

Transforming Knowledge into Action with AI

From Knowledge to Performance with AI with Christina Tangora Schlachter, PhD



The Challenge

Organizations often invest heavily in training, policies, and reference materials, yet employees still struggle to find the information they need when they need it. Critical knowledge becomes fragmented across hundreds of pages of documentation and multiple systems, slowing decision-making, increasing inconsistency, and reducing productivity.



My Approach

Designed an AI-enabled knowledge support solution that transformed static documentation into an interactive performance resource.

The solution leveraged AI to:

- Organize and summarize complex information
- Provide context-specific guidance
- Recommend next actions
- Improve self-service
- Reduce time spent searching for information
- Rather than asking "Where is the document?", employees could ask "How do I solve this problem?"

Business Impact

- 250+** Pages of training and reference material consolidated
- 40+** Partners supported through a single knowledge resource
- 3600** Clients served
- 90%** Reduce search time for policies and job guidance.

Improved consistency.
Faster performance support.

“
The next evolution of AI isn't generating more content, it's helping people navigate work.
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Key Insight

The future of AI in organizations is not generating more content. It is making organizational knowledge accessible, actionable, and available at the moment employees need it.

When knowledge becomes easier to access, people make better decisions, learn faster, and perform with greater confidence.

The Framework



Information

Use AI to organize trusted content



Knowledge

Humans connect ideas and context



Guidance

Use AI to personalize recommendations



Action

Humans able to make confident decisions



Performance

Improve business outcomes