Hyunsu Kim

Keon Lee

Nyoungwoo Lee

Why is Alexithymia dangerous?

Alexithymia

Cannot know own emotion well

Cannot express emotion well

Depression

Anorexia

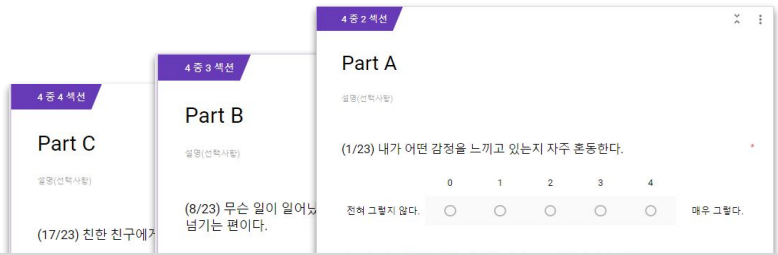
Anxiety disorder

Social phobia

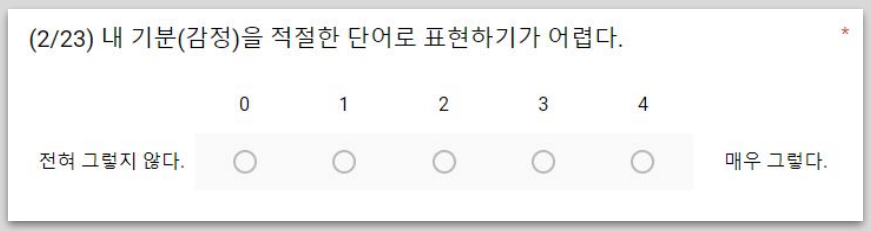
B.-J. Ham, L. Kim, *Alexithymia : Concept and Implications for Treatment*, Sleep Medicine and Psychophysiology, 2002

How many Alexithymic people are there?

Our Survey (Based on TAS-20)

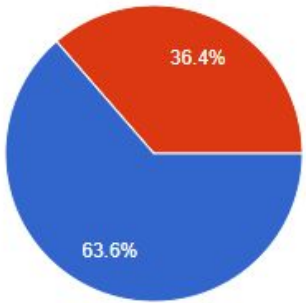


5 Points Likert Scale



Q] It is difficult to express my feelings (emotions) with appropriate words.

Participants : total **103** people



Sex

Female

Male

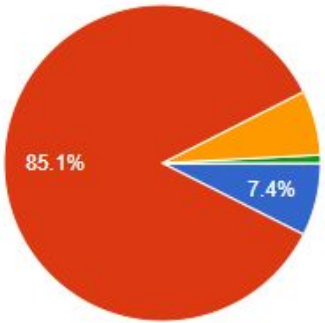
Age

10s

20s

30s

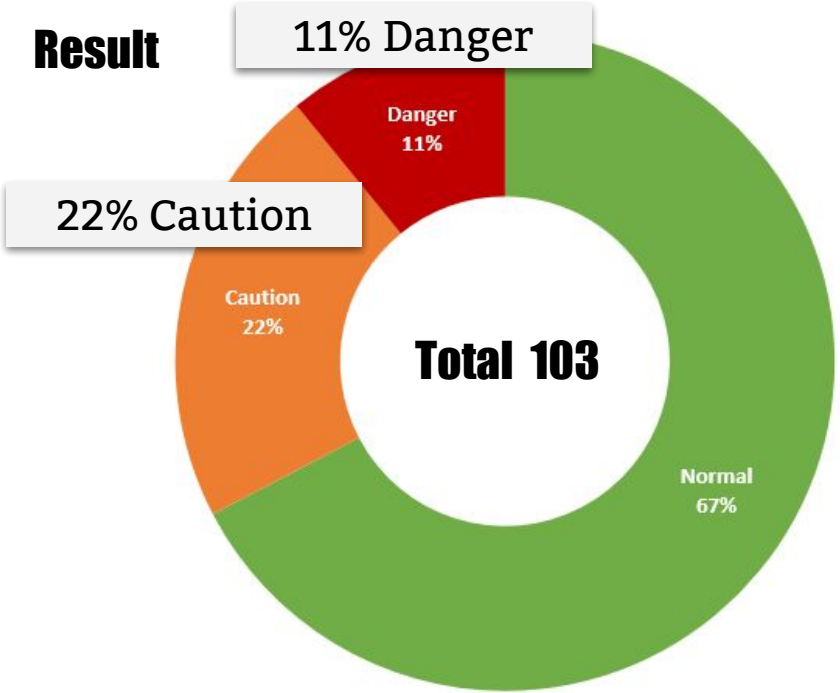
etc



The questions are referred from
"H. K. Shin, H. T. Won, *A Study on the development of the Korean Alexithymia Scale*, Korean Journal of Clinical Psychology,1997."

How many Alexithymic people are there?

Result



[M : Alexithymic score]

M ≤ 1.9 : No problem

1.9 ≤ M ≤ 2.3 : Possibility of symptom of somatization

2.3 ≤ M : Possibility of psychological disorder

H. K. Shin, H. T. Won, *A Study on the development of the Korean Alexithymia Scale*, Korean Journal of Clinical Psychology,1997.

Problem definition

So many Alexithymic people,

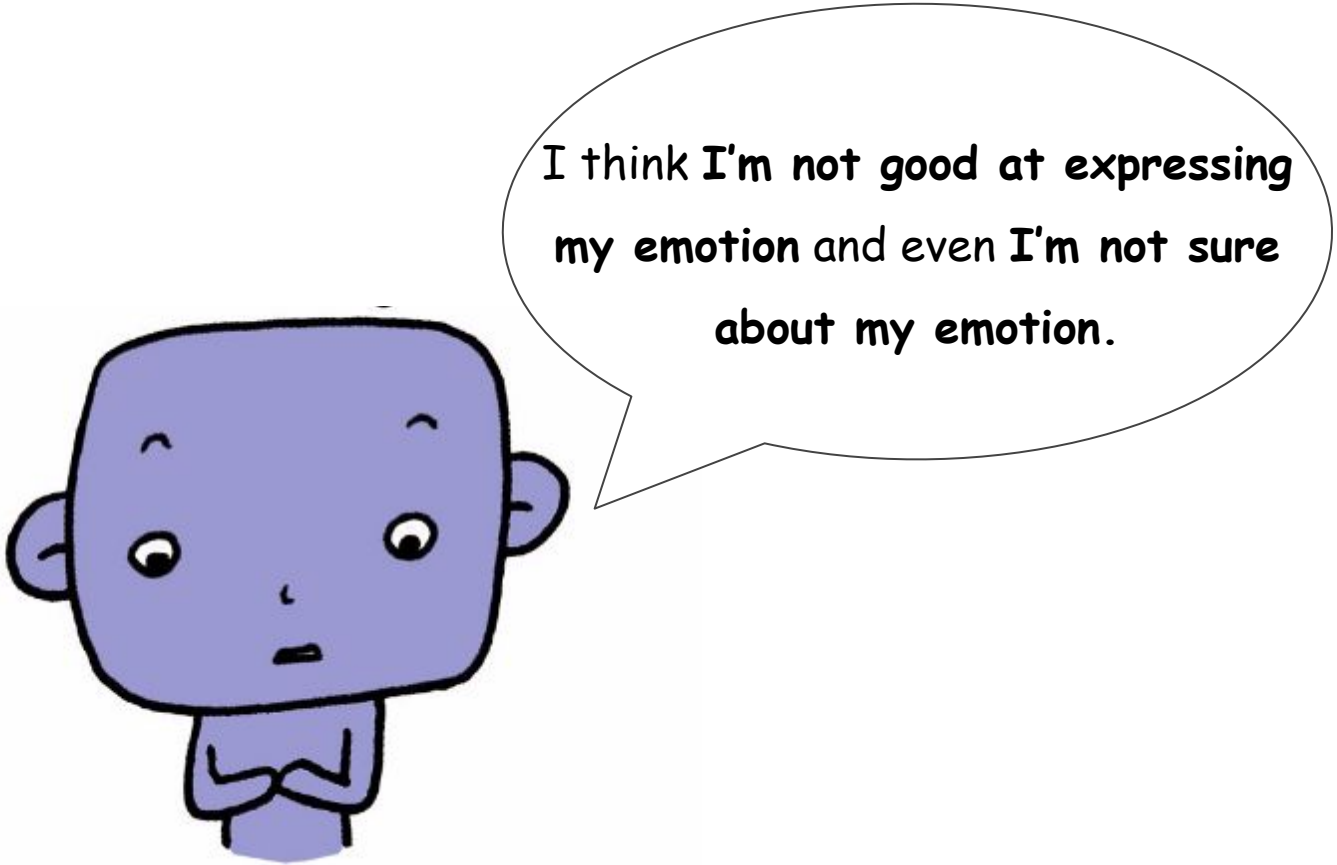
but they **don’t recognize** it.

Our Goal

Even they don’t recognize Alexithymia,

They are going to **be better** through our solution.

Target user


I think **I'm not good at expressing my emotion** and even **I'm not sure about my emotion.**

Solution

Counseling

Conventional Alexithymia therapy

Client's statement → Express feeling on mobile app.

Feedback of counselor → Crowd's feedback

B.-J. Ham, L. Kim, *Alexithymia : Concept and Implications for Treatment*, Sleep Medicine and Psychophysiology, 2002
H. K. Shin, H. T. Won, *A Study on the development of the Korean Alexithymia Scale*, Korean Journal of Clinical Psychology,1997.

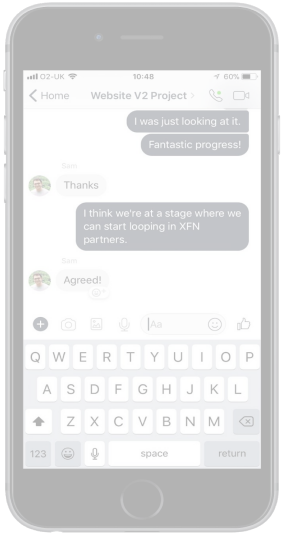
Solution

Access to
mobile app

Express feeling
on chatting interface

Get crowd's
feedback

Design Approach 1: Sympathetic introduction

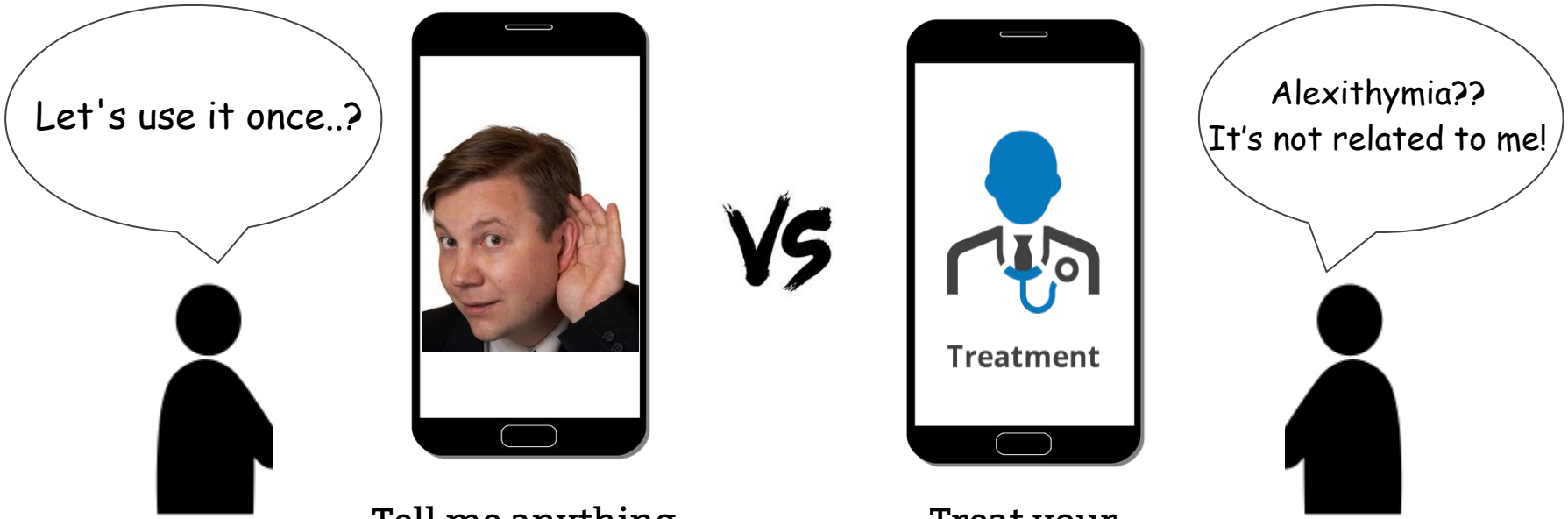


Access to mobile app

Express feeling on chatting interface

Get crowd's feedback

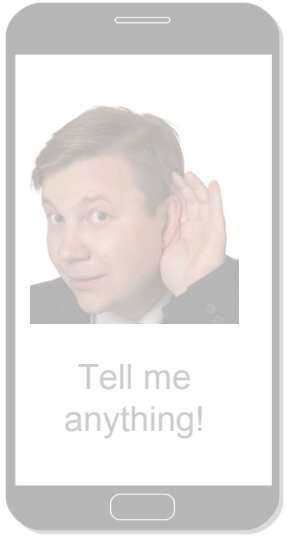
Design Approach 1: Sympathetic introduction



Tell me anything.
We can hear you!

Treat your
Alexithymia!

Design Approach 2: Chatting interface



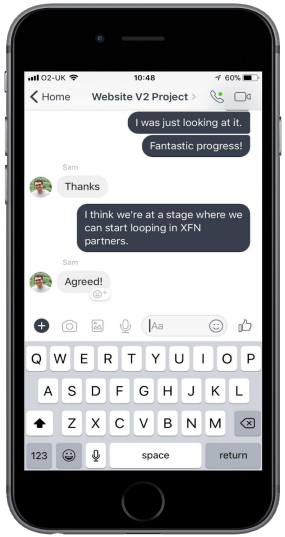
Access to
mobile app

Express feeling
on chatting interface

Get crowd's
feedback

Design Approach 2: Chatting interface

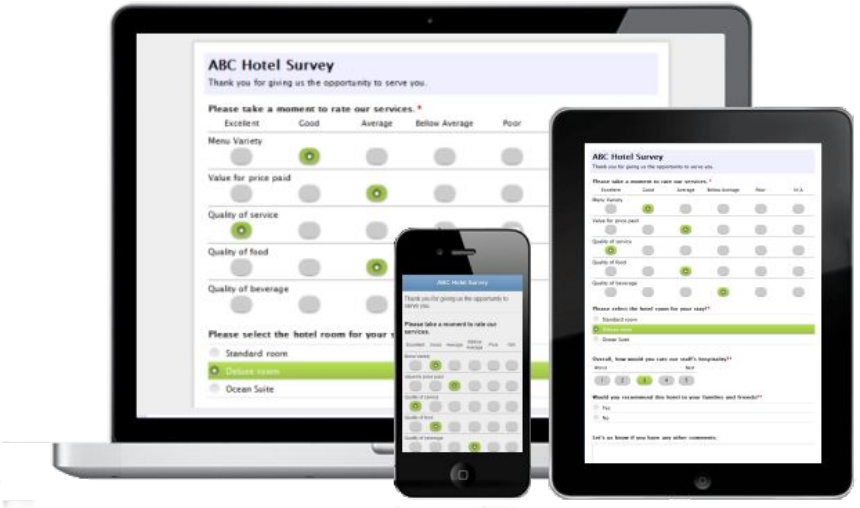
Chatting interface



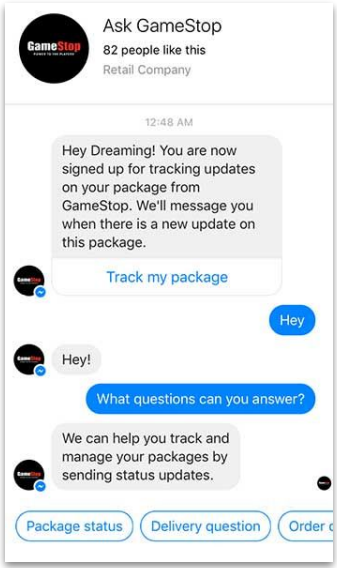
Richness

Convenience

General form interface



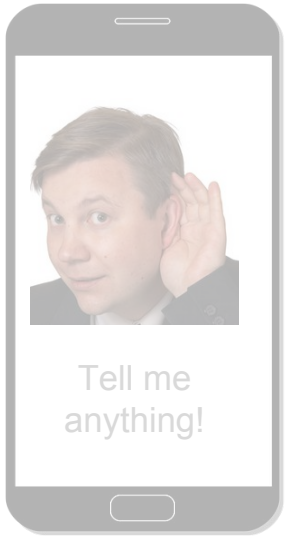
Design Approach 2: Chatting interface



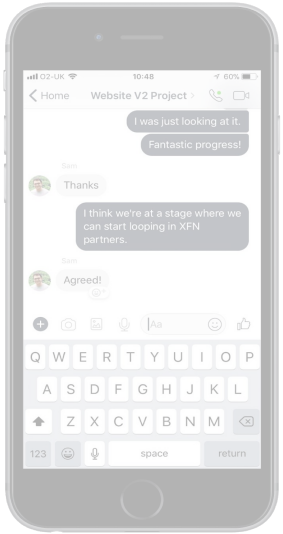
Narvar(a delivery company)'s chatbots see **almost 100% response rates** from customers

"Mariya Yao, 4 CRITICAL STEPS TO MAXIMIZE CHATBOT RETENTION & ENGAGEMENT, topbots.com, 2016."
https://www.topbots.com/4-critical-steps-to-maximize-chatbot-retention-engagement/

Design Approach 3: Crowdsourcing



Access to
mobile app

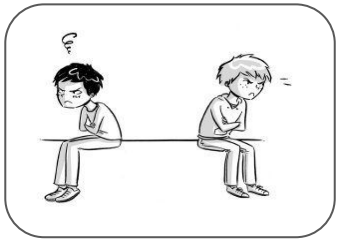


Express feeling
on chatting interface

Get crowd's
feedback

Design Approach 3: Crowdsourcing

I fought with my friend..
I felt like **I cannot deal with anything..**



User's chat log

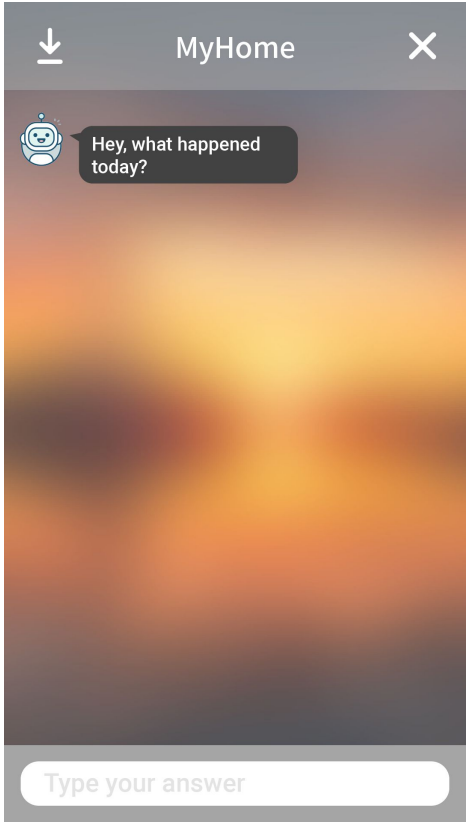
Spread to the other users

Give a feedback

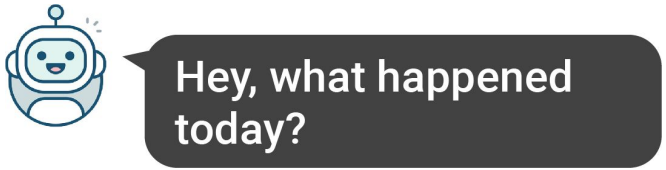
You're **disappointed** in you friend..
How about talk with your friend?

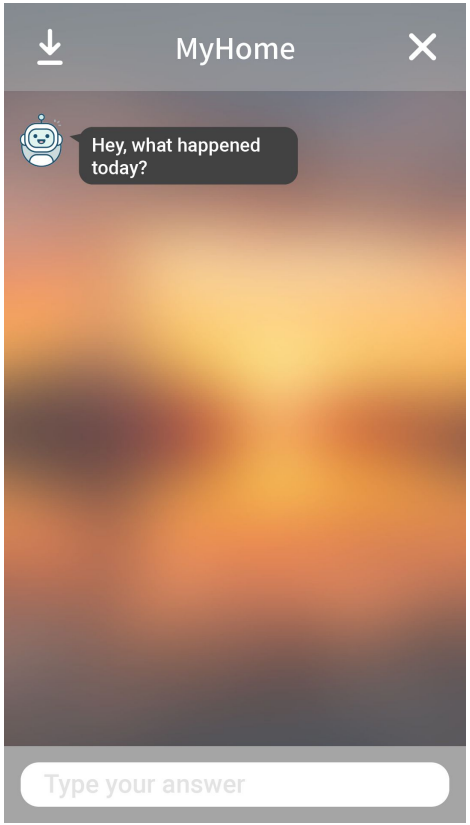
The other user's comments

Talking with chatbot

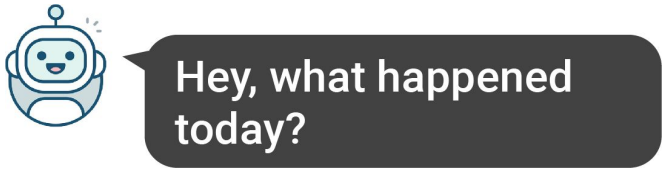


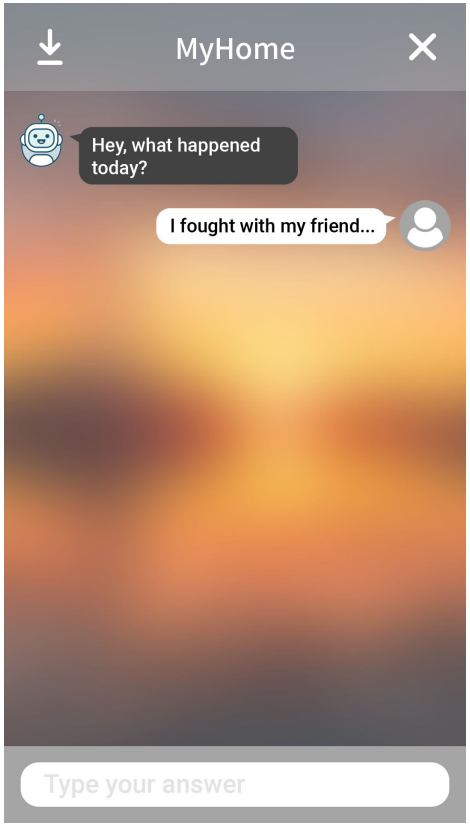
Talking with chatbot





Talking with chatbot



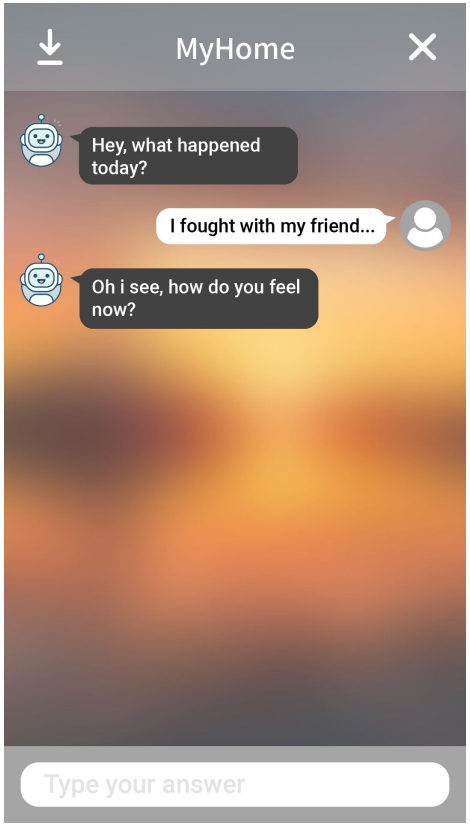


I fought with my friend...

Talking with chatbot

Hey, what happened today?

Oh i see, how do you feel now?



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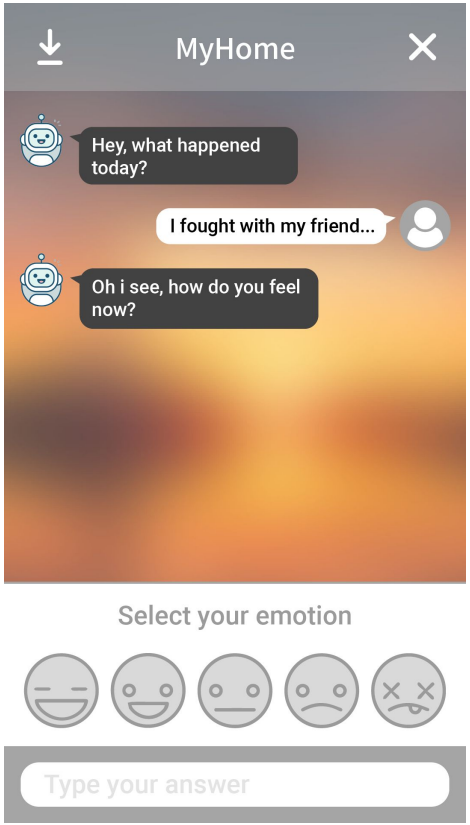
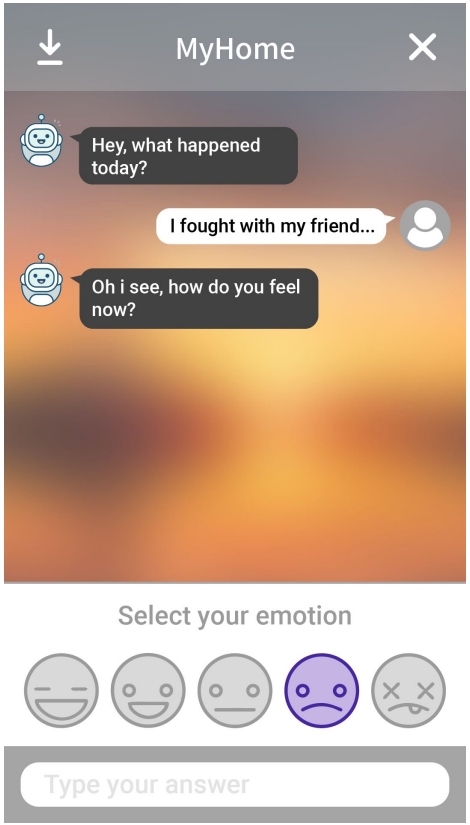
Talking with chatbot



Talking with chatbot



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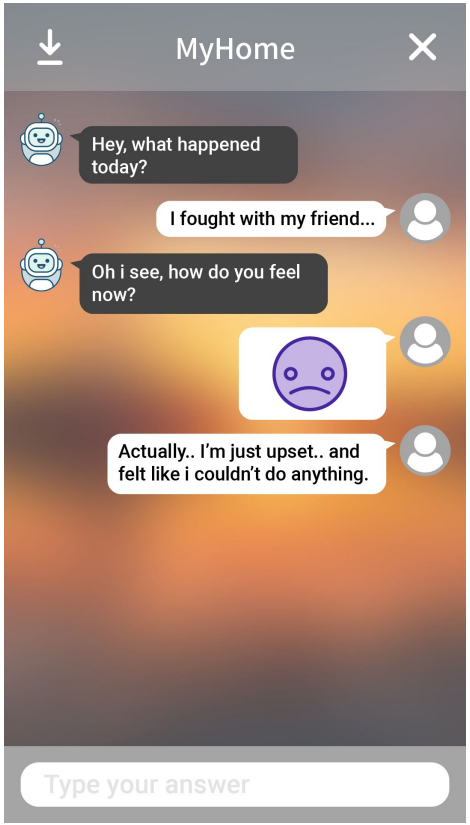
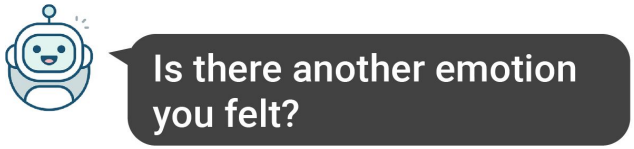
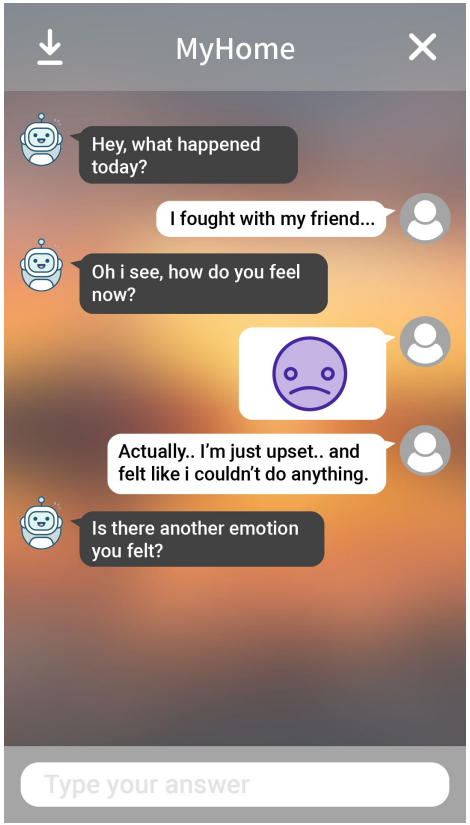


Actually.. I'm just upset.. and felt like i couldn't do anything.

Talking with chatbot

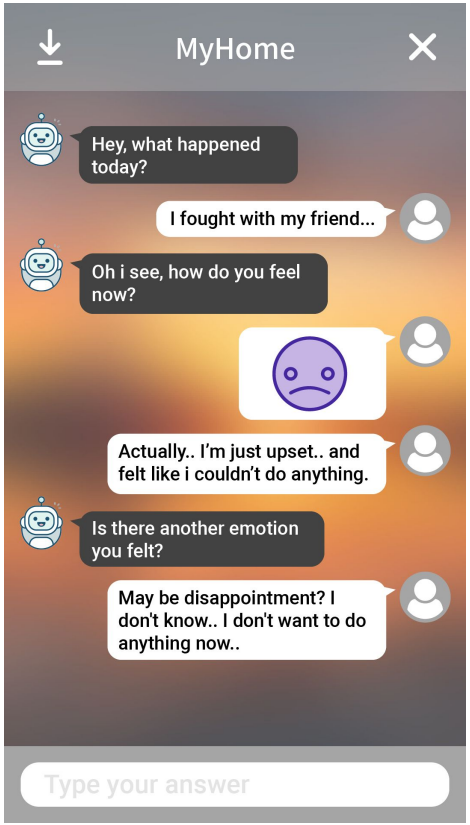




Actually.. I'm just upset.. and felt like i couldn't do anything.

Talking with chatbot

Is there another emotion you felt?



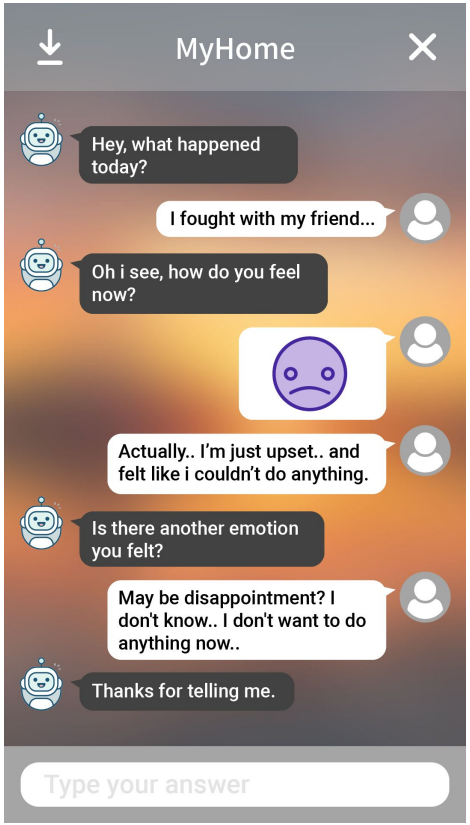
Actually.. I'm just upset.. and felt like i couldn't do anything.

May be disappointment? I don't know.. I don't want to do anything now..

Talking with chatbot

Is there another emotion you felt?

Thanks for telling me.



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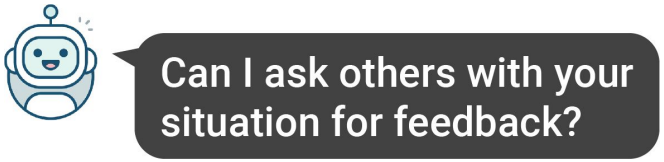
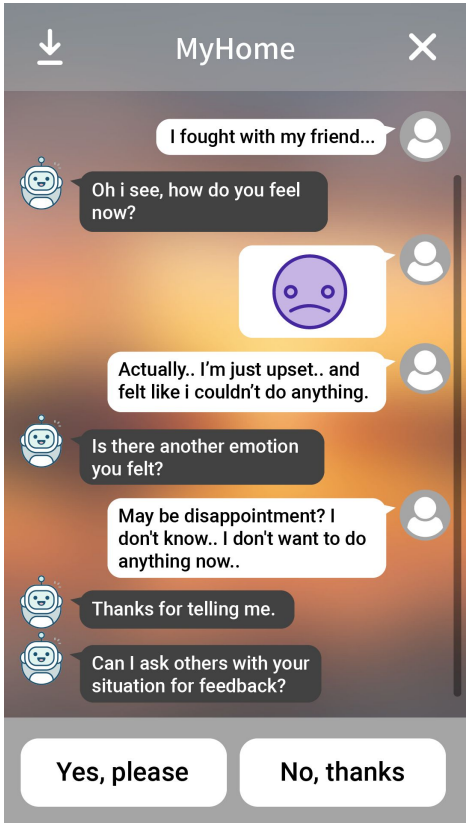
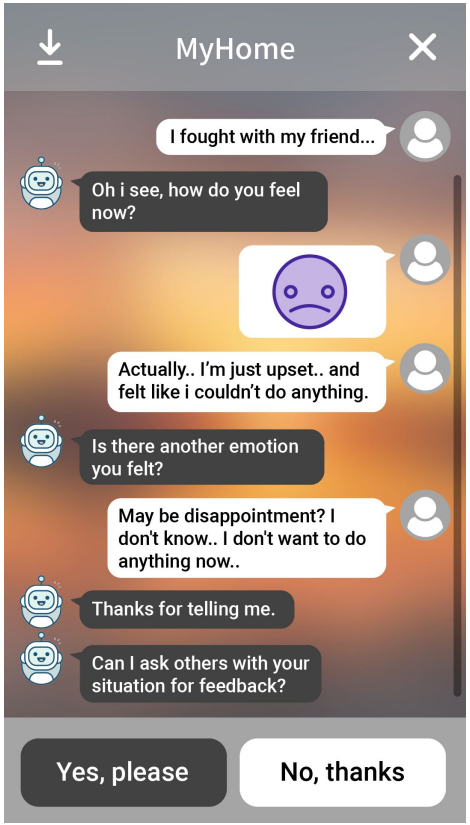
Talking with chatbot





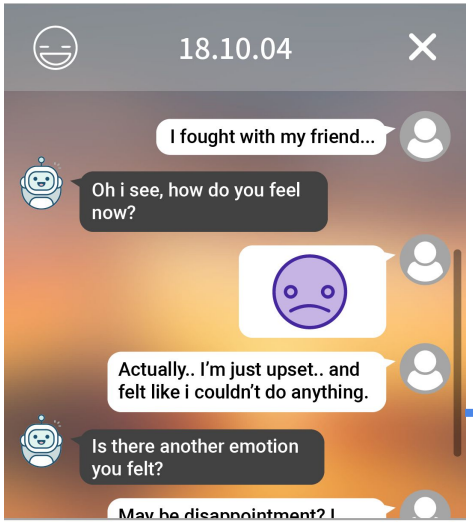
Talking with chatbot

Can I ask others with your situation for feedback?

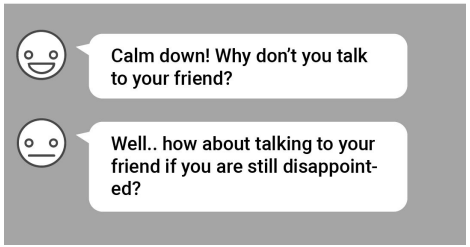


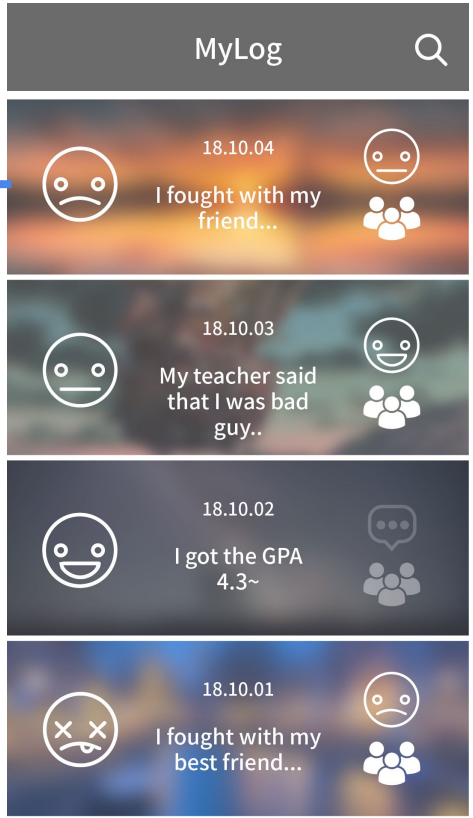
Yes, please

Chat Timeline

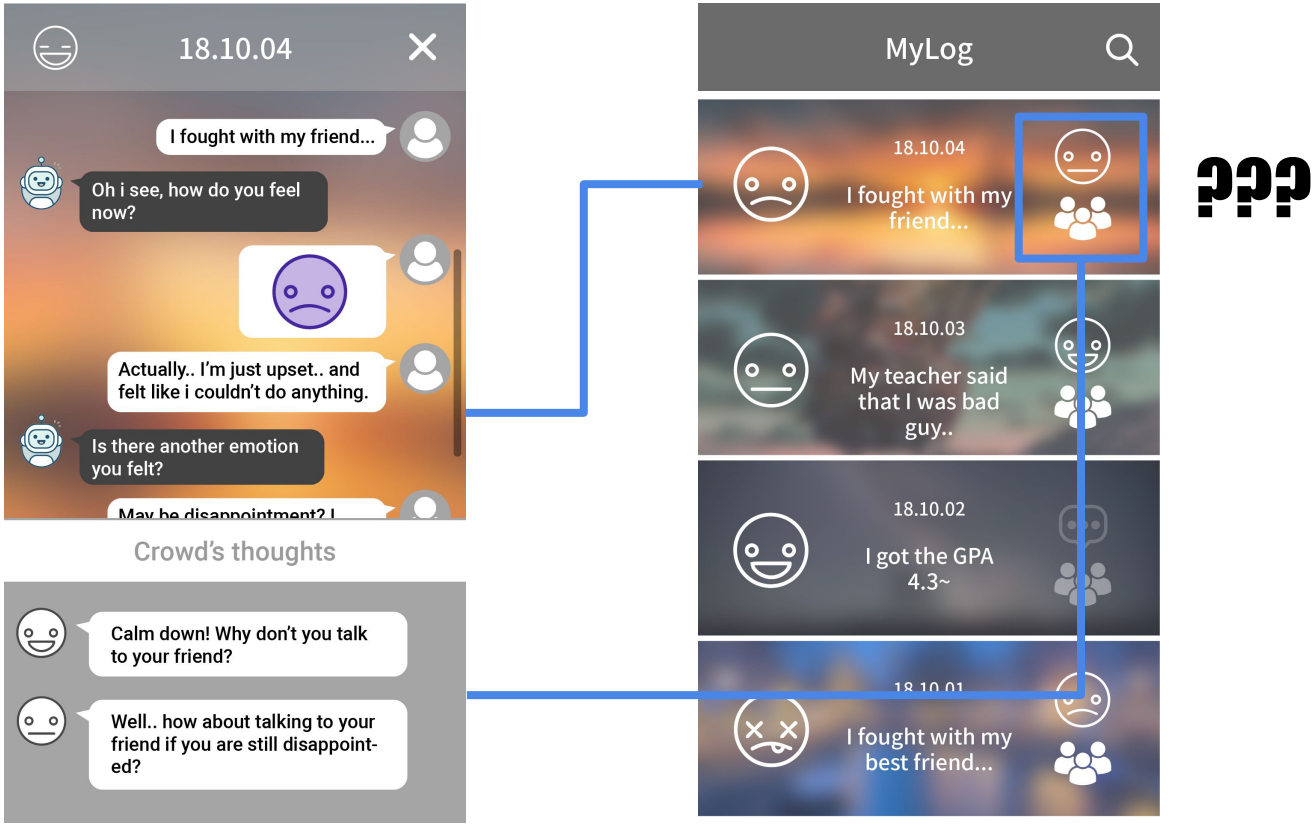


Crowd's thoughts

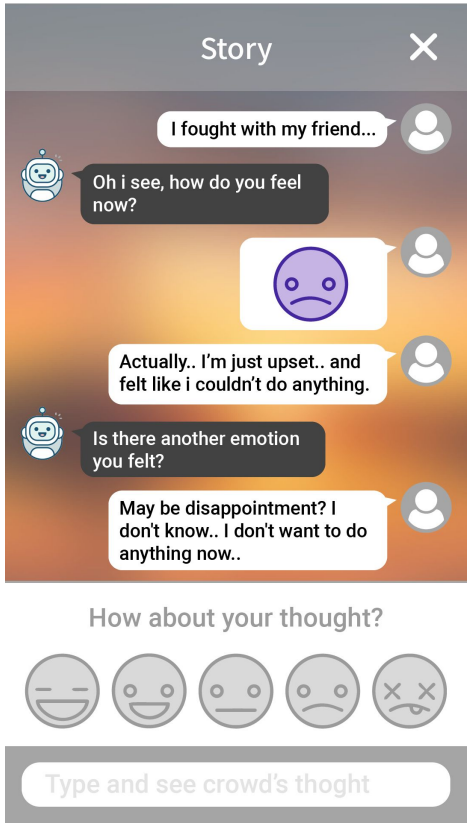


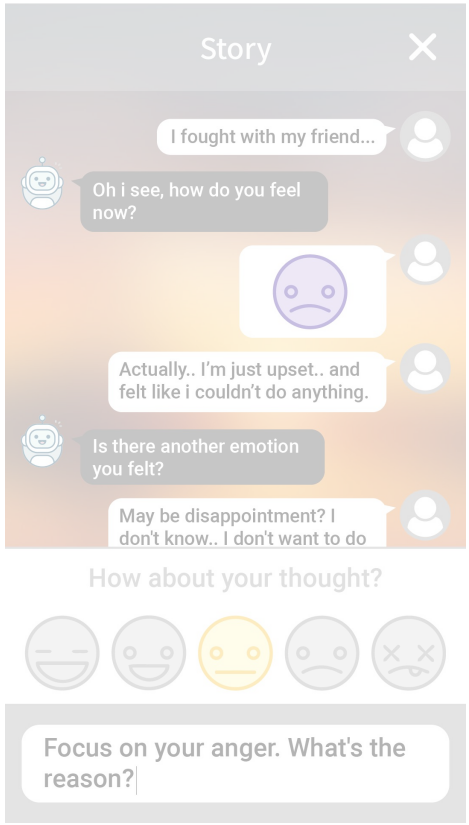


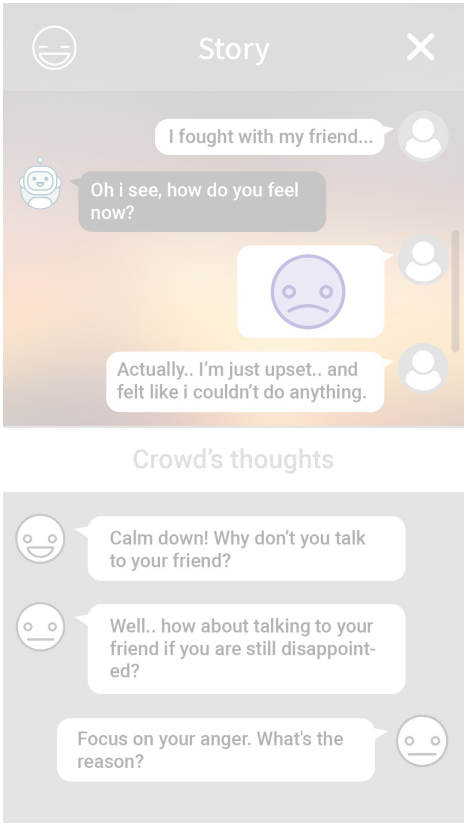
Chat Timeline



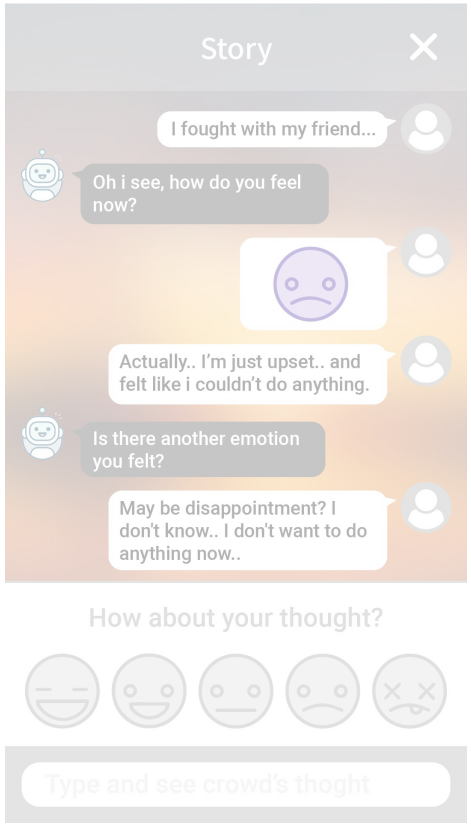
Crowd's feedback

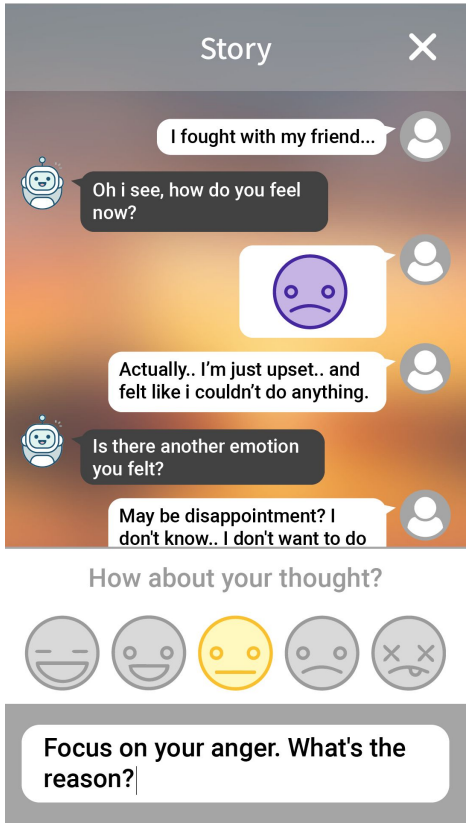


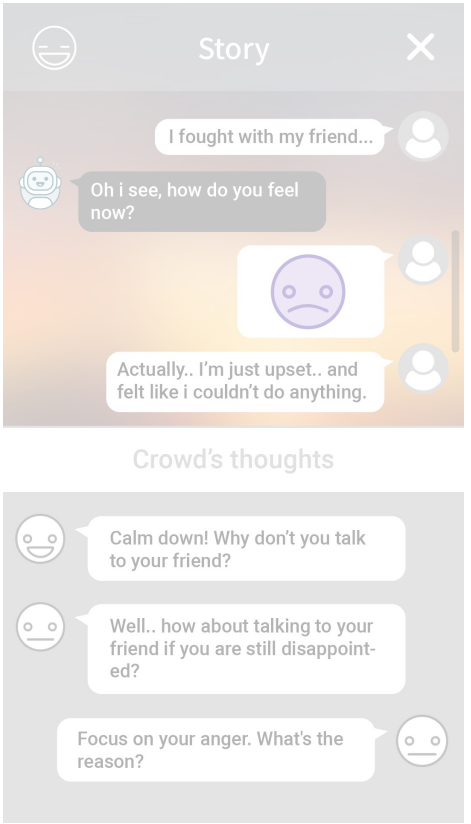




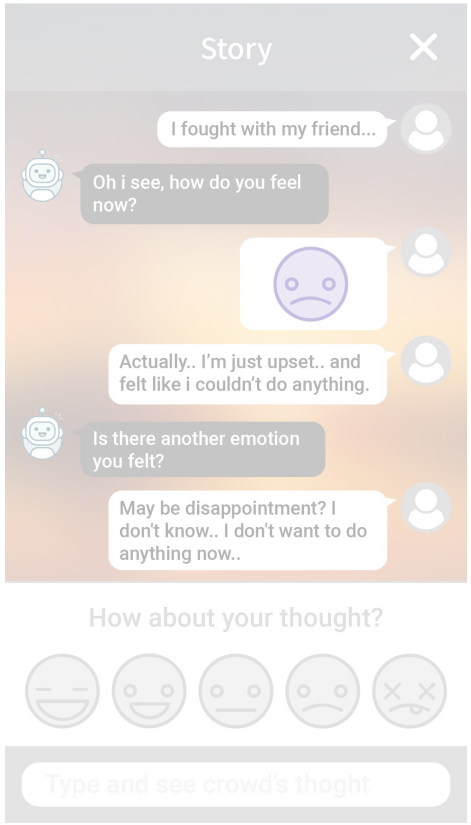
Crowd's feedback

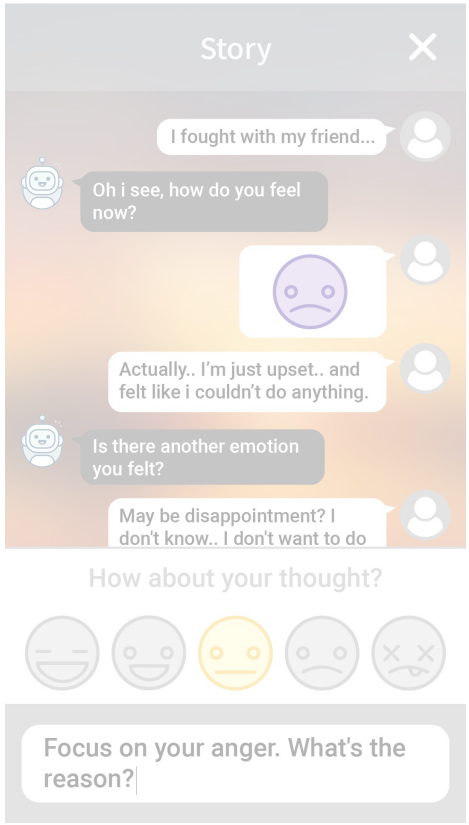


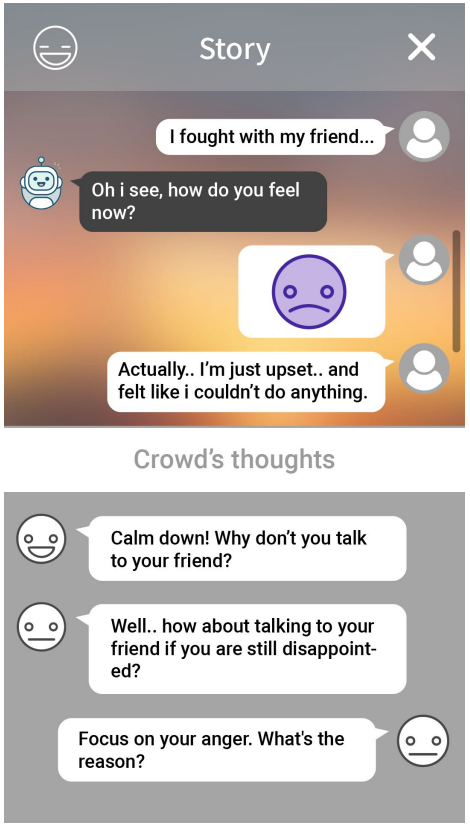




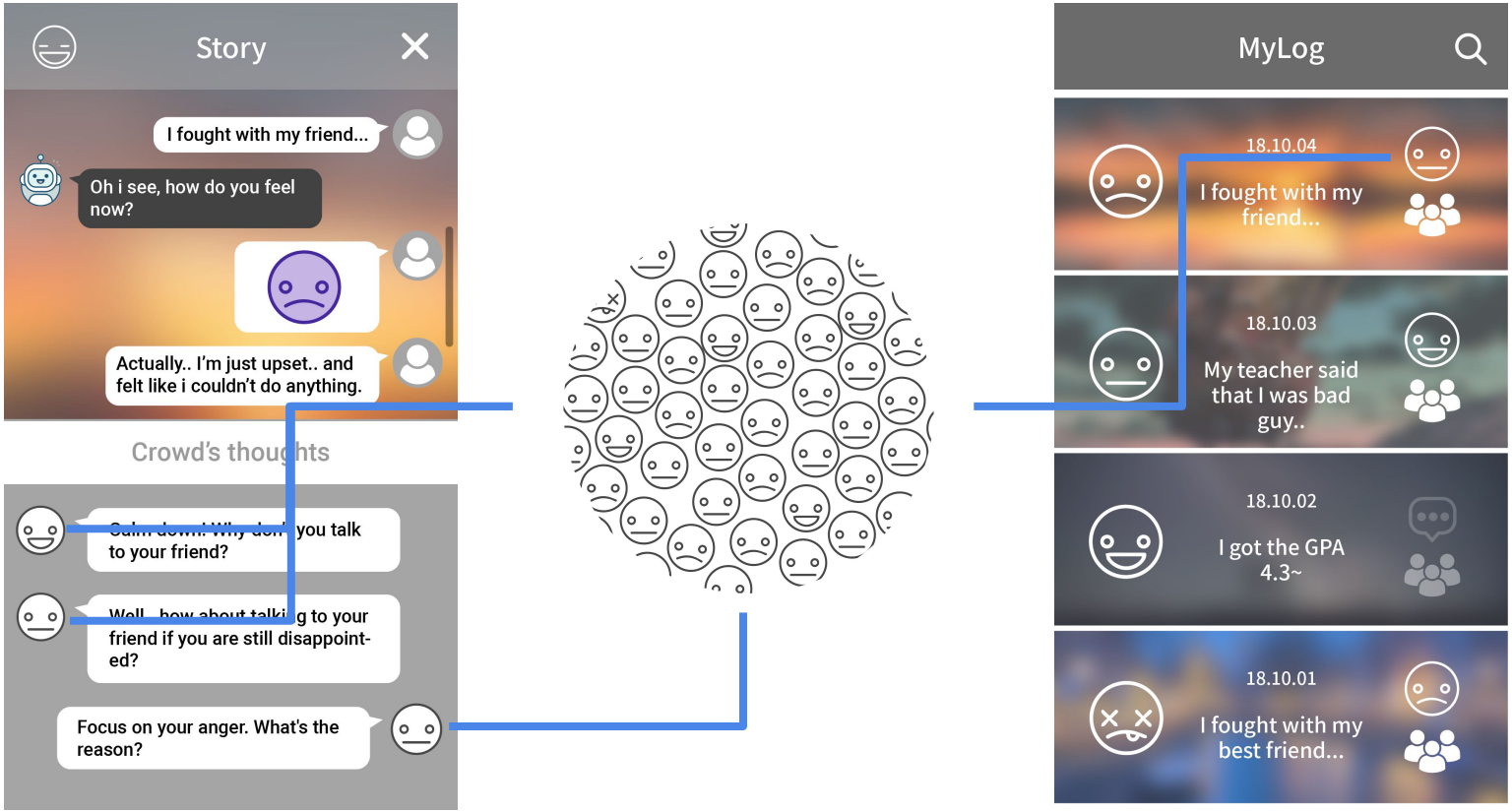
Crowd's feedback



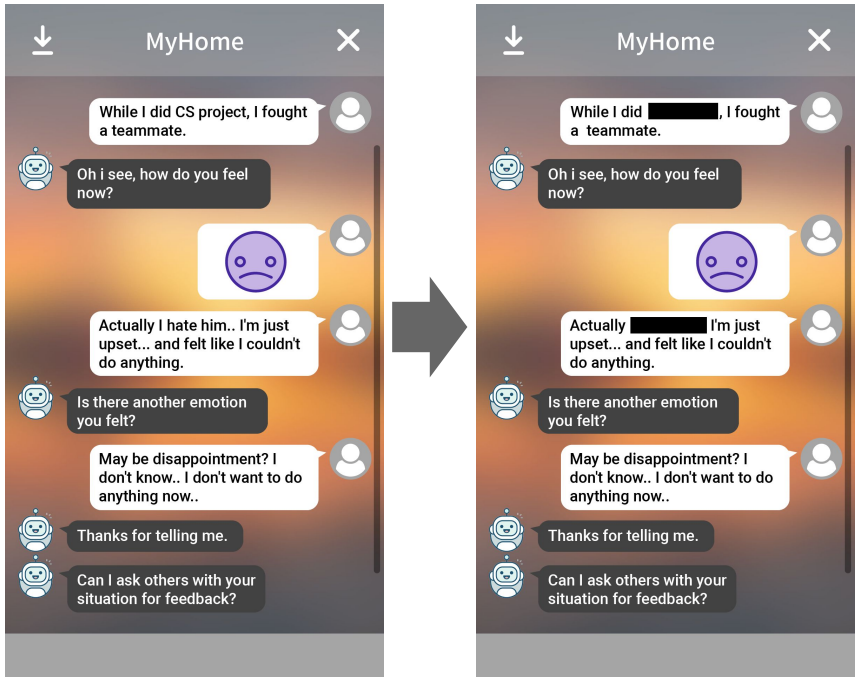




Crowd's feedback

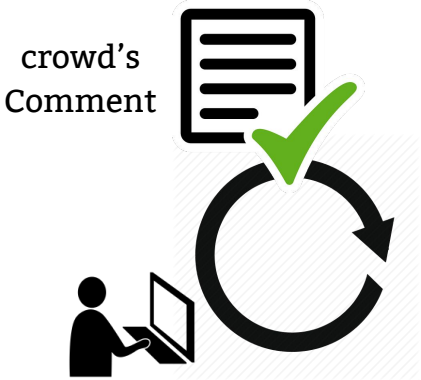


Facing Challenges

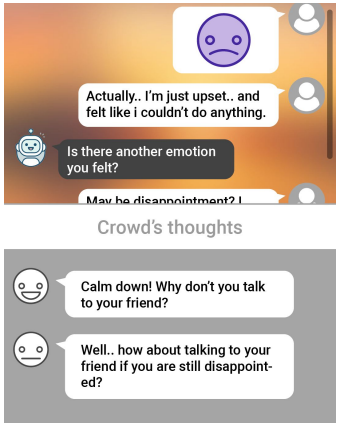


How to deal user's privacy?

Verification



User's View

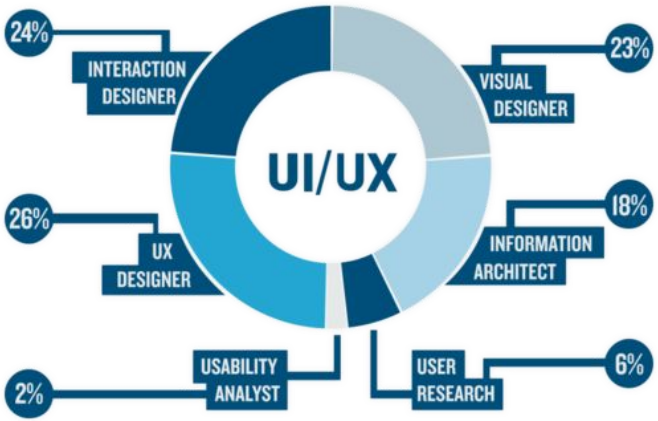


Comments from crowd are only visible to the user after being **verified by another user**.

How to quality control?

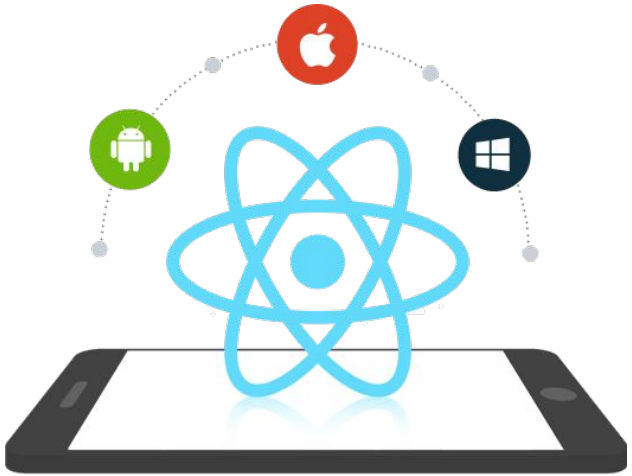
Progress

UI Design



Done

Development (React Native & Firebase)



In progress

Future Plan

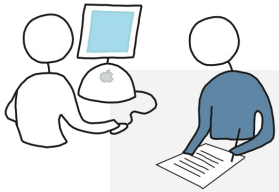
October

3rd week	Implementation & Pre-survey analysis
4th week	Implementation

November

1st week	Implementation & Recruiting
2nd week	Implementation & 1st trial in User-Test
3rd week	2nd trial in User-Test & Post survey and User-Interview
4th week	Results analysis

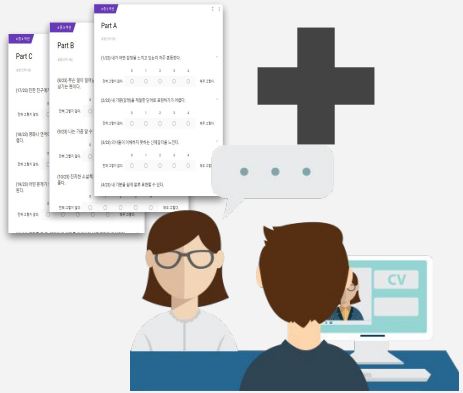
Evaluation



User testing & Feedback

Pre-Survey : TAS-20

User-test : During **1 week**



Post-Survey : TAS-20(different order)

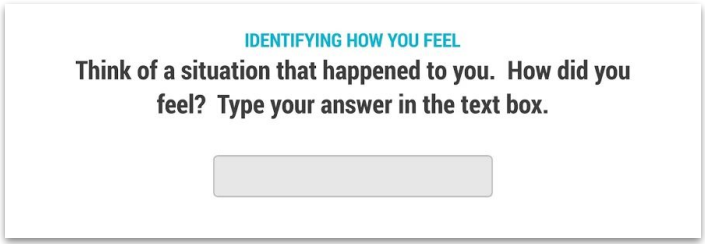
User-Interview

#team Reflection

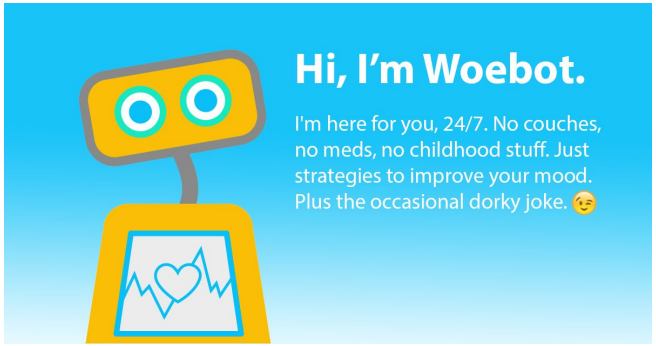
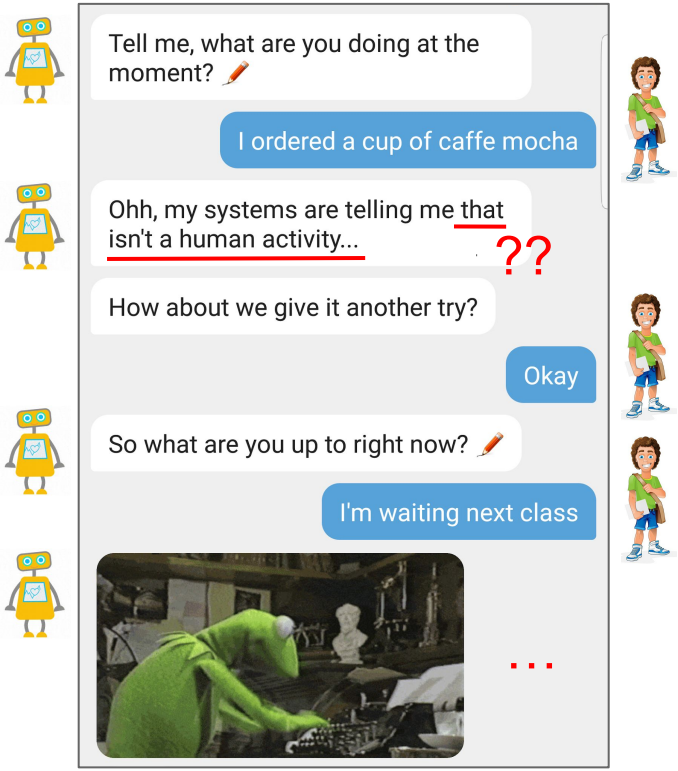
KNOW ONE'S EMOTION

Appendix A: Existing Solution

Mood Meter



My Emotional Compass

https://health.usnews.com/wellness/mind/articles/2018-03-28/when-you-cant-put-your-feelings-into-words-the-emotional-ignorance-of-alexithymia

Appendix B: Chatbot-based therapy example - Woebot