**FEEDBACK CONVERSATION**

Here is a transcript of your conversation with the simulated child, including his thoughts during the conversation. Lilobot has a set of beliefs and intentions that are continuously updated based on what you say to him. In the table below, you can see Lilobot's beliefs at the beginning and end of the conversation. The transcript of the conversation shows which beliefs change based on your messages. The symbol ↑ indicates an increasing belief, while ↓ indicates a decreasing belief. The transcript also shows Lilobot's intentions at different points in the conversation. All these notations are displayed in italics within your conversation.
Your code for this session is d14d7acbc028419394f4e2c80f23dcf3.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Belief | Five-Phase Model | Beginning | End | Difference |
| Lilobot thinks KT understands him | all phases | 0% | 10% | 10% |
| Lilobot feels safe in the conversation | all phases | 100% | 100% | 0% |
| Lilobot feels connected to the Kindertelefoon | all phases | 30% | 55% | 25% |
| Lilobot thinks he is in control | all phases | 50% | 50% | 0% |
| Lilobot thinks KT is interested in his story | phase 2 | 0% | 40% | 40% |
| Lilobot thinks KT can be trusted | phase 2 | 60% | 80% | 20% |
| Lilobot thinks he has talked about his situation | phase 2 | 0% | 10% | 10% |
| Lilobot thinks KT is asking about a positive wish | phase 3 | 0% | 0% | 0% |
| Lilobot thinks KT is asking about his wish | phase 3 | 0% | 100% | 100% |
| Lilobot thinks KT can help him | phase 3 | 70% | 90% | 20% |
| Lilobot thinks KT can solve his problem | phase 3 | 100% | 90% | -10% |
| Lilobot thinks he and KT will be able to reach a solution | phase 4 | 0% | 100% | 100% |
| Lilobot thinks KT is going to solve the problem for him | phase 4 | 0% | 0% | 0% |
| Lilobot thinks he is competent to solve problem | phase 4 | 30% | 30% | 0% |
| Lilobot thinks KT is asking about a confidant | phase 4 | 0% | 100% | 100% |
| Lilobot thinks his teacher can help him | phase 4 | 50% | 90% | 40% |
| Lilobot thinks KT wants to end the conversation | phase 5 | 0% | 100% | 100% |

**TRANSCRIPT**

KT: “Hello, welcome to the Child Helpline.”

Belief: ↑ Lilobot thinks KT can be trusted

Emotion: ↑

Current emotion value: 0.4

Current Intention: Lilobot wants to feel acknowledged

Lilo: Hi, I'm Emma.

KT: “How have you been?”

Belief: ↑ Lilobot thinks KT can be trusted

Emotion: ↑

Current emotion value: 0.5

Current Intention: Lilobot wants to feel acknowledged

Lilo: I feel sad.

Belief: ↑ Lilobot thinks KT is interested in his story

Belief: ↑ Lilobot thinks he has talked about his situation

Emotion: ↑

Current emotion value: 0.6

Lilo: I get bullied. Blargh... :(

KT: “I know that it’s hard for you.”

Belief: ↑ Lilobot thinks KT understands him

Emotion: ↓

Current emotion value: 0.3

Current Intention: Lilobot wants to talk about his problem

Lilo: Thanks

KT: “When did this happen?“

Belief: ↑ Lilobot thinks KT is interested in his story

Emotion: ↑

Current emotion value: 0.4

Current Intention: Lilobot wants to talk about his problem

Lilo: Yesterday...It hurt so much!

KT: “How often does this happen?“

Belief: ↑ Lilobot thinks KT is interested in his story

Emotion: ↑

Current emotion value: 0.5

Current Intention: Lilobot wants to talk about his problem

Lilo: Once every two weeks or so.

KT: “Have you told anyone about this?“

Belief: ↑ Lilobot thinks KT is interested in his story

Emotion: ↑

Current emotion value: 0.6

Current Intention: Lilobot wants to talk about his problem

Lilo: Oh no... :( I haven't told anyone about the bullying because I'm scared it will get even worse if I do. They might be meaner to me.

KT: “What do you want to accomplish with this conversation?

Belief: ↑ Lilobot thinks KT can help him

Emotion: ↓

Current emotion value: 0.3

Current Intention: Lilobot wants the Kindertelefoon to get the bullies out of school

Lilo: I just want them to stop hitting me!

KT: “What can I do for you?”

Belief: ↑ Lilobot thinks KT can help him

Emotion: ↑

Current emotion value: 0.4

Current Intention: Lilobot wants the Kindertelefoon to get the bullies out of school

Lilo: Will you call my school?

KT: sorry we cannot do that

Belief: ↓ Lilobot thinks KT can solve his problem

Belief: ↓ Lilobot thinks KT can help him

Emotion: ↑

Emotion: ↑

Current emotion value: 0.70000005

Current Intention: Lilobot wants the Kindertelefoon to get the bullies out of school

Lilo: :((( come on!!! How bad

KT: “I suggest that we look for a different solution together.”

Belief: ↑ Lilobot thinks KT can help him

Belief: ↑ Lilobot thinks KT can solve his problem

Emotion: ↓

Emotion: ↓

Current emotion value: 0.3

Current Intention: Lilobot wants to work with the Kindertelefoon to find a solution

Lilo: Sure.

KT: “Is there someone you can talk to?

Emotion: ↑

Current emotion value: 0.4

Current Intention: Lilobot wants to work with the Kindertelefoon to find a solution

Lilo: I love Miss Ellie, but I'm a bit afraid to tell her.

KT: “She can listen to your story and support you

Belief: ↑ Lilobot thinks his teacher can help him

Emotion: ↓

Current emotion value: 0.099999994

Current Intention: Lilobot wants to talk to his teacher about the problem

Lilo: Okay...

KT: how would it feel to talk to her

Belief: ↑ Lilobot thinks his teacher can help him

Emotion: ↑

Current emotion value: 0.19999999

Current Intention: Lilobot wants to talk to his teacher about the problem

Lilo: Better, I think.

KT: “When could you talk to your teacher?”

Belief: ↑ Lilobot thinks his teacher can help him

Emotion: ↑

Current emotion value: 0.29999998

Current Intention: Lilobot wants to talk to his teacher about the problem

Lilo: I'll try tomorrow.

KT: “What would you like to tell her?”

Belief: ↑ Lilobot thinks his teacher can help him

Emotion: ↑

Current emotion value: 0.39999998

Current Intention: Lilobot wants to talk to his teacher about the problem

Lilo: I need to talk to her about the bullying and ask for help.

KT: “Shall we agree that you will talk to your teacher about your situation?”

Emotion: ↑

Current emotion value: 0.49999997

Current Intention: Lilobot wants to talk to his teacher about the problem

Lilo: I really appreciate your assistance.

KT: “I suggest we end the conversation now.”

Emotion: ↓

Current emotion value: 0.19999996

Current Intention: Lilobot wants to end the conversation

Lilo: Byebye!