

"Can I speak to a human?" Industry Leaders to Address the "Trust Gap" in Working with AI

As part of London Design Festival 2026, Tech, No? invites you to a vital conversation, "The Trust Stack: Data, Decisions and Human Confidence in the Age of AI", uniting experts across public technology, people science, and human-centred design to examine the human element in AI product development.

Panel Discussion at Barclays Eagle Labs, 41 Luke St, London EC2A 4DP

Tuesday 15th September 2026, 18:00–21:00 GMT

Find Tickets: luma.com/ps7zoo2y

Just two years ago, AI capability was still characterised by basic errors like counting the R's in "strawberry". Today, that paradigm has shifted entirely; the same technology is now entering high-stakes environments, from financial services and legal work to tax, accounting, public services, and organisational decision-making. AI's role is moving beyond experimental tools and into the systems through which we work, make decisions, deliver services, and exercise professional judgement. While the debate around AI's technical performance has increasingly shifted from whether these systems are capable to how they should be applied, the question of TRUST has only intensified.

On 15 September, Tech, No? is bringing together industry leaders for a panel talk at Barclays Eagle Labs in London, hosted by AI agent designer Yiner Zhou with AI founder Xiaoyu Wu, as part of London Design Festival 2026 — putting these questions to practitioners working across AI systems, digital services, organisational behaviour, and human-centred technology.

Our starting point is that trust has outgrown the traditional interface. As AI moves from a chat assistant towards becoming embedded across workflows, decision systems, services and industrial environments, people are increasingly interacting with AI recommendations, automated processes and machine-generated judgement — often without seeing the full system behind them. Trust therefore becomes more than a question of good visual design, clear communication or accurate documentation. It becomes a question of how trust is built across the entire AI system: through data flows and agent architecture, but also through organisational responsibility, public accountability, product judgement, and meaningful human feedback and oversight. These interconnected parts form what we call the "Trust Stack".

That changes what design is for. It is no longer only about shaping interfaces or improving usability; in AI systems, design also becomes a way of making machine behaviour, automated decisions and underlying system logic more understandable, contestable and accountable — helping people understand where AI is involved, recognise uncertainty and limitations, and retain meaningful ways to question, correct or override an automated outcome.

The stakes show up in the numbers. Nearly nine in ten UK adults (89%) want an independent AI regulator with enforcement powers, while 91% say it matters that AI systems treat people fairly, according to the Ada Lovelace Institute. Inside organisations, MIT's NANDA initiative found that roughly 95% of enterprise generative-AI pilots

delivered no measurable return — a failure it attributed not to weak models, but to poor alignment with how people, workflows and institutions actually operate. More and more findings point to the same underlying gap: capability alone does not create trust, adoption or meaningful value.

Drawing on work across GOV.UK, Barclays, Projects by IF and OpenAI Deployment Company, the discussion will explore trust across several connected levels: how organisations introduce AI into everyday work; how public-facing AI systems communicate capability, limitations and uncertainty; how services use personal and organisational data responsibly; how AI agents become part of existing teams, decisions and workflows; and how design can connect technical choices with the people and institutions ultimately affected by them.

SPEAKERS

Jose Carlos Alatriza — former Head of People Science, Barclays; organisational Agentic & AI Adoption Advisor

Jose has over 15 years of experience building people analytics and people science functions. In the past two years, he has increasingly focused on AI adoption in large corporate settings, working with Microsoft 365 Copilot and gaining hands-on experience across agentic AI tools including Claude Code, Codex and Copilot Studio.

Sam Netherwood — Co-founder, OpenAI Deployment company

Sam focuses on how AI agents can become effective participants in real work. He brings a product-building perspective on designing human–AI collaboration that improves productivity while preserving clarity, control and human expertise.

Pete Kowalczyk — AI Design Consultant, GOV.UK AI Studio

Pete is an award-winning writer and designer, helping develop the field of AI design. In 2025 he was a London Library Emerging Writer, and in 2026 was recognised as one of the UK's Top 10 Conversational AI practitioners.

Gemma Lord — Director, Projects by IF; IDEO alum

Gemma is a creative leader who brings strategy, design and innovation together to help organisations make bold decisions and build products and services with data and AI that people can trust.

Host

Yiner Zhou(panel host) — Conversational AI Designer; Insight and Design Lead, Barclays

Yiner shapes how people experience AI through better conversations, smarter and more intuitive services, and more human interactions. Her work focuses on translating complex AI capabilities into experiences that people can understand, navigate and confidently use.

Xiaoyu Wu — Co-founder, ANSOR AI; former Innovation Designer, Bentley Motors

Xiaoyu builds body-state AI agents and explores how emerging technologies move from technical possibility into meaningful physical and human experiences. Her work focuses on the intersection of AI, sensing, interaction and human behaviour, examining how intelligent systems can become embedded in the environments and experiences around us.