

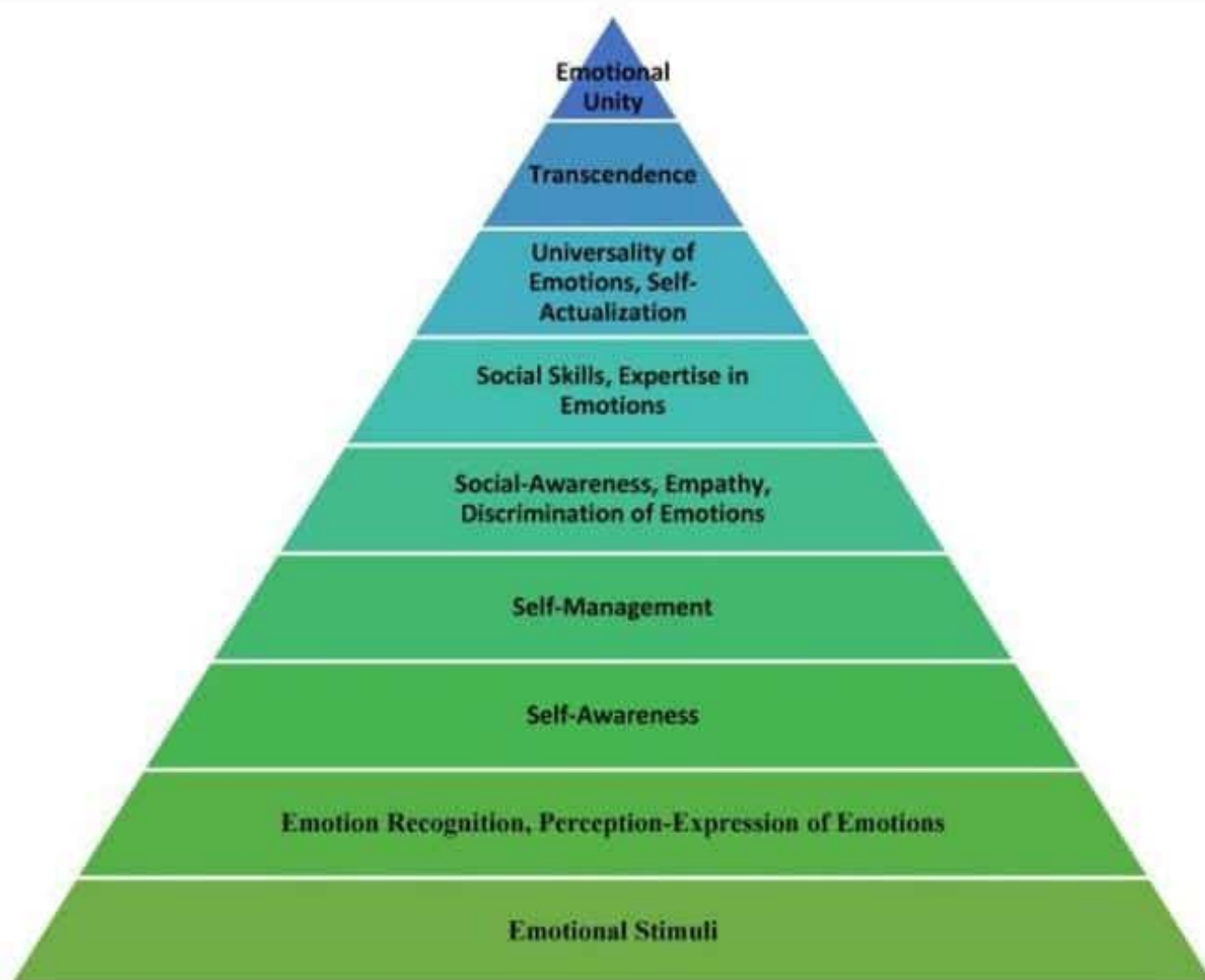
Empathy in Artificial Intelligence

What do you think when someone asks you about empathy? Do you struggle to find its meaning or does it come to you naturally? In the age of artificial intelligence, do our AI systems need empathy? If so, what are some use cases where empathy can be most helpful in AI Systems?

Humans are social creatures. We thrive on empathy. When we read a book out loud to our children, they can hear the emotions we imbue into the passages. With each tone and inflection, our children will remember the love we inject into their favorite books. They will remember their bedtime reading as a special moment. They will have fond memories of the books that we read to them.

Empathy is Central to Emotional Intelligence

Empathy is a part of emotional intelligence. Empathy means the ability to understand or feel what another person is experiencing within their frame of reference. In the general scope of emotional intelligence, empathy is in self-awareness, social awareness, self-actualization, and transcendence.



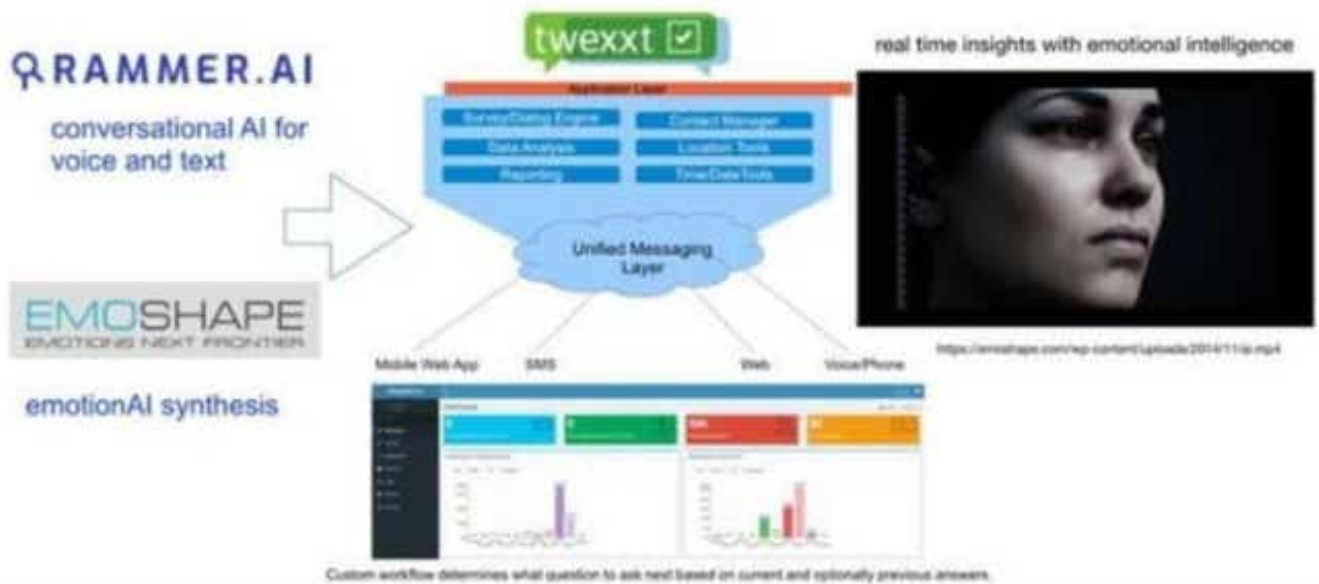


IMAGE FROM [HTTPS://EMOSHAPE.COM](https://emoshape.com)

In this video, Rachel, the robot is changing her facial expressions due to the emotions she is experiencing. Notice the nuances in her expressions made possible by her experience of the range of emotions.

Conclusion

As our AI Systems move toward artificial general intelligence, identifying use cases where empathy can be helpful in our AI Systems will allow for more ethical implementations of AI.

With the help of empathy in AI Systems, artificial emotional intelligence can allow us to take the first step toward functional artificial general intelligence that will empower human-kind.