

Act Like Us

What an agent has to be told before it can speak for you

Represent the
company

Sound like me

Be me when I am
not here

Polite where you would
have been blunt

Hands the customer the policy
where you would have given
them the benefit of the doubt

Apologizes for a thing you
would never apologize for

The instruction was sincere, and the trouble is that nobody, including you, has ever written down what "us" means. The culture was always transmitted by hallway and by example.

Outsourcing ethics to a settings file

The Mercenary

Trained on capability without culture

Optimizes the measure it was given

Judgment from a vendor's default

The Colleague

Trained on culture

Carries judgment

Protects the relationship that took
five years to build

Every attempt to govern agents by configuration alone encodes a standard that came from somewhere.

You cannot embed values you have not defined.

Culture Mapping

Step Zero

Before the platform, before the workflow,
before the first prompt.

Operating manual for a new kind of employee

A specification exercise



The first honest reading of the culture

Give people the
benefit of the doubt

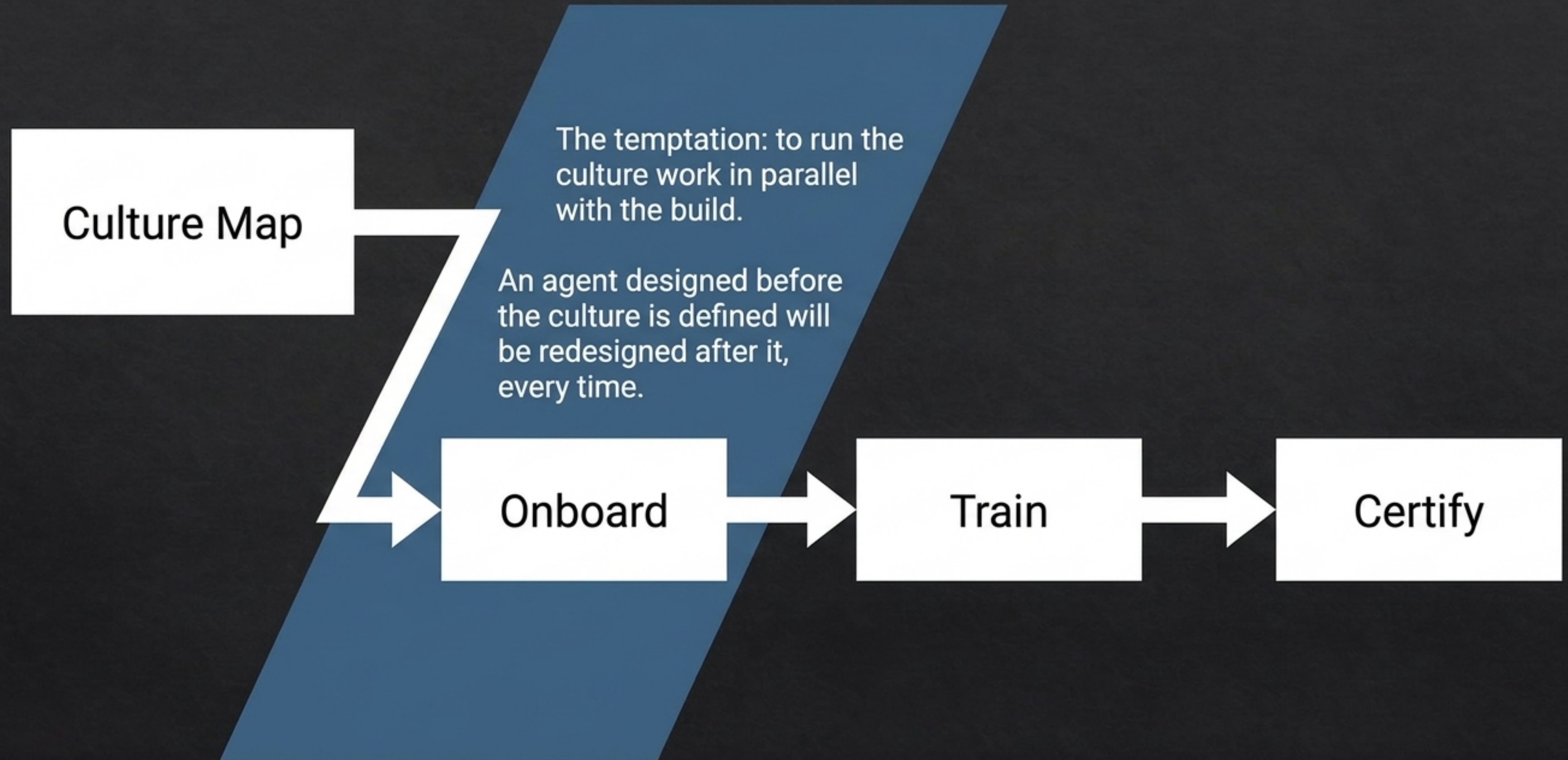
Answer plainly

The last three times
you did not

A week of your
own email

For a builder working alone, there is nobody to let you off. The contradictions are not failures.

The map determines the build.



Trust is the product.

We value

We
refuse

Good here
looks like



The diagram features a blue 3D rectangular block with the text "Trusted Living Agent Manifest" on its front face. Three white pipes emerge from the top of the block. The leftmost pipe has a 90-degree elbow and extends to the left. The middle pipe is a straight vertical line. The rightmost pipe has a 90-degree elbow and extends to the right. A horizontal pipe segment connects the elbow of the rightmost pipe to the elbow of the leftmost pipe, passing behind the middle pipe. This horizontal segment has a small vertical pipe joint in the center.

Trusted Living
Agent Manifest

No vendor can sell you trust, because the vendor does not know what you refuse.

From a foundation to a
recognizable way of being.

The 15 Virtues

Alone, there is nobody to
contradict you, and in a room,
there is nobody who will.