Category

Strategy

Human-Centric Strategy in High-Tech Environments Playbook

Keeping the human experience central to strategy as automation and AI capability expand

- Executive
- Intermediate
- Template Included

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- 4 minute(s)

Overview

A framework for deliberately protecting human-centric design — employee experience, customer relationship quality, ethical consideration — as a strategic priority alongside technology-driven efficiency gains, rather than letting it erode by default.

Isn't "human-centric" in tension with efficiency-driven automation

strategy? Not necessarily — this playbook treats them as two objectives to balance deliberately, not automatically opposed. Some automation improves the human experience (removing tedious work); some erodes it (removing meaningful human judgment or connection) — the framework helps distinguish which is which.

Who should own this — technology or HR/customer experience?

Genuinely cross-functional. Technology leaders drive the capability; HR and customer experience leaders bring the perspective on what actually preserves versus erodes the human experience — this playbook needs both at the table.

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