

Verbalucce, The System

- Developed at Intel Labs by Margie Morris & her team
 - Refined for this study
- Compares new email replies to original email
- Reports real-time aggregate in-sync score & individual metrics

Take this email exchange with Luke and Han

Luke Skywalker <anewhope@gmail.com>15 Oct (3 days ago)

to me

Today was awesome! Thanks for everything. I wish we could do that again.

- Luke Skywalker

Feedback appears in the reply window

Luke Skywalker (anewhope@gmail.com)

22 % in sync

Count 1 | 15Positive 1 | 2Negative 0 | 0Mood 75 %Style 0 %

:-)

On 15 October 2015 at 23:17, Luke Skywalker <anewhope@gmail.com> wrote:
Today was awesome! Thanks for everything. I wish we could do that again.

- Luke Skywalker

This reply echoes the original email's sentiment, but is way off on style

89 % in sync

Count 20 | 15Positive 2 | 2Negative 0 | 0Mood 100 %Style 59 %

You are right! I had a blast. We make a great team. Okay, next time, let's go to Cloud City.

Sometimes you need to say things that do not mirror well

32 % in sync

Count 11 | 15Positive 0 | 2Negative 2 | 0Mood 0 %Style 74 %

Perhaps. I'm afraid your dad will come knocking next time >_<

But you can find ways to mirror the original email much better and increase your chance to be heard and to be liked

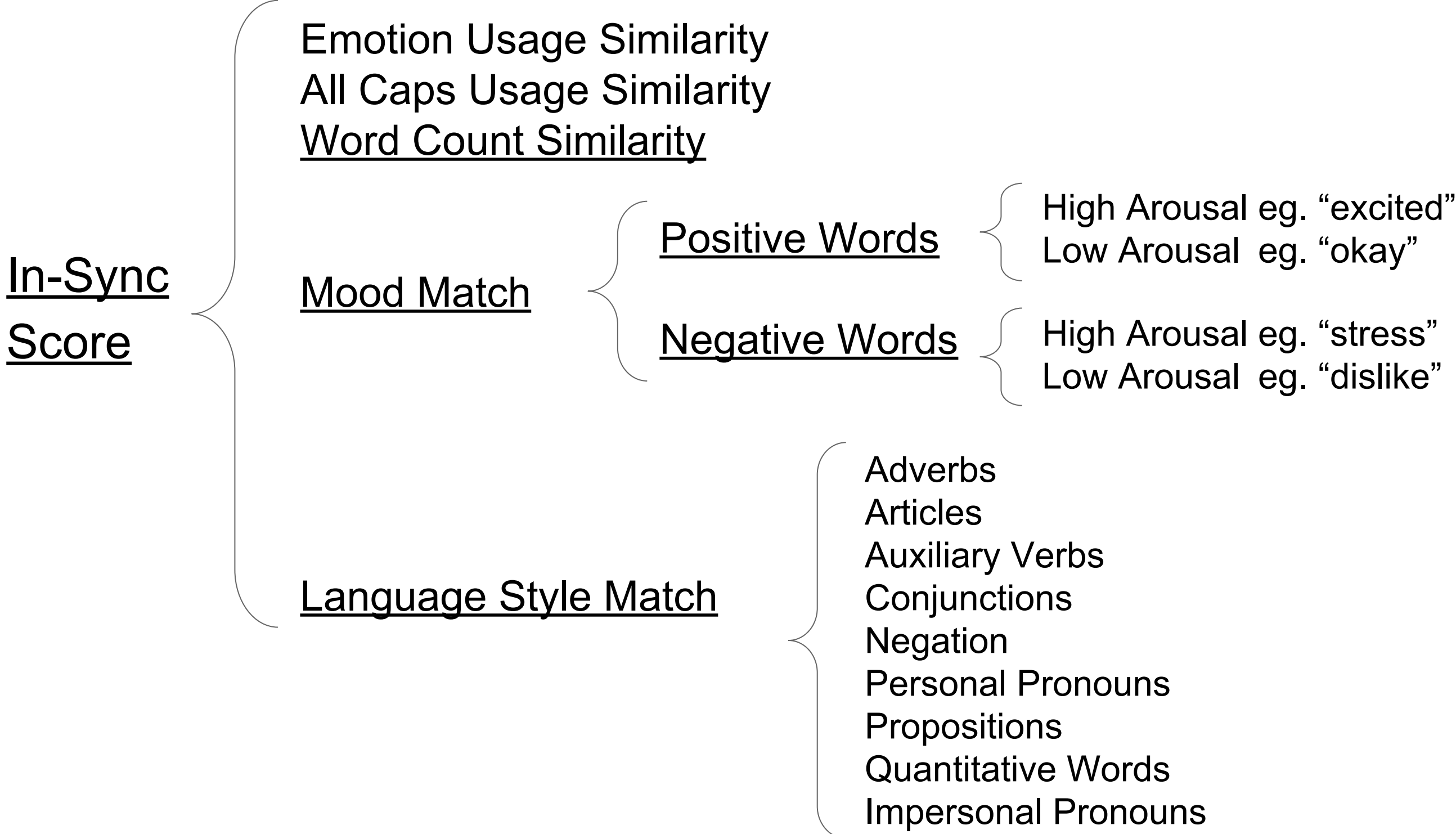
77 % in sync

Count 10 | 15Positive 1 | 2Negative 1 | 0Mood 50 %Style 55 %

For sure! I think we pissed off your dad though.

Computing % In-Sync

Shown in interface



Field Study

- 20 participants
 - 18 interviewed
- 3 weeks
 - 1 week no feedback
 - 2 weeks with feedback
- "In the Wild" usual email use

				5/13	5/14	5/15	5/16
				3	0	1	0
5/17	5/18	5/19	5/20	5/21	5/22	5/23	
1	2	5	6	8	1	0	
5/24	5/25	5/26	5/27	5/28	5/29	5/30	
1	0	4	3	1	0	2	
5/31	6/1	6/2					
0	2	9					

Example calendar showing # of emails a user wrote during study.

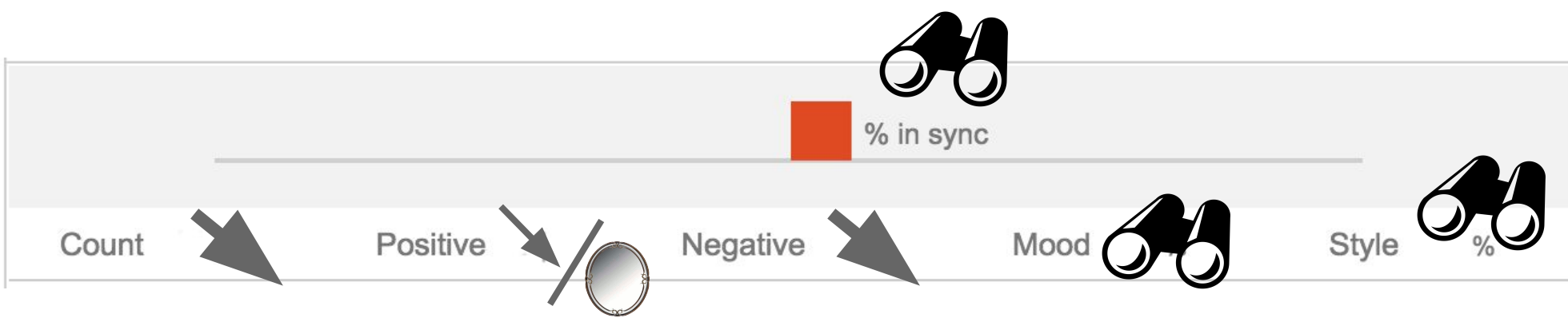
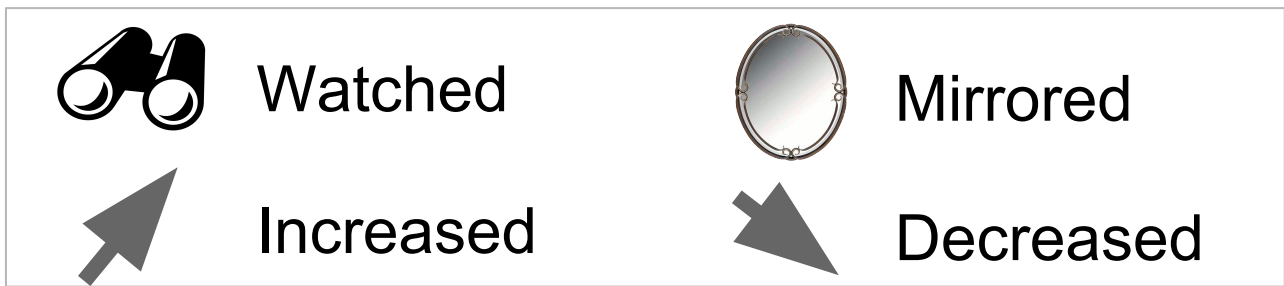
"I watched how the positive and negative words changed as I wrote the email because I was giving feedback [to my labmates]. I checked after each comment what the tone seemed to be at that point. I don't think it really impacted the content of the email. It just made me make sure that I wasn't being too critical or not really giving substantial feedback."

To...

Be Heard

Be assertive
Be taken seriously
Be appropriate

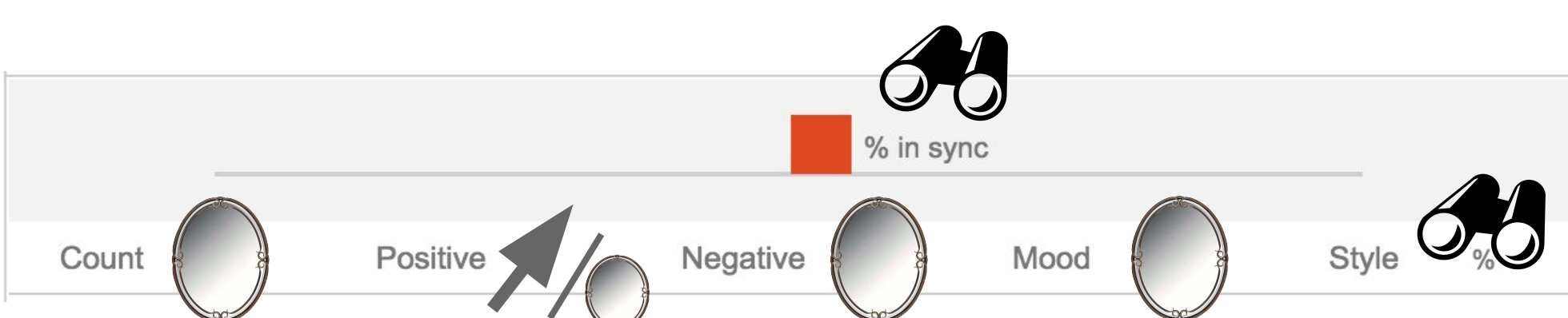
Participants...



To...

Be Liked

Be encouraging
Be empathic
Be expressive



Self Assessed Personality	Opinion of System			Average Personality Ratings using TIPI, grouped by participants who subjectively described the feedback as useful or as not useful.
	Useful	Not Useful		
Extraversion	-1.0	-2.2	n.s.	
Agreeableness	2.7	1.7	n.s.	
Conscientiousness	2.2	2.5	n.s.	
Emotional Stability	0.8	2.2	n.s.	
Openness to Experiences	3.3	0.5	p < 0.05	

Not enough emails recorded (669) & too much variability for quantitative results based on email metrics

Design Implications

- Granular Feedback is More Actionable
- Increase Visibility / Highlight Words during Large Mismatches
- Cross-Platform Feedback, New Contexts
- Accommodate Context of Conversation
- Additional Feedback Measures
 - Enthusiasm, formality, historical comparisons