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Data & AI

Human-AI Collaboration & AI-Augmented Workforce Playbook

Designing the actual handoff between human and AI work, not just deploying AI alongside people

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- Administrator
- 20 November 2020
- 4 minute(s)

Overview

A framework for designing genuine human-AI collaboration and building an AI-augmented workforce — explicit handoff and escalation design, calibrating appropriate trust in AI contribution, and redesigning workflows around human-AI collaboration rather than simply adding AI tools to unchanged human workflows.

Isn't giving employees access to AI tools sufficient for genuine

human-AI collaboration? Tool access alone often produces limited collaboration value if the surrounding workflow isn't redesigned — genuine collaboration requires explicit design of handoffs (when AI contributes, when humans take over) and appropriate trust calibration, not just tool availability within an otherwise unchanged workflow.

What's "trust calibration" in the context of human-AI

collaboration? Helping employees develop accurate intuition for when to trust AI contribution and when to apply independent judgment — both over-trust (accepting AI output uncritically) and under-trust (ignoring genuinely useful AI contribution) undermine effective collaboration.

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