

CLEARifAI

Effective Team Communication in Meetings through AI evaluation

Crystal Kwok
yatingcrystal.kwok@student.unibz.it
Free University of Bozen-Bolzano

Effective Team



Psychological Safety

- Amy Edmondson – Psychological Safety and Learning Behaviour in Work Teams
- Google's Project Aristotle – What makes a team effective at Google?

Effective Communication



Active Listening

- Carl Rogers & Richard Farson – Active Listening
- International Adoption and Standards by WHO, UNESCO, OECD, etc.

CLEAR Model

From Modern Agile

Curious, caring and open-minded
Listen to one another
Encourage everyone to contribute
Avoid dominating or interrupting
Repet and review people's points

AI Evaluation

Evaluation criteria based on

- 7 Psychological Safety Statements (Developed by Amy Edmondson)
- 12 Active Listening Skills (Proposed by International Listening Association)

Benefits

- Visible CLEAR metrics of team communication with scores on each aspect
- Tracking of team progress
- Non-rule based evaluation

Team Communication

Input:
Meeting Audio

Processing using
Audio-Based AI Technologies

- Speech Recognition
- Speaker Diarization
- Speech Emotion Recognition

Align results together
as a team and use
results in next team
meeting

Final Evaluation using
Large Language Model

Output:
CLEAR Radar Chart,
Insights of effective
team communication and
Recommendations on
improvements

