



Human capability: The key to realizing AI ROI

Every business is facing the ongoing 'Do more with less' challenge – and executives are betting on AI to solve it – looking to increase productivity, innovation and customer experience while reducing cost and resources. But as AI investment scales,¹ so does the pressure to prove it is working. However, work itself has changed – the tasks people perform, the skills and capabilities that matter, and what good performance looks like is fundamentally different in an AI-enabled workplace.

The majority allocation of AI budgets is focused on technology infrastructure with **under 10%**² being spent on the people working with it. This creates a severe imbalance where companies are over-indexing on tools and underestimating the impact of human capabilities needed to realize ROI.



¹ Deloitte State of AI 2026

² Deloitte's CTO on a stunning AI transformation stat: Companies are spending 93% on tech and only 7% on people | Fortune, December 2025

Most organizations are focused on AI adoption, not AI optimization

With the race to increase efficiency, the understanding of how work has shifted and what drives effectiveness can be overlooked. Short-term efficiencies can help to justify pilot ROI, but across the organization – with each employee, in different departments and in different roles – usage frequency may not equate to quality of output.

Each person brings a unique set of skills and capabilities to working with technology that impacts how they approach and engage with AI to complete tasks. Not accounting for variances in how people collaborate with AI and the quality of the output has real risk to organizational performance. The pressure within organizations to increase adoption without a clear roadmap for where AI will provide the most impact often leads to investment in tools without workforce readiness to use them well – missing the opportunity to turn AI into measurable value.

The human drivers of AI ROI

Overlaying rapidly evolving technology onto old ways of working without the understanding of how human behavior and the nature of job performance itself has changed can create a costly blind spot. Research shows that many organizations invest in AI tools before building the workforce skills, processes, and change-readiness needed to unlock real value.⁴

AI misuse and over-reliance are common, confidence doesn't always equal competence, and over-trust can lead to missed errors while under-trust can lead to lost efficiency. Ultimately, deploying AI is only the first step. What separates high performing organizations is their ability to understand, measure and develop the human capabilities that make AI work.

Organizations taking a tech-focused approach are 1.6x more likely to not realize returns on AI investments that exceed expectations compared to those that take a human-centric approach.

Sue Cantrell, David Mallon, Aniket Bandekar, and Simona Spelman, *Scaling your human edge*, Deloitte Insights2Action (October 2025)⁵

Most leaders are mistaking basic access or adoption metrics for transformation. This 'enablement illusion' is hiding risks and draining ROI.

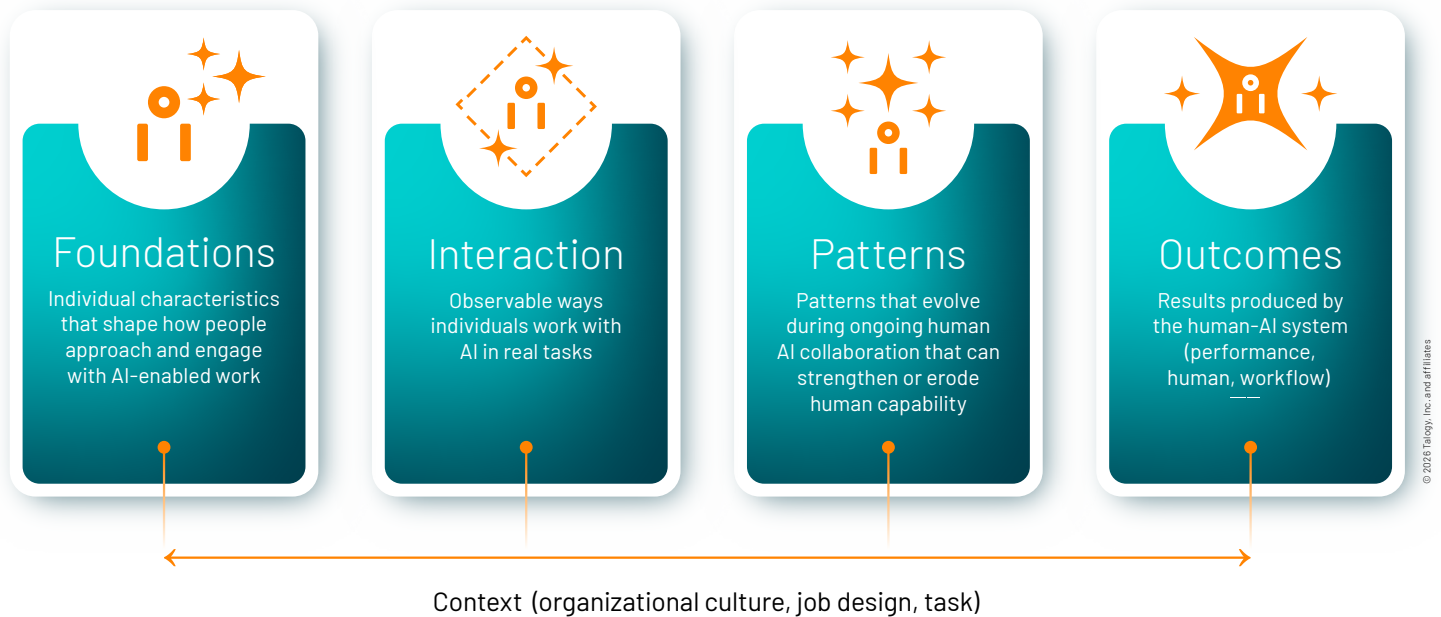
Swagatam Basu, Senior Director Analyst, Gartner HR Practice (May 2026)³

³ [Gartner Predicts by 2027, 50% of Enterprises Without a People-Centric AI Strategy Will Lose Their Top AI Talent](#) Gartner HR Practice, May 2026

⁴ [McKinsey Global AI Survey 2025](#)

⁵ [Scaling your human edge](#) Deloitte, October 2025

Talogy Human AI Collaboration Model



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Grounded in science and focused on the future, Talogy helps organizations maximize the impact of human AI collaboration, by looking beyond the question of whether people can use a tool to understand the human capabilities required to effectively work with AI and deliver meaningful performance.

By combining insights from multiple scientific disciplines- including I/O psychology, human factors, cognitive science, and educational psychology – our Human AI Collaboration model helps to answer:

- How do a person's foundational capabilities and skills shape how effectively they use AI? → **Foundations**
- How effectively do people work with AI in real tasks? → **Interaction**
- Does collaborating with AI enhance people's skills and improve performance over time, or does it ultimately erode their capabilities? → **Patterns**
- What changes as a result of the collaboration? Does productivity and quality increase? How well do people make more accurate, reasonable decisions or apply their knowledge and skills to new situations? → **Outcomes**



The people-powered AI advantage

AI investment truly pays off when human AI collaboration is understood, enabled and optimized. Talogy helps identify and develop the skills people need to work critically, creatively, and thoughtfully with AI to achieve results no machine or person could achieve alone - providing insight into how these job design shifts are changing performance, outcomes, and how value is realized.

Technology doesn't deliver value on its own. Value is created by the people who use it. By aligning AI adoption with human capability, we help you build the talent strategies needed to move confidently into the future. Technology accelerates impact, but lasting value comes from people- their curiosity, ambition, drive and judgment that turn innovation into meaningful progress.

See how Talogy can help deliver
on your AI investment.

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