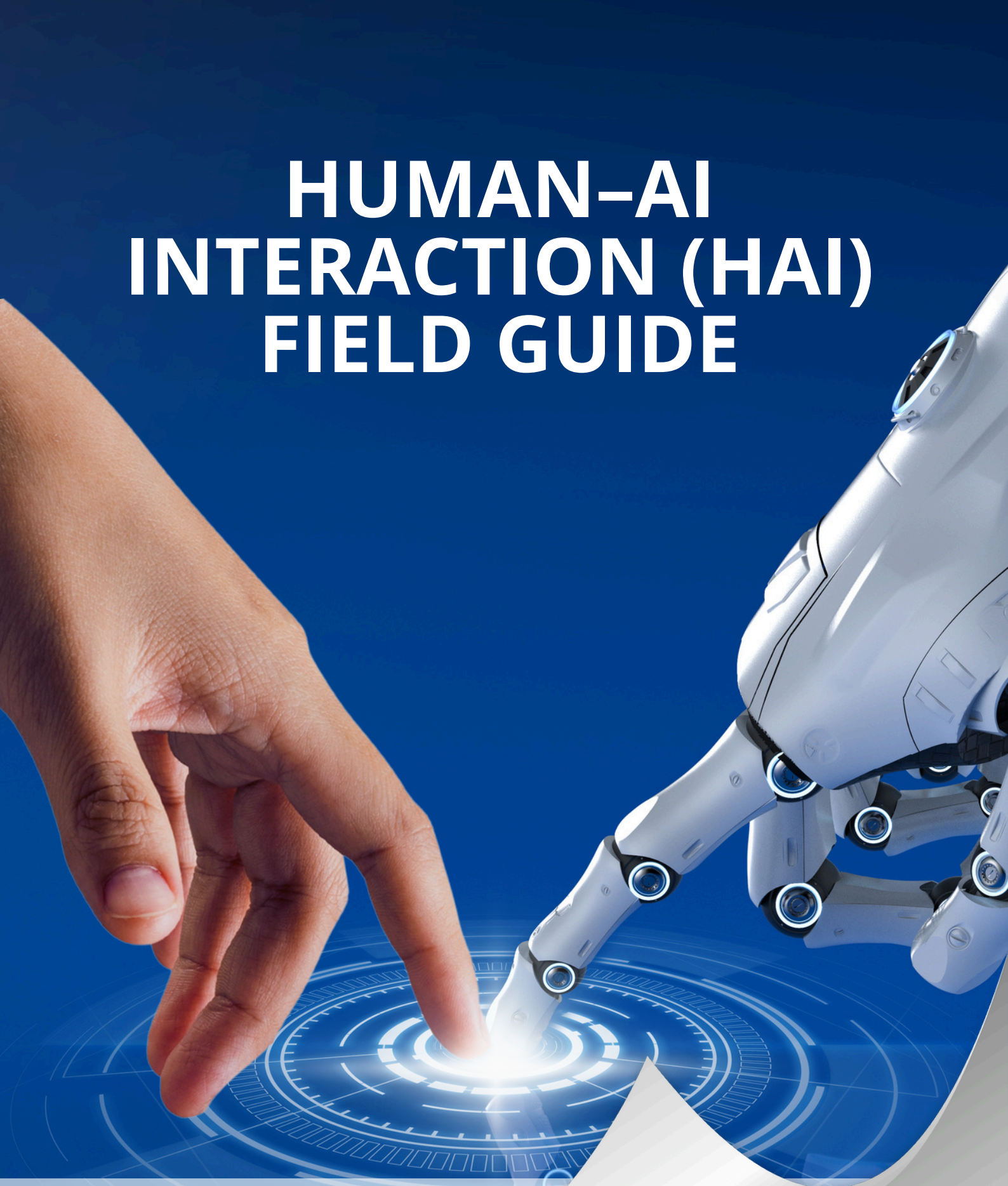
HUMAN–AI INTERACTION (HAI) FIELD GUIDE



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INTRODUCTION & HOW TO USE

The Promise Gap™: Bridging Strategic Intent and Operational Reality

In the race to adopt artificial intelligence, organizations often find themselves caught in the Promise Gap™. This is the space between the high-level potential of AI and the tangible, responsible value it delivers. Closing this gap requires more than technical deployment; it requires a continuous cycle of alignment across three interconnected layers of organizational health.

How to Use This Field Guide

This guide is designed to help you move from initial diagnosis to strategic action. While the Promise Gap™ analysis identified specific signals within your organization, this document provides a high-level framework for stabilizing and scaling your AI initiatives.

THE THREE LAYERS

The BMR Framework Layers

HAI:

(The Trust Lens)

The Foundation of Readiness:
Human-AI integration anchors the system by ensuring adoption begins with empathy and transparency. Without a human-centric foundation, systems fail to scale because trust is absent. HAI focuses on how people and systems learn together.

AVS:

(The Evolve Lens)

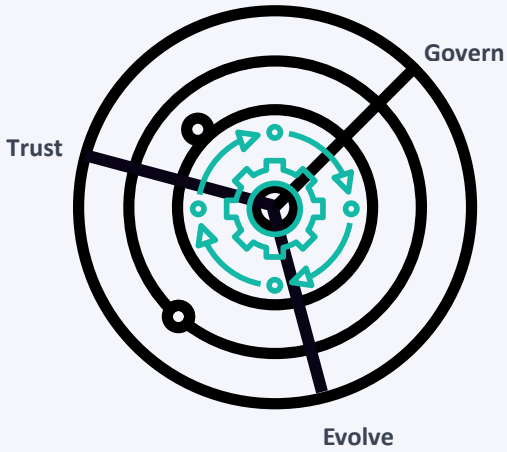
The Bridge to Value:
Adoption and Value Systems translate effort into measurable business and mission impact. While most frameworks measure simple usage, AVS links organizational intent to actual outcomes. It transforms raw adoption metrics into operational value.

IGF:

(The Govern Lens)

The Safeguard Loop:
Institutional Governance Framework enables adaptive governance that scales alongside your technology. IGF embeds accountability into every decision loop, creating a self-sustaining environment that safeguards value while allowing for rapid, responsible evolution.

THE DIAGNOSTIC SIGNAL GLOSSARY



How to Read Your Signals

The following categories represent the twelve distinct signals tracked within the HAI, AVS, and IGF layers. Each signal provides a snapshot of organizational health.

- **Expectation Continuity (HAI):** Measuring how well system performance aligns with user mental models to prevent trust erosion.
- **Operational Resonance (AVS):** Determining if AI adoption is solving core mission problems.
- **Decision Explainability (IGF):** The capacity for leadership to audit and understand why a specific system output was generated.

STRATEGIC COMPARISON & CTA

Traditional Adoption vs. The BMR Framework

Close the Gap

The BMR Diagnostic is the first step in moving from reactive troubleshooting to proactive leadership. We help organizations move beyond the initial diagnosis to implement these layers at scale. Our advisory deep dive provides the architecture to close your specific gap.

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