AI PRODUCT MANAGEMENT 2 · DETAILED COURSE

AI Product UX and Human-AI Interaction

Designing AI experiences people trust, understand and can correct.

Chapter 19 of 26 · 17 topics · Edition 2026 · skillnavora.in

CHAPTER 19

AI Product UX and Human-AI Interaction

Designing AI experiences people trust, understand and can correct.

AI-First Product Design

Designing around what AI can do well, with fallbacks for what it cannot.

Design around what AI does well, with clear fallbacks for what it cannot do. Decide early which parts of the job the AI handles and which the user still controls.

Conversational UX

Natural dialogue patterns with clear scope, suggestions and recovery from misunderstanding.

Natural dialogue with clear scope, suggested prompts and recovery from misunderstanding. Users should know what the assistant can and cannot do.

AI Chat Interfaces

Layouts and controls for chat: streaming, history, attachments, citations and actions.

Chat layouts need streaming responses, history, attachments, citations and actions the user can take on an answer. Make it easy to copy, edit or regenerate.

Copilot Experiences

AI embedded in a workflow that suggests and assists while the user stays in charge.

AI embedded in a workflow suggests and assists while the user stays in charge. The copilot should appear where the work happens, not in a separate tab.

AI-Assisted Workflows

Steps in a task where AI drafts, classifies or automates, with review points.

Steps in a task where AI drafts, classifies or automates, with review points. Show what the AI did so the reviewer can check it quickly.

Human-AI Collaboration

Dividing work so each does what they do best, with clear hand-offs.

Divide work so each side does what it does best, with clear hand-offs. People set goals and judge; AI drafts, searches and summarises.

Trust and Transparency

Showing sources, reasoning summaries and limits so users calibrate trust.

Show sources, reasoning summaries and limits so users calibrate trust. Trust should match accuracy: too much trust is as harmful as too little.

Communicating AI Uncertainty

Conveying confidence honestly through wording, indicators and prompts to verify.

Convey confidence honestly through wording, indicators and prompts to verify. Avoid false precision such as "97.3% sure" unless the number is calibrated.

AI Error Recovery

Letting users undo, edit, regenerate and report wrong outputs easily.

Let users undo, edit, regenerate and report wrong outputs easily. A visible undo path makes users more willing to try the feature.

Human Approval Workflows

Requiring user confirmation before consequential actions.

Require user confirmation before consequential actions such as sending messages, spending money or deleting records. Show exactly what will happen before the user confirms.

AI Personalisation

Adapting content and behaviour to the user, with consent and control.

Adapt content and behaviour to the user, with consent and control. Explain why a recommendation appears and let users adjust it.

Multimodal UX

Combining text, voice, image and video input and output coherently.

Combine text, voice, image and video input and output coherently. Test each mode separately and together, since errors often appear at the boundaries.

AI Onboarding

Setting expectations, showing example prompts and guiding first success.

Set expectations, show example prompts and guide the first success. Users who get a good first result are far more likely to return.

AI Feature Adoption

Helping users discover, try and keep using AI features, measured by repeat use.

Help users discover, try and keep using AI features, measured by repeat use rather than first clicks. Repeat use shows whether the feature is useful.

AI Accessibility

Making AI experiences usable with assistive technology, including voice, captions and plain language.

Make AI experiences usable with assistive technology, including voice, captions and plain language. Streaming text needs care so screen readers are not overwhelmed.

Feedback Loops

Collecting ratings, edits and corrections and feeding them into evaluation and improvement.

Collect ratings, edits and corrections, and feed them into evaluation and improvement. Edits the user makes are some of the most valuable signals you will get.

AI User Experience Evaluation

Testing usefulness, trust, effort and satisfaction with real users and metrics.

Test usefulness, trust, effort and satisfaction with real users and metrics. Combine task success with qualitative interviews to learn why users trust or reject the output.

Summary of terms

Term	Meaning
AI-First Product Design	Designing around what AI can do well, with fallbacks for what it cannot.
Conversational UX	Natural dialogue patterns with clear scope, suggestions and recovery from misunderstanding.
AI Chat Interfaces	Layouts and controls for chat: streaming, history, attachments, citations and actions.
Copilot Experiences	AI embedded in a workflow that suggests and assists while the user stays in charge.
AI-Assisted Workflows	Steps in a task where AI drafts, classifies or automates, with review points.
Human-AI Collaboration	Dividing work so each does what they do best, with clear hand-offs.
Trust and Transparency	Showing sources, reasoning summaries and limits so users calibrate trust.
Communicating AI Uncertainty	Conveying confidence honestly through wording, indicators and prompts to verify.
AI Error Recovery	Letting users undo, edit, regenerate and report wrong outputs easily.
Human Approval Workflows	Requiring user confirmation before consequential actions.
AI Personalisation	Adapting content and behaviour to the user, with consent and control.
Multimodal UX	Combining text, voice, image and video input and output coherently.
AI Onboarding	Setting expectations, showing example prompts and guiding first success.
AI Feature Adoption	Helping users discover, try and keep using AI features, measured by repeat use.
AI Accessibility	Making AI experiences usable with assistive technology, including voice, captions and plain language.
Feedback Loops	Collecting ratings, edits and corrections and feeding them into evaluation and improvement.
AI User Experience Evaluation	Testing usefulness, trust, effort and satisfaction with real users and metrics.

Practice exercise: Redesign one AI screen so it shows sources, admits uncertainty and lets the user undo and correct the output.

Self-check

1. Explain AI-First Product Design in two sentences to a non-technical stakeholder, then say what you would measure for it.
2. Explain AI Error Recovery in two sentences to a non-technical stakeholder, then say what you would measure for it.
3. Explain AI User Experience Evaluation in two sentences to a non-technical stakeholder, then say what you would measure for it.

Related SkillNavora material

- Designing AI Experiences (AI UX) : Trust, uncertainty and human-AI interaction.
- AI Tutor : Ask questions on any topic.
- Study Library : Every lesson, class and PDF by programme.

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ORIGINAL CONTENT

Original AI Product Management content

The AI Product Management programme already on SkillNavora, included unchanged so the full course is in one place.

Quick links Study Library (all material) Learning sites for PM AI builder tools (how-to) Webhooks & Playwright MCP Webhook URLs and keys (start here) AI Skills Academy AI Skills Map Context engineering (PDF) AI skills & templates (PDF) Orchestration (PDF) PRD library (120 ideas) AI PRD Writer AI PM Toolkit AI Evals (PDF) Browser automation (PDF) AI second brain (PDF) PM handbook Top 100 PM questions AI product sense Q&A (86) PM practice test Practice Lab Tool tutorials AI Agents & MCP for PMs

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Learn how top PMs frame a PRD, download the free template, and turn any of 120 ideas across 15 industries into a full PRD with AI.

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Context window

Context window: what a model can see at once

The context window is the most tokens a model can consider in one request. It covers your prompt, any documents you paste, the conversation so far and the reply. Anything outside it is invisible to the model. For PMs: a longer window fits more material but costs more and can slow responses; put the most important facts near the instructions; use retrieval (RAG) rather than pasting whole libraries; and test answers on long inputs, where quality can drop.

Context engineering course Context windows in the AI PM 2 course

Tokens and context in the Grokbot course

AI-First Product Management

Resources for Product Managers

The PM Master Handbook, AI and product tools with their official websites, interview practice, a frameworks cheat sheet, a PRD template and free courses.

Open the PM handbook library: all 68 PDFs ↗ PM Glossary Handbook Tokens, Pricing and Tokenization Vibe Coding addendum

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23 modules and 620+ pages: 12 Product Core modules, an 11-class AI Tools Lab, frameworks, case studies, projects and interview prep.

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Product Core modules

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2Product Strategy and Strategic Thinking*Handbook chapter, detailed PDF, handbook and class slides*PDF Detailed PDF Handbook Class Slides
3Problem Discovery and Market Research*Handbook chapter, detailed PDF, handbook and class slides*PDF Detailed PDF Handbook Class Slides
4Problem Framing and Prioritization*Handbook chapter, detailed PDF, handbook and class slides*PDF Detailed PDF Handbook Class Slides
5UX and Design Collaboration*Handbook chapter, detailed PDF, handbook and class slides*PDF Detailed PDF Handbook Class Slides
6Effective Communication and Stakeholder Management*Handbook chapter, detailed PDF, handbook and class slides*PDF Detailed PDF Handbook Class Slides
7Product Analytics and Metrics*Handbook chapter, detailed PDF, handbook and class slides*PDF Detailed PDF Handbook Class Slides
8Product Launch, Growth, and Monetization*Handbook chapter, detailed PDF, handbook and class slides*PDF Detailed PDF Handbook Class Slides
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AI Tools Lab

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Business AI Stack (chapters 24 to 31)

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Complete AI tool guides (15)

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Complete AI tool guides (one PDF, 30 pages) ↗

Libraries

★Framework Library*29 frameworks with worked examples and templates*PDF ↗ ★Case Study Library*12 product case studies*PDF ↗ ★Practical Projects and Portfolio*5 end-to-end portfolio projects*PDF ↗ ★Interview Handbook*100+ PM interview questions with model answers*PDF ↗ ★AI Tools Lab*Every AI tools class with step-by-step labs*PDF ↗

PM interview practice (free, on the original sites)

Hand-picked public question banks and guides from other PM communities. Each link opens the original page in a new tab.

PM frameworks cheat sheet

Framework	Use it to	How it works
RICE	Prioritise a backlog	Reach × Impact × Confidence ÷ Effort. Score each idea, then sanity-check the ranking.
Kano	Decide which features delight	Classify features as Must-be, Performance, Attractive, Indifferent or Reverse using a short survey.
MoSCoW	Scope a release	Must have, Should have, Could have, Won't have (this time).
Jobs-to-be-done	Understand motivation	When [situation], I want to [motivation], so I can [outcome].
AARRR (Pirate metrics)	Map the growth funnel	Acquisition, Activation, Retention, Referral, Revenue.
HEART	Measure user experience	Happiness, Engagement, Adoption, Retention, Task success, each with goals, signals and metrics.
North Star metric	Align the team	One metric that captures the value users get, supported by input metrics the team can move.
Five whys	Find the root cause	Ask 'why?' repeatedly until you reach a cause you can act on.
CIRCLES	Answer product design questions	Comprehend, Identify users, Report needs, Cut through prioritisation, List solutions, Evaluate trade-offs, Summarise.

PRD template

PRD: [Feature name] Owner: [Name] · Status: Draft · Last updated: [Date] 1. Problem Who has the problem, what it is, and the evidence (data, interviews, tickets). 2. Goal and success metrics Primary metric (with baseline and target), secondary metrics, guardrails. 3. Users and use cases Target segment, top 3 user stories: "As a [user], I want [action] so that [benefit]." 4. Solution What we'll build (link designs), what's out of scope, open questions. 5. AI behaviour (if applicable) Inputs, model, prompt/approach, what it must never do, human review, evaluation set and pass criteria, cost per request. 6. Launch plan Experiment design, rollout stages, support and comms, rollback criteria. 7. Risks and dependencies Technical, legal/privacy, operational; owners and mitigations.

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