



Pick your highest-pain AI workflow. Most teams fix what they can see. The leverage is underneath the waterline.

EVENTS — WHAT YOU SEE

The visible symptom. The delay, the rework, the complaint.

e.g. Council memos take 8 days and come back twice for rework.

THE WATERLINE

PATTERNS — WHAT KEEPS HAPPENING

The recurring behaviour over weeks and months.

e.g. The same two reviewers, every time, regardless of stakes.

STRUCTURES — WHAT HOLDS IT IN PLACE

Process, incentives, tools, hand-offs, who owns the step.

e.g. Review mandatory in the system; reviewers measured on catches.

MENTAL MODELS — WHAT WE BELIEVE

The assumption that keeps the structure unquestioned.

e.g. 'Nothing leaves this department unpolished.' Nobody asks what it costs.
