



SMB AI Readiness Assessment

Personalized Readout

Prepared For

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Assessment Date: 02/01/2026

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AI Readiness & Responsible Adoption

Welcome

Thank you for completing the SMB AI Readiness Assessment.

This readout provides a practical, plain-language summary of how your business is currently using AI, where strengths exist, and where gaps or risks may emerge as usage grows.

This assessment is designed specifically for **small and mid-sized businesses**. It is not a technical audit or compliance review. Instead, it offers **directional insight** to support better decisions, clearer ownership, and more confident use of AI in everyday work.

How to use this report:

- Start with the Executive Summary for a high-level view
 - Review the category insights to understand specific strengths and gaps
 - Use the recommendations section as a short-term action guide
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Executive Summary

Overall AI Readiness Level: Emerging (2.7 / 5)

Based on your responses, your business currently shows an **Emerging** level of AI readiness.

At this stage, AI is clearly present in the business and already providing value in certain areas. At the same time, usage appears uneven, with stronger leadership awareness than supporting structure, guidance, or shared practices.

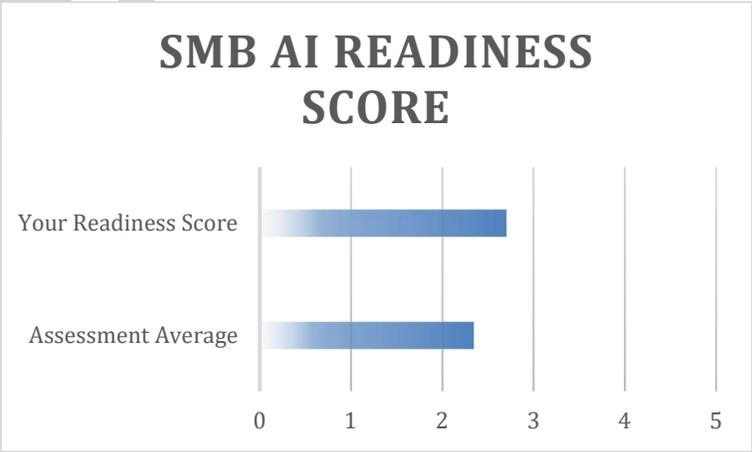
In practical terms:

- AI is being used, but not always with a clear connection to business outcomes
- Leadership judgment is strong, but guardrails and guidance are still forming
- The business is not at high risk today, but risk exposure could increase as AI use grows

Key Insight

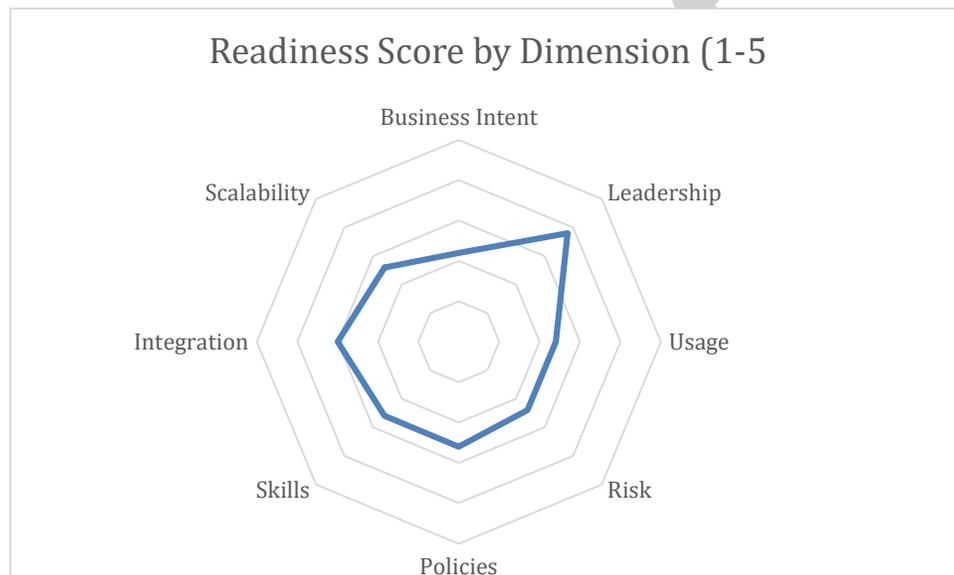
Your biggest opportunity right now is alignment.

You do not need "more AI." You need clearer intent, shared expectations, and light-weight structure so AI use scales in a way that supports the business instead of creating hidden risk.



Overall Readiness Snapshot

The chart below shows how AI readiness is distributed across key areas of your business. Effective AI adoption is rarely about excelling in one area, it comes from **balance across intent, usage, judgment, and risk awareness**.



Your scores across the assessment show a **mixed but promising pattern**, which is common for small businesses adopting AI organically.

- **Strongest area:** Leadership & Decision Ownership (3.8)
- **Most constrained areas:** Business Intent & Value (2.2), Everyday AI Usage (2.4), Risk Awareness & Guardrails (2.4)
- **Overall pattern:** Uneven readiness driven by early adoption without shared structure

This suggests that AI adoption has largely been **bottom-up and tool-driven**, rather than guided by explicit business intent or formal practices. That approach often works early—but can

create confusion or risk later if not addressed deliberately.

Uneven scores are common in growing businesses and often reflect **organic AI adoption without formal structure**.

Category Insights

The sections below translate your assessment scores into real-world meaning for a growing business like yours.

Business Intent & Value

Score: 2.2 / 5

This score reflects how clearly AI use is connected to business goals, outcomes, and real operational needs.

Your responses suggest that AI is being explored and used, but the **“why” behind AI usage is not yet fully defined or shared**. This can lead to experimentation that feels useful in the moment but is hard to evaluate or scale.

What's working

- Openness to using AI in the business
- Recognition that AI can improve efficiency or decision-making

Where to pause and reflect

- AI use may be driven more by *what tools can do* than by *what the business needs*
- It may not be clear which problems AI is supposed to solve first

Questions worth asking

- What specific work do we want AI to make easier, faster, or better?
 - How would we know if AI use was actually successful?
 - Which outcomes matter most right now—and which don't?
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Leadership & Decision Ownership

Score: 3.8 / 5

This is your strongest area and an important one.

Your responses indicate **clear leadership awareness** around AI use and a strong sense that human judgment still matters. This is a critical foundation for responsible AI adoption.

What's working

- Comfort stepping in when AI output doesn't look right
- Clear sense that AI should support—not replace—decision-making
- Willingness to say "no" to AI use that feels misaligned

Where to be careful

- Strong personal judgment can become a bottleneck if expectations aren't shared
- Others may not know when or how to escalate AI-related concerns

Questions worth asking

- Do others know when AI decisions should be reviewed?
- Is ownership clear if AI output affects customers or money?

- What decisions should *never* be left to AI alone?
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Everyday AI Usage

Score: 2.4 / 5

This score reflects how AI is actually being used day-to-day across the business.

Your responses suggest AI use is **present but inconsistent**, with individuals experimenting in their own ways rather than through shared practices.

What's working

- AI is already helping with certain tasks
- There is comfort using AI for support work like writing, analysis, or planning

Where risk can creep in

- AI usage may depend heavily on individual skill or caution
- Outputs may not always be reviewed before being used downstream

Questions worth asking

- Where is AI being used most often today?
 - Which uses are low-risk, and which deserve review?
 - Are we comfortable with how AI outputs are being reused or shared?
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Risk Awareness & Guardrails

Score: 2.4 / 5

This area looks at awareness of AI-related risks such as incorrect output, data exposure, or unintended consequences.

Your responses suggest **general awareness**, but limited shared guardrails.

What's working

- Recognition that AI can be wrong
- Some awareness of data sensitivity

Where attention is needed

- Expectations may live "in people's heads" rather than being shared
- Others may not know what *not* to put into AI tools

Questions worth asking

- What data should never go into an AI tool?
- How would we know if AI created a problem?
- Who needs to be informed if something goes wrong?

Policies & Practical Guidance

Score: 2.6 / 5

This score reflects whether people know what is acceptable, expected, and off-limits when using AI.

Your responses indicate **informal guidance**, which is common—and workable—for small teams, but fragile as usage grows.

What's working

- A general sense of what "feels right"
- Flexibility that supports speed

Where clarity would help

- New employees may not know expectations
- Informal rules can be interpreted differently by different people

Questions worth asking

- Could someone new explain our AI expectations accurately?
- Are there any uses we would be uncomfortable discovering later?
- Do our current "rules" scale beyond today?

Skills, Confidence & Adoption

Score: 2.6 / 5

This category reflects comfort, confidence, and practical ability to use AI effectively.

Your responses suggest **curiosity and willingness**, with uneven skill levels.

What's working

- Openness to learning

- Some early confidence with AI tools

Where friction can appear

- Results may vary widely depending on who is using AI
- Poor prompts or over-trust can reduce value

Questions worth asking

- Who is most comfortable using AI today?
 - What mistakes are we repeating?
 - Would light guidance improve consistency?
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Integration Into How Work Gets Done

Score: 3.0 / 5

This score reflects whether AI is becoming part of real workflows rather than just a personal productivity tool.

This is a relative strength and suggests AI is beginning to **stick**.

What's working

- AI is supporting real work, not just experimentation
- Some repeatable usage patterns are emerging

Where to be mindful

- Integration may still be informal

- AI outputs may not always be reviewed before action

Questions worth asking

- Which workflows rely on AI today?
- Where should review be required?
- What happens if AI is unavailable or wrong?

Readiness to Scale Responsibly

Score: 2.6 / 5

This area reflects preparedness to expand AI use over the next 6–12 months.

Your responses suggest **awareness without full preparation**, which is a healthy place to be—if addressed intentionally.

What's working

- Recognition that AI use will grow
- Openness to improving structure over time

Where caution is needed

- Scaling without clarity can amplify small risks
- Structure added too late can feel restrictive

Questions worth asking

- What changes if AI use doubles?
- What breaks first—people, process, or trust?

- When would outside perspective be helpful?
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Key Risk & Exposure Highlights

Based on your responses, the most meaningful risks to monitor are:

- **Unclear business intent** — AI use may grow faster than alignment
- **Informal guardrails** — Expectations may not scale with team growth
- **Inconsistent usage patterns** — Results and risk vary by individual

These are **not problems today**, but they are common pressure points as AI adoption increases.

Practical Recommendations (Next 30–90 Days)

The goal of these recommendations is not to slow down AI use, but to **add just enough clarity and structure** so AI continues to support the business as usage grows.

Do Now: Low Effort, High Value

These actions require minimal time but significantly reduce confusion and risk.

- **Clarify AI intent**
 - Agree on 2–3 business problems where AI should help today.
 - Be explicit about what AI is *not* being used for yet.
- **Make decision ownership visible**

- Clearly state who has final responsibility when AI output affects customers, money, or commitments.
 - Ensure others know when to escalate questions or concerns.
 - **Set basic data boundaries**
 - Align on what information should never be entered into AI tools.
 - Share this guidance informally if needed—but share it consistently.
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Do Soon: Build Confidence and Consistency

These steps help improve quality and trust without heavy process.

- **Normalize review habits**
 - Decide where AI output must be checked before use.
 - Focus on judgment, not perfection.
 - **Compare usage patterns**
 - Identify where AI is being used effectively and where it's causing rework.
 - Look for repeatable practices worth sharing.
 - **Reduce skill gaps**
 - Share examples of what "good AI use" looks like in your context.
 - Encourage learning without pressure or fear.
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Prepare for Later: If AI Use Expands

These are not urgent—but they become important as AI use increases.

- **Lightweight guidance**
 - Capture expectations in a simple, usable format.
 - Avoid policies that slow work or feel disconnected from reality.
- **Workflow awareness**
 - Identify where AI becomes part of critical processes.
 - Decide where human review must remain mandatory.
- **Periodic reflection**
 - Revisit AI readiness as usage evolves.
 - Treat this as an ongoing capability, not a one-time decision.

Closing Thought

AI adoption in small businesses often succeeds first and formalizes later. The key is **timing**—adding clarity early enough to guide growth, but not so early that it creates friction.

You are well positioned to do this deliberately.

Disclaimer

This assessment is based on self-reported responses and provides directional insight only. Additional discovery may be required to fully assess risk, scope, or readiness needs.

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