

A LATTICE WEBINAR

Continuous Performance in the AI Era

Leveraging AI Without Losing
Human Judgment



August 4, 2026 | Mia Remar · Noel Banerjee · Ben Kaye · Spencer Uttley

Welcome!

- We'd love to answer your questions! Please submit your questions on the Q&A tab. 🙋
- If you would like to see a demo of Lattice press the "Request a Demo" button on the top right of your screen.
- There are some great articles and ebooks in the "Docs" tab.
- This session is being recorded and you'll receive the recording via email after the event.
- You will receive your SHRM and HRCI at the end of the webinar.
- Reactions welcome — drop a 🙌 or 🔥 in the chat as we go
- We love feedback — please complete our short event survey at the end 📝



Introductions



Mia Remar

VP, People
Lattice



Noel Banerjee

Sr. L&D Program Manager
Lattice



Ben Kaye

Director of Product
Management
Lattice



Spencer Uttley

Staff Product Manager
Lattice



Tell us in the chat...

**Is your performance review
process delivering impact that
matches the time and effort it
requires?**



Agenda

01 Continuous Performance in Practice

Mia Remar & Noel Banerjee

02 From Conversation to Context

Live product walkthrough — Ben Kaye

03 Evidence-Based Review Drafts

Live product walkthrough — Spencer Uttley

04 Why Lattice

Closing — Mia Remar

05 Live Q&A

Submit questions any time in the Q&A tab



PART 1 · MODERATED CONVERSATION

Continuous Performance in Practice

Mia Remar, VP People,
Noel Banerjee, Senior L&D Program Manager



Why Continuous Performance Has Been So Elusive

1

Beyond the Review

The appraisal event itself is just a mechanism. The real value lies in cultivating growth, not just measuring it at a single point in time.

2

Continuous Coaching

Shift focus from crafting the "perfect" annual summary to driving regular, high-impact conversations and authentic guidance all year long.

3

The Tooling Gap

True real-time alignment has been historically elusive because HR leaders lacked the intuitive enablement systems to make continuous feedback seamless.



Building Performance Around Manager Moments

1

Understand & Set Goals

Start by understanding your direct reports and establishing clear, aligned goals early on.

2

Establish Rhythms

Layer in consistent manager rhythms, including weekly touchpoints and regular 1:1s.

3

Continuous Growth

Commit to regular feedback and development chats instead of just once-a-year events.

4

Everyday Moments

Recognize feedback in everyday micro-moments: Slack messages, doc comments, and meetings.



Set the Expectation Up Front



Coaching Managers

In Lattice's Manager Blueprint program, we coach managers on giving and receiving feedback effectively.



Two-Way Cadence

We ask managers to set expectations early, establishing regular, two-way conversations with each direct report.



No Surprises

When feedback happens continuously, nothing in the formal performance evaluation comes as a surprise.



Where Humans Naturally Fall Short



Cognitive Limits & Bias

Our brains aren't built to recall six months of performance or spot unbiased patterns.



The Subjectivity Trap

One of the hardest parts of managing is establishing an objective standard of what "good" actually looks like.



AI as a Thought Partner

AI bridges the gap by connecting real evidence to expectations, supporting decisions instead of making them.



Capturing the Coaching Moments That Get Lost



The Permanence Barrier

Writing constructive feedback feels too permanent, causing people to avoid it. Spoken coaching flows naturally but is easily forgotten.



Capture Spoken Coaching Live

Agent in 1:1s seamlessly transcribes live discussions, identifying patterns over time without adding administrative overhead.



Prepare Managers for Action

Agent in 1:1s synthesizes past coaching touchpoints, equipping managers with structured context to lead highly effective feedback loops.



One Connected Story, Not Disconnected Artifacts



A Single Narrative

Performance is a continuous journey across goals, updates, 1:1s, and ongoing coaching.



Fairer Decisions

Connecting daily touchpoints enables complete reviews, removing reliance on memory.



Early Signals

An upward trend in updates usage suggests emerging adoption worth keeping an eye on.



Impact You Can Measure

42%

Less Time

Lattice's internal
Evidence-Based Review cycle

47%

Less Time

Average across like cycles

Both results show a parallel trend:

EBR delivers massive administrative time-savings with absolutely no drop in overall review quality.



Quality Beyond Speed

Consistent metrics across goal attainment, retention, and engagement demonstrate that performance standards remained high.



Review Stability

Fewer calibration changes indicate stronger initial alignment and higher review data accuracy upfront.



Mitigating Recency Bias

Capturing key performance highlights continuously throughout the year replaces memory gaps with balanced evidence.



PART 2 · LIVE PRODUCT WALKTHROUGH

From Conversation to Context

Ben Kaye, Director of Product Management



The Problem: Context Gets Scattered



Meeting Overload

A typical manager runs a dozen 1:1s and team meetings a week



Scattered Data

Agendas, decisions, and feedback are fragmented across calendars, docs, and Slack



Recency Bias

Prepping for reviews means relying on memory or digging through six months of notes



Silent Failure

This is exactly where bias creeps in, and where continuous performance quietly breaks down



Where AI Fits, and Where It Doesn't



Where AI Fits

The Heavy Lifting

Synthesis, pattern-matching, and pre-meeting preparation.

Capture & Connection

Automating administrative workflows and linking continuous performance context.



Where It Doesn't

Human Core Values

Bringing genuine judgment, deep empathy, and ultimate accountability.

Decisions & Relationships

Navigating hard conversations and making deliberate leadership choices.



LIVE DEMO



PART 3 · LIVE PRODUCT WALKTHROUGH

Evidence-Based Review Drafts

Spencer Uttley, Staff Product Manager



From “Recall, Then Write” to “Review and Refine”



The Friction

Review writing is a high-friction chore — hours spent hunting for context across six months of fragmented notes before writing a single word.



The Flip

Evidence-Based Review Drafts flips that: the draft is already waiting for you when you open the review.



What's Next

A live walkthrough of the platform, from the seat of a manager writing a direct report's review.



LIVE DEMO



Three Hard Lines



No Auto-Ratings

Evidence-Based Review Drafts
never selects a rating



No Auto-Submit

It never submits the review



Accountability

The manager reads, verifies, and
submits — and remains 100%
accountable for accuracy and
tone



What's Next: Vision Casting



Custom Controls

On the roadmap: custom instructions at the review-cycle level, giving admins more control over how the Lattice Agent drafts reviews.



Values-Driven AI

The goal is to let company values and priorities shape the evidence and language the Agent draws on, not just individual performance data.



Rich Talent Views

Zoom out further and admins gain a rich view of talent data — patterns in performance, development actions, and talent distribution across the org.



Delightful Calibrations

That broader lens on interconnected talent data is precisely what sets Lattice apart from basic point solutions.





CLOSING

Why Lattice

Mia Remar, VP People



Continuous Performance, In the Flow of Work



Connected Talent Data

Lattice's advantage is the rich, connected talent data behind every conversation.



Empowering Everyone

It's not just about one review — it's about helping people leaders, managers, and ICs succeed.



Human-Centric AI

AI does the synthesis and pattern-matching; people keep judgment, empathy, and accountability at the center.



LIVE Q&A

Submit your questions in the
Q&A tab — we'll get to as
many as we can 🙋



SHRM and HRCI Credits

Thank you for joining us!

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HRCI



Thank you

