WORLD USABILITY DAY LEIPZIG · 12 NOVEMBER 2026 · PAULINUM

Why would you read that?

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AI
AI
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Confession.

Old problems. New scale.

Your colleague is a user.

Your handoff is an interface.

We need to talk about:

01 Competence

02 Ownership

03 Communication

01

COMPLEX ONE

Illusion of Competence.

Ask like an amateur. Get answered like one.

RLHF: it's about feelings, not facts.

HE · PRODUCER

I basically finished this with the AI. I even asked it whether everything was really fine. It wrote tests and ran them. There's maybe the last 10 % missing. So why is he looking at me like I ruined his day?

SHE · REVIEWER

God, that's a lot of stuff. Why is this whole pile being dumped on me at once? Half of it I genuinely can't follow, and I can't ask him either, he doesn't understand it himself. And when I tell him how it should actually be done, he just pastes my answer into his agent.

More output. Quality hard to judge. The **bottleneck** moves to review.

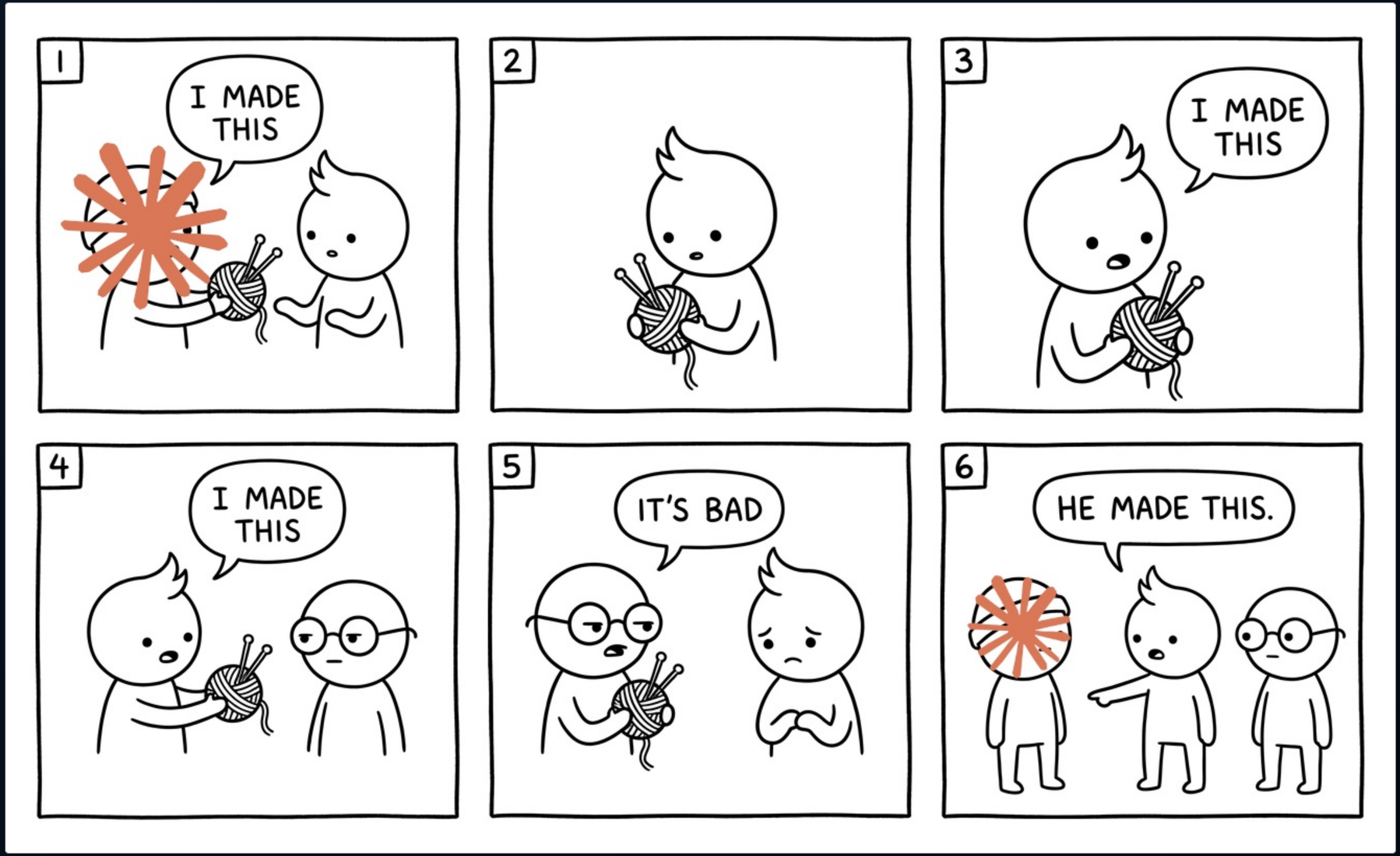
Feedback is a service. You can't **use** it if you don't understand your own work.

02

COMPLEX TWO

Diffusion of Ownership.

Diffusion of responsibility: any number > 1 becomes 0.


1
I MADE THIS
2
3
I MADE THIS
4
I MADE THIS
5
IT'S BAD
6
HE MADE THIS.

CARROT

Right now, all of us are learning. Mistakes are normal. If we back each other up, we all get a rare chance to grow.

STICK

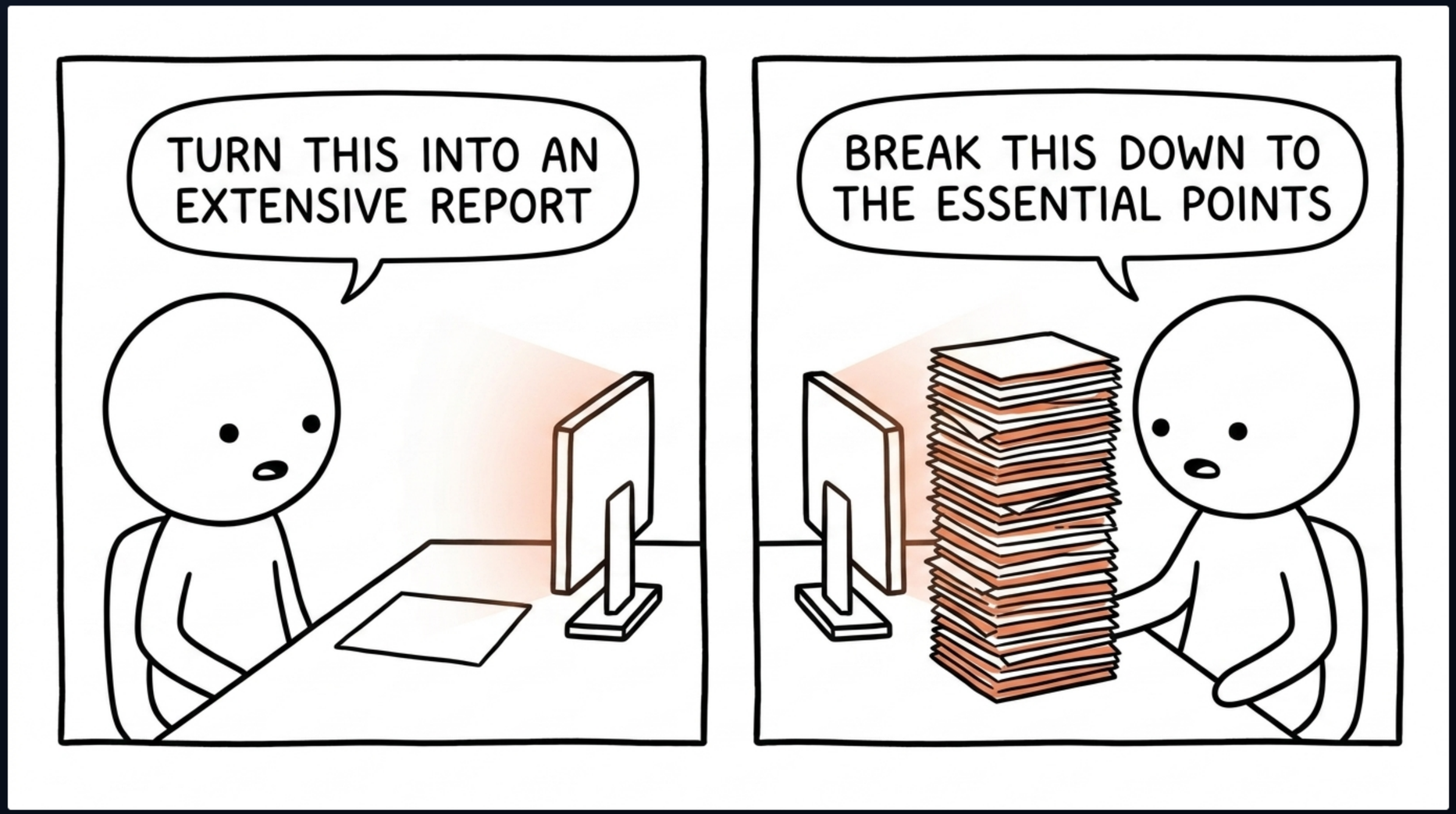
Whoever delivers a result owns its quality, without exception. Use AI, ship its output unchecked, and expect it to be rejected.

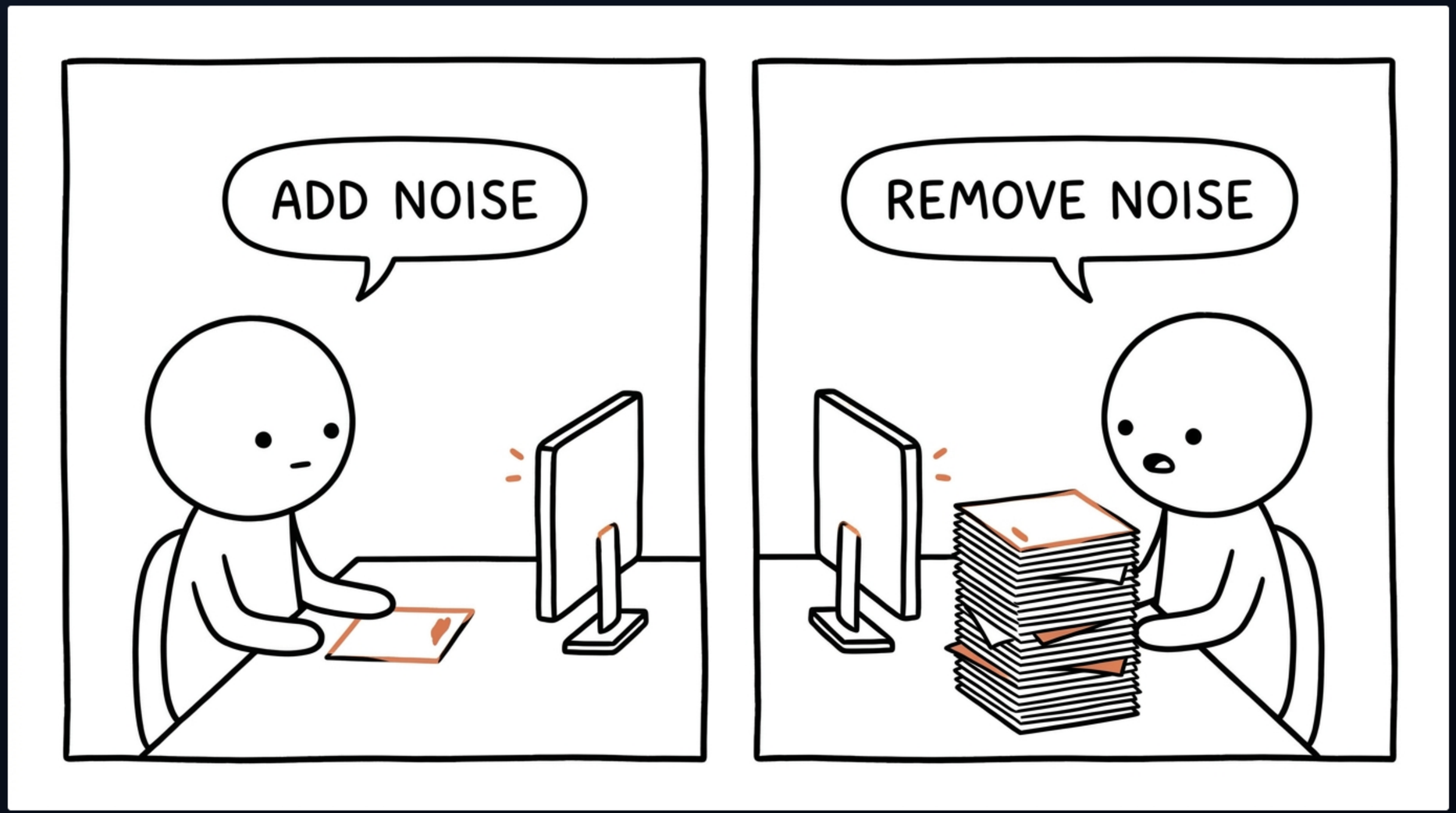
03

COMPLEX THREE

Erosion of Communication.

All Noise, No Signal.


TURN THIS INTO AN EXTENSIVE REPORT
BREAK THIS DOWN TO THE ESSENTIAL POINTS


ADD NOISE
REMOVE NOISE

AI is optimised **to please**. It smooths everything over, and the substance is what goes.

You can't get US norms out of these models. German directness isn't a bug, **it's a feature**.

You couldn't be bothered to read your own slop.

Why would your colleague?

Human in the Loop. AI in the Bubble.


Person A
Intent
AI + Person A
Bubble
Person A
Review
Person B
Receives

01

Before the handoff: what to ask yourself.

Do I understand this myself? Would I hate having to defend it?

SELF-CHECK

02

At the handoff: what to say.

What I did. What I was going for. What I'm unsure about.

REPACKAGE

03

Your colleague: what they can tell you.

What confused me. What was redundant. What was strong.

FEEDBACK

04

Your colleague: what they can do with it.

What I take. What I hand back. What I throw away.

USE

Be kind to each other.
And have some
sympathy for the one
guy who likes AI a little
too much.

Thank you.

Questions? Feedback? → aaron@t-0.co