# Selection Process:

To ensure equal representation of all chat transcripts in the selection process, we divided participants into 4 groups of 5. Within each group, participants randomly drew lots to determine the order in which they would select their chat transcripts. The participant in each group would select two chats, which were then removed from the pool, ensuring they were not available for subsequent participants in the same group. This process was repeated until all participants had selected their chat transcripts, guaranteeing that each chat transcript was reviewed without repetition within the groups.

# Details of the 10 Personas

Case 1: Lydia

**Identity:** Transgender individual facing societal rejection.

**Key Issues:**

* Experiences extreme stress and sadness due to societal views on her gender identity.
* Feels like a "monster" in society's eyes, leading to significant distress.
* Family rejection, especially by her mother, exacerbates her pain.
* Struggles with feelings of worthlessness and contemplates suicide.
* Seeks validation and support in coping with her identity and societal pressures.

Case 2: Ben

**Identity:** Male, introverted university student.

**Key Issues:**

* Social isolation and difficulty connecting with peers.
* Feels unable to fit in or make friends at university.
* Hesitates to share his unique interest (leaf collecting) due to fear of judgment.
* Experiences loneliness and a sense of not belonging.

Case 3: Jenny

**Identity:** Female, international student in the UK.

**Key Issues:**

* Struggles with the language barrier, affecting academic performance and social interactions.
* Feels stressed and frustrated due to communication difficulties.
* Lacks confidence in her academic abilities due to language challenges.

Case 4: Mary

**Identity:** Female grieving the sudden loss of her father.

**Key Issues:**

* Struggles with accepting her father's death from COVID-19.
* Experiences grief and finds it hard to find happiness in activities she used to enjoy.
* Feels overwhelmed by sadness, especially during moments of inactivity when memories surface.

Case 5: Emily

**Identity:** Female, new college graduate overwhelmed by work.

**Key Issues:**

* Experiences burnout from intense work hours and business trips.
* Feels tired and has lost interest in exploring the world and other activities.
* Struggles with the impact of job stress on her overall well-being.

Case 6: Sophia

**Identity:** Female concerned about her appearance and societal perceptions.

**Key Issues:**

* Anxiety over body image and societal judgment of her appearance.
* Frustration with stalled weight loss despite strict dieting and exercise.
* Experiences self-contempt and unhappiness due to diet restrictions and societal expectations.

Case 7: John

**Identity:** Male, depressed due to his wife's severe cancer diagnosis.

**Key Issues:**

* Severe depression and thoughts of suicide fueled by his wife's illness and fear of loss.
* Turns to tobacco and alcohol as coping mechanisms.
* Contemplates suicide as an escape from the pain of potentially losing his wife.

Case 8: Jack

**Identity:** Male, Ph.D. student overwhelmed by academic pressures.

**Key Issues:**

* Feels stressed from balancing coursework, research, and conference attendance.
* Struggles with the social demands of academic life.

Case 9: James

**Identity:** Male anxious about financial stability.

**Key Issues:**

* Anxiety over mortgage payments and financial security.
* Worries about the ability to handle unforeseen expenses or changes in employment.
* Concerns about savings and financial preparedness for the future.

Case 10: Mary

**Identity:** Female, concerned about her son's mental health.

**Key Issues:**

* Worries about her son's changed behavior and loss of interest in activities.
* Concerned about identifying and addressing potential underlying issues affecting her son's well-being.