PEOPLE & CAPABILITY · DAY 144

Accountability when the model writes and a person signs

When something goes wrong, the regulator, the court and the customer all look at the name at the bottom of the letter, not at the model that produced the text.

THE NUMBERS

90

days later: nobody remembers writing it, only approving it

3

flagged sentences get read. A clean page does not

IN SHORT

- Most customer correspondence now starts as a model draft and is sent under a person's name.
- Signature without authorship moves risk onto individuals who never agreed to carry it.
- The model can produce the record too: what it was given, which clause it cited, where it was unsure, what the human changed.

DO THIS WEEK

01 Split your outbound letters into two piles: what may go under an institutional signature, and what needs a named human who read it.

02 Put declines, liability positions and anything that changes money or cover in the second pile — without exception.

03 Switch review from clean prose to flagged sentences, and make that reading count in how the person is measured.

PASTE INTO COPILOT · WORD

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Review this draft letter to a customer as a
reviewer, not a writer. List every sentence that
states a liability position, a decision on money or
cover, or a fact I would have to evidence. For each,
say what it is based on in the file and flag
anything you cannot find support for. Do not rewrite
the letter.
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Run it on your own export. Two minutes, no project needed.

TAKE THIS TO YOUR NEXT MEETING

Take one letter your team sent last week with a person's name at the bottom. Could that person explain every line today?

Your turn.

1. Comment with the number from your own book — that is where the useful argument starts.
2. 146 field notes, English and Polish, no sign-up and no paywall.
3. Score your AI readiness in two minutes and see where you sit.

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