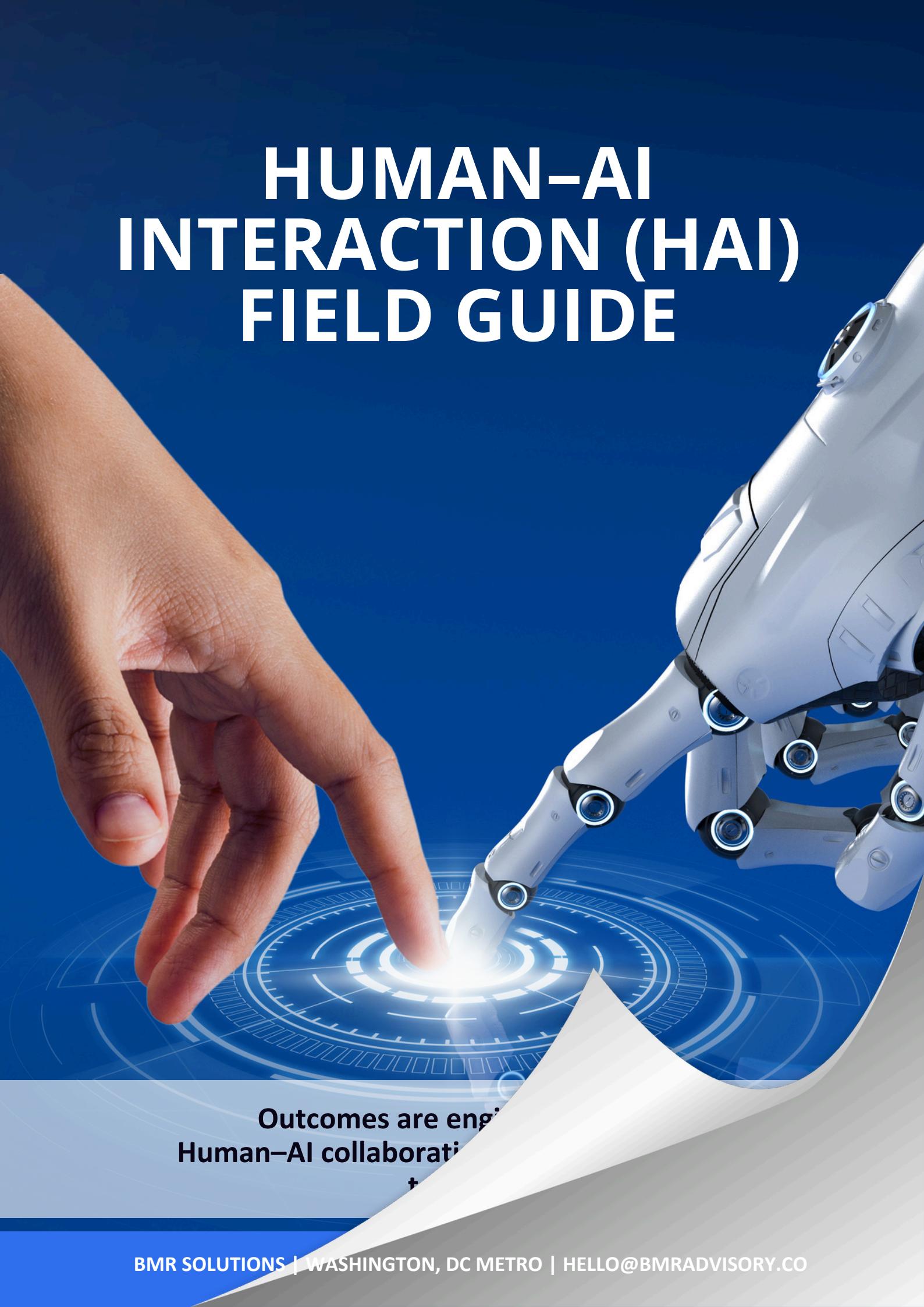


# HUMAN-AI INTERACTION (HAI) FIELD GUIDE



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Human–AI collaborati  
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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.

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# 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 Govern Lens)*

**The Bridge to Value:**

AVS serves as the primary governing mechanism for translating intent into mission value.

### IGF:

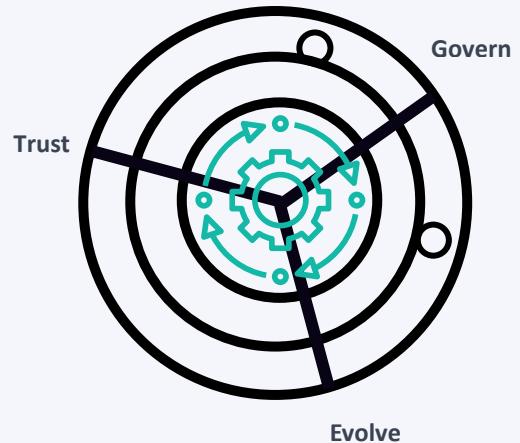
*(The Evolve Lens)*

**The Safeguard Loop:**

IGF is the safeguarding loop that enables rapid, responsible evolution.

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# 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 expectations (mental models) to prevent trust erosion.
- **Operational Resonance (AVS):** Measuring how well system performance aligns with user expectations (mental models) to prevent trust erosion.
- **Decision Explainability (IGF):** The capacity for leadership to audit and understand why a specific system output was generated

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# 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.

### Connect with BMR Solutions

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