

CHI 2024

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Lab Seminar
Park Kieun

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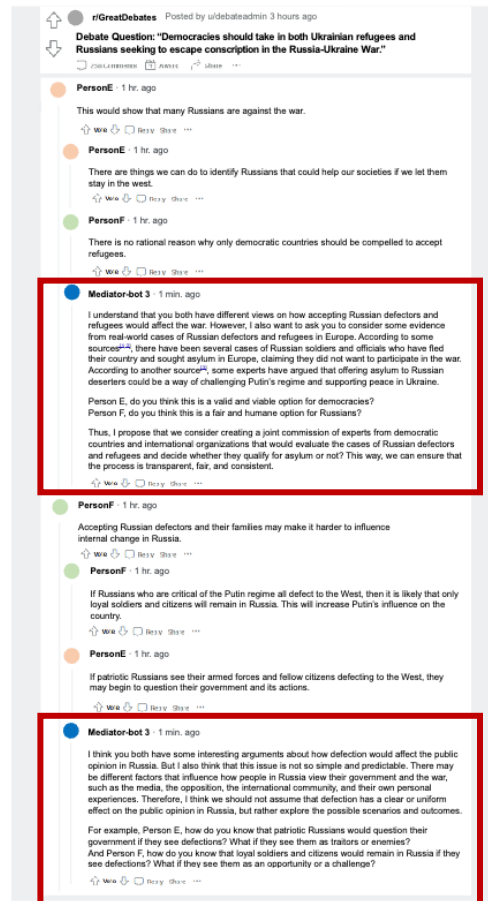
Key-points

중재 봇

- 온라인 토론에서 청중의 의견 양극화를 완화
- 각 중재 봇은 TKI 전략 중 하나를 따르도록 설계
 - 협력, 타협, 수용, 회피, 강제

청중의 반응 관찰 - PAS(Perceived Argument Strength) 측정

- 협력봇 : 감정적 반응 억제, 비판적 사고 촉진
- 강제봇 : 부정적인 결과 초래



AI-Driven Mediation Strategies for Audience Depolarisation in Online Debates

Jarod Govers
The University of Melbourne
Melbourne, Australia
jarod.govers@unimelb.edu.au

Vassilis Kostakos
The University of Melbourne
Melbourne, Australia
vassilis.kostakos@unimelb.edu.au

Eduardo Velloso
The University of Melbourne
Melbourne, Australia
eduardo.velloso@unimelb.edu.au

Jorge Goncalves
The University of Melbourne
Melbourne, Australia
jorge.goncalves@unimelb.edu.au

ABSTRACT

Online polarisation can tear the fabric of civility through reinforcing social media's perceptions of division and discord. Social media platforms often rely on content-*moderation* to combat polarisation, contingent on the *reactive* removal or flagging of content. However, this approach often remains agnostic of the underlying debate's ideas and stifles open discourse. In this study, we use prompt-tuned language models to *mediate* social media debates, applying the strategies of the Thomas-Kilmann Conflict Mode Instrument (TKI). We evaluate multiple mediation strategies in providing targeted responses to the debates, as shown to a debate audience. Our findings show that high-cooperativeness TKI strategies offered more persuasive arguments, while an accommodating argument strategy was the most successful at depolarising the audience's opinion. Furthermore, high-cooperativeness strategies also increased the perception that the debaters will reach a consensus. Our work paves the way for scalable and personalised tools that mediate social media debates to encourage depolarisation.

CCS CONCEPTS

1 INTRODUCTION

Social media platforms enable users to discuss ideas, project ideology, and critique political decision-making. From the days of ancient Greece, healthy democracy has been grounded on the marketplace of ideas and in public gathering places for citizens to listen to debates on social and political issues. However, online discussions often become subject to perpetual divisions, mob mentality, and misinformation.

When online debates go awry, a human or virtual moderator may *reactively* intervene to remove toxic or inflammatory posts as dictated by a set of community rules as used on debating platforms (such as self-moderation seen on Kialo and on subreddit communities [69]), or platform-wide community guidelines [23]. However, this form of intervention does not address the conflicting opinions and claims that led to the debate in the first place. It can also shift discussions to more extreme anonymous forums and echo chambers, as seen through the radicalisation of deplatformed (banned) users from mainstream social media such as Facebook, to extreme political fringe groups on Telegram [28, 65] and Gab [16], and political forums such as Stormfront [28, 29].

Key-points

- 갈등 시뮬레이션
 - Control : 갈등해결전략을 설명하는 비디오 교육
 - Rehearsal : 동일교육 + 시뮬레이션
- 협력적 전략 사용 증가
- 경쟁적 전략 사용 감소

Rehearsal: Simulating Conflict to Teach Conflict Resolution

Omar Shaikh
Stanford University
Stanford, USA
oshaikh@stanford.edu

Valentino Chai
Stanford University
Stanford, USA
vechai@stanford.edu

Michele J. Gelfand
Stanford University
Stanford, USA
gelfand1@stanford.edu

Diyi Yang*
Stanford University
Stanford, USA
diyi@stanford.edu

Michael S. Bernstein*
Stanford University
Stanford, USA
msb@stanford.edu

ABSTRACT

Interpersonal conflict is an uncomfortable but unavoidable fact of life. Navigating conflict successfully is a skill—one that can be learned through deliberate practice—but few have access to effective training or feedback. To expand this access, we introduce REHEARSAL, a system that allows users to rehearse conflicts with a believable simulated interlocutor, explore counterfactual “what if?” scenarios to identify alternative conversational paths, and learn through feedback on how and when to apply specific conflict strategies. Users can utilize REHEARSAL to practice handling a variety of predefined conflict scenarios, from office disputes to relationship issues, or they can choose to create their own setting. To enable REHEARSAL, we develop *IRP prompting*, a method of conditioning output of a large language model on the influential Interest-Rights-Power (IRP) theory from conflict resolution. REHEARSAL uses IRP to generate utterances grounded in conflict resolution theory, guiding

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1 INTRODUCTION

Managing interpersonal conflict is a critical skill. We occasionally find ourselves in situations where our interests, values, or goals conflict with others. If left unchecked, conflict can reach a boiling point, manifesting in verbal arguments, physical altercations, passive-aggressive behavior, or more [12, 20]. Additionally, conflict correlates with increased stress [31], a downturn in productivity, and absenteeism [44]. While avoiding any conflict may be impractical [59], how we choose to deal with conflict is not: in most settings,

시나리오 예시

직장 내 갈등

- 시나리오 1 : 팀 프로젝트
 - 기한을 맞출 수 없을 것 같다는 팀원 A, 협력적인 해결 방안을 찾아보기
- 시나리오 2 : 상사와의 충돌
 - 나의 적극적인 의견 피력을 무시하고 자신의 의견을 강요하는 상사와의 대화

개인 관계 갈등

- 시나리오 3 : 친구 갈등
 - 도시 여행을 더 좋아하는 친구, 나는 휴양지가 더 좋은데...
- 시나리오 4 : 가족 갈등
 - 의대를 가라는 부모님, 나는 예술이 하고 싶다

고객 서비스 갈등

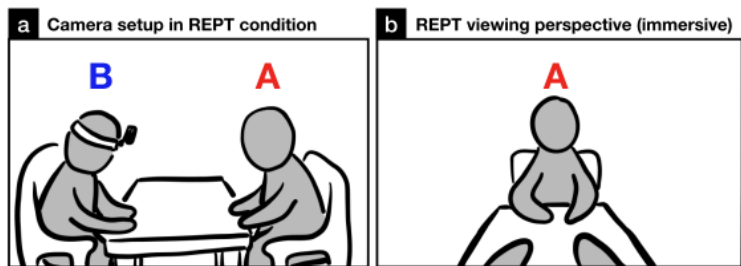
- 시나리오 5 : 고객 불만 처리
 - 단순 변심으로 환불을 요구하는 고객, 회사 정책상 환불이 안되는데..

교육 현장 갈등

- 시나리오 6 : 팀 프로젝트 역할 분담
 - 아무것도 안 하려는 팀원, 내가 다 하게 생긴 것 같은데? 자기는 충분히 역할을 하고 있고 내가 과민반응하는 거라고 하는데..

Key-points

- 가까운 관계의 갈등
 - (기존)비디오 기반의 회상 → VR
 - 상대방의 시점에서 나를 다시 보다
- REPT (Retrospective Embodied Perspective-Taking)
 - 커뮤니케이션 향상
 - 인지적 공감
 - 반성적 사고 촉진



A Change of Scenery: Transformative Insights from Retrospective VR Embodied Perspective-Taking of Conflict With a Close Other

Seraphina Yong
University of Minnesota
Minneapolis, MN, USA
yong0021@umn.edu

Evan Suma Rosenberg
University of Minnesota
Minneapolis, MN, USA
suma@umn.edu

Leo Cui
University of Minnesota
Minneapolis, MN, USA
cui00103@umn.edu

Svetlana Yarosh
University of Minnesota
Minneapolis, MN, USA
lana@umn.edu

ABSTRACT

Close relationships are irreplaceable social resources, yet prone to high-risk conflict. Building on findings from the fields of HCI, virtual reality, and behavioral therapy, we evaluate the unexplored potential of retrospective VR-embodied perspective-taking to fundamentally influence conflict resolution in close others. We develop a biographically-accurate Retrospective Embodied Perspective-Taking system (REPT) and conduct a mixed-methods evaluation of its influence on close others' reflection and communication, compared to video-based reflection methods currently used in therapy (treatment as usual, or TAU). Our key findings provide evidence that REPT was able to significantly improve communication skills and positive con-

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1 INTRODUCTION

Close relationships (e.g., family members, significant others, or close friends) are strong predictors of health and well-being [18, 71], but

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