

# MIND THE GAP: DESIGNING AI FOR HUMAN-AI TEAM SUCCESS

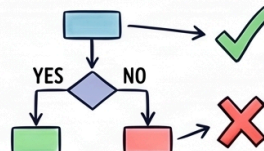
High AI accuracy != superior team outcomes. Humans need accurate mental models of AI's "error boundary" (where it fails) to collaborate effectively.

## 3 PILLARS FOR HUMAN LEARNING & TRUST

### LEARNABLE ERROR BOUNDARIES

#### 1. HIGH PARSIMONY:

Keep failure rules simple

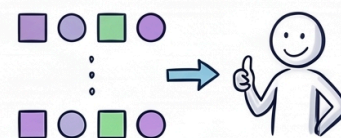


Easy to learn when to override AI!

Simple, concise failure rules help humans easily learn.

#### 2. LOW STOCHASTICITY:

Keep errors consistent

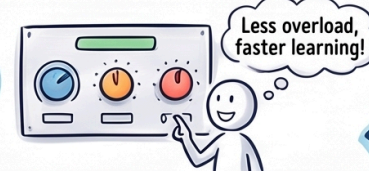


RANDOM ERRORS = DECISION FATIGUE

Deterministic failures build stable trust; random errors cause fatigue.

#### 3. LOW DIMENSIONALITY:

Limit visible features



COGNITIVE OVERLOAD

Presenting fewer, high-salience features prevents cognitive overload & accelerates learning.

## THE AI ACCURACY TRAP

## LEARNABLE ERROR BOUNDARIES (SOLUTION)

High AI accuracy does not guarantee high team performance.

ERROR BOUNDARY = Pattern distinguishing where AI succeeds vs. fails.

ERROR BOUNDARY

FLAWED MENTAL MODELS: Humans accept wrong predictions or override correct ones.

POOR TEAM PERFORMANCE

## SUCCESSFUL HUMAN-AI TEAM!

