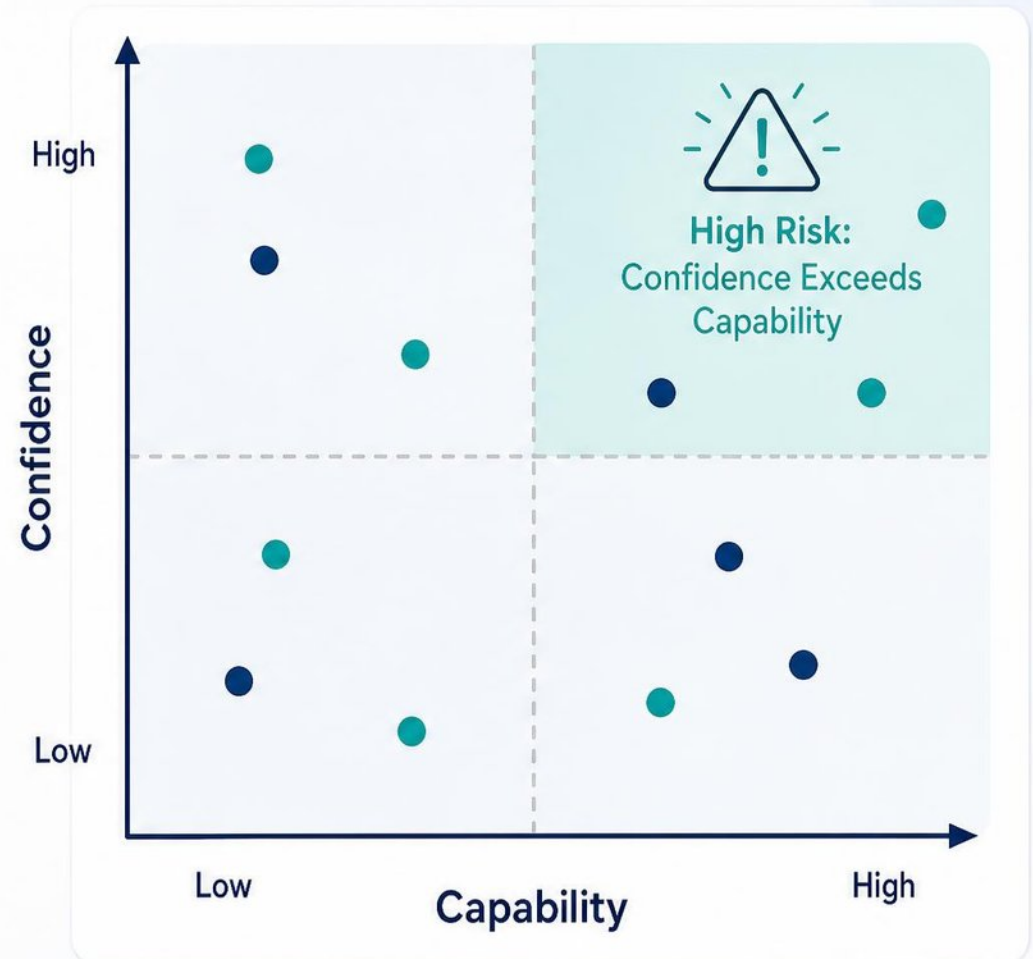
- Focus on team patterns, not just individual scores



- Watch for confidence far exceeding capability



- Prioritize development needs by risk and impact



From Assessment to Action

- Map gaps to training, resources, and workflow changes.
- Prioritize quick wins before long-term capability building.
- Personalize paths by dimension: prompting, evaluation, workflow, ethics.
- Communicate findings constructively to individuals and leadership.



Make Assessment a Repeating Workflow



- Set realistic reassessment cadence as AI tools evolve



- Track progress with lightweight checks, not full re-exams



- Embed feedback loops so the workflow improves over time



- Monitor metrics: adoption, quality gates, incidents, confidence trends



Templates, Tools, and Common Objections



- Ready-made toolkit: questionnaire, scenario bank, rubric, and development plan



- 2026 frameworks: DOL AI Literacy Framework and CFTE proficiency model



- Counter objections: fear of judgment, time limits, and "we already use AI"



- Emphasize growth, safety, and team-level insight

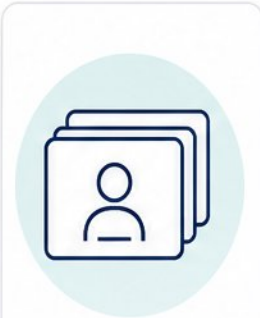


- Use validated scales: MAELS self-report and AICOS objective test

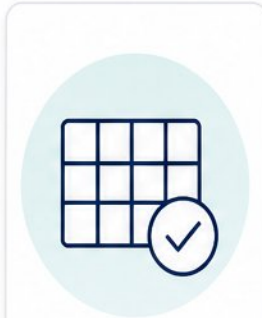
TEMPLATES, TOOLS, AND FRAMEWORKS



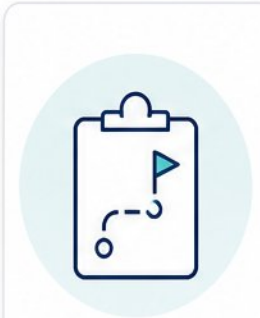
QUESTIONNAIRE
TEMPLATE



SCENARIO
BANK



RUBRIC
TEMPLATE



DEVELOPMENT
PLAN

COMPETENCY MATRIX (RECURRING MOTIF)

Your End-to-End Checklist



- **Define:** agree on AI literacy dimensions and target groups



- **Scope:** map roles and prioritize high-risk gaps



- **Design:** select methods, write scenario items, build rubrics



- **Run:** pilot, communicate purpose, collect data efficiently



- **Interpret:** analyze gaps, avoid overreaction, prioritize needs



- **Act:** assign training owners, set 90-day review, reassess

Immediate Next Steps for Your Team



Team leads:

- run a 20-minute pilot scenario session and score four dimensions



Training managers:

- adapt the questionnaire and map role-specific needs



Educators:

- embed scenario-based items into existing activities



- Set a baseline, schedule a 90-day reassessment, and document progress for leadership



Key Takeaways and Resources



- ▶ AI literacy: baseline capability, not technical expertise



- ▶ Combine self-report with objective, scenario-based tasks



- ▶ Analyze gaps by dimension and role, not overall score



- ▶ Target development by role; reassess on a cadence



- ▶ Resources: DOL Framework, CFTE Model, validated scales



**DOL
Framework**



**CFTE
Model**



**Validated
Scales**

PersonWise.

PersonWise • AI digital-human course platform



Scan the code or click anywhere to watch this course live, with voice Q&A

personwise.ai/t/6d2632f0/public