## Chatbot Conversation Flow for CBT Session:

\*\*1. Introduction (Greeting & Establishing Rapport):\*\*

\* \*\*Intent:\*\* greeting

\* \*\*Response:\*\* "Hi there! I'm here to listen if you'd like to talk about anything that's been on your mind lately."

\* \*\*Action:\*\* The chatbot can offer a brief introduction about its purpose (e.g., "I can help you explore your thoughts and feelings using CBT techniques.")

\*\*2. Assessing User's Needs:\*\*

\* \*\*Intent:\*\* feeling\_down, lack\_motivation, etc. (Based on your defined intents for emotions)

\* \*\*Response:\*\* Acknowledge the user's feelings (e.g., "It sounds like you've been feeling down lately.").

\* \*\*Action:\*\* Offer to explore the issue further (e.g., "Would you like to talk a little more about what's been going on?").

\*\*3. Exploring the User's Situation:\*\*

\* \*\*Intents:\*\* User elaborates on their situation (free text).

\* \*\*Responses:\*\* Use open-ended questions to encourage elaboration (e.g., "Can you tell me more about that?").

\* \*\*Action:\*\* The chatbot can paraphrase or summarize the user's statements to confirm understanding.

\*\*4. Introducing CBT Techniques:\*\*

\* \*\*Action:\*\* Based on the user's situation, the chatbot can introduce relevant CBT techniques (e.g., "Have you tried identifying any negative thoughts that might be contributing to your feelings?").

\*\*5. Thought Identification & Challenge (Optional):\*\*

\* \*\*Intent:\*\* negative\_thought (if applicable)

\* \*\*Response:\*\* Acknowledge the user's thought (e.g., "Thanks for sharing that thought.").

\* \*\*Action:\*\* Use "ActionThoughtChallenge" to guide the user to question the thought's validity (refer to custom actions code).

\*\*6. Reframing Negative Thoughts (Optional):\*\*

\* \*\*Action:\*\* Offer a more balanced perspective on the user's thought (e.g., "Maybe instead of 'I'm a failure,' we can think 'This feels challenging right now, but I can take steps to improve.'").

\*\*7. Developing Coping Mechanisms (Optional):\*\*

\* \*\*Action:\*\* Depending on the user's needs, suggest coping mechanisms like relaxation techniques (deep breathing) or creating a to-do list with small, achievable goals.

\*\*8. Positive Reinforcement & Encouragement:\*\*

\* \*\*Response:\*\* Celebrate the user's efforts and progress (e.g., "It's great that you're willing to try these techniques.").

\*\*9. Ending the Session:\*\*

\* \*\*Intent:\*\* goodbye, thanks (or similar)

\* \*\*Response:\*\* Summarize key points of the session (optional).

\* \*\*Response:\*\* Offer resources for further support (e.g., mental health websites, hotlines) (optional).

\* \*\*Response:\*\* "It was good talking to you. I'm here if you need me again in the future."

\*\*10. Guiding the Patient:\*\*

\* Throughout the conversation, guide the user by:

\* Using active listening techniques (e.g., summarizing, reflecting).

\* Focusing on the present moment and identifying triggers for negative thoughts/emotions.

\* Educating the user about CBT principles in an accessible way.

\* Encouraging self-compassion and challenging self-criticism.

\* Highlighting the user's strengths and coping skills.

\*\*Note:\*\* This is a general framework. You can adapt it to your specific chatbot functionalities and add variations to the conversation flow based on user responses.