

Teaching and Developing Social and Emotional Skills with Technology

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Abstract

Social and emotional skills refer to a range of interpersonal and life skills that are crucial for virtually all our interactions in everyday life. Teaching and learning such skills has a long history, with a large number of evidence-based programs across many domains such as education, business, medical or therapeutic contexts.

However, very little technology gets used in these programs, despite its potential to enhance and complement the existing approaches. The primary aim of this paper is to provide a foundation and set an agenda for future research on the design of technology that would support, and help teach, social and emotional skills. [\[\[add focus mainly on education\]\]](#) To this end, we review the literature on social and emotional learning courses within school education, identifying similarities among curricula and shared challenges to successful learning. We then link these to HCI research and the potential for both fields to be mutually enriched. Our key argument is that much existing HCI work can be directly relevant to social and emotional skills learning (SEL) in education (and other domains), but that the topic has been under-researched so far within HCI. We argue how such technology could fundamentally extend and enhance the possibilities available to social skills curricula designers in other domains, [and help address some of the key challenges they face](#) [\[\[too much focus on on challenges + need?\]\]](#) ; as well as pose novel opportunities, challenges and well-motivated practical problems for HCI.

1. [\[\[TEMP:\]\]](#) KEY ARGUMENT

Supporting social interactions is a long term focus for HCI. However, understanding how social and emotional skills are learned, and how this can be supported by technology, is an important but underresearched area so far.

This paper reviews the approaches to teaching and learning of such skills in other domains, with specific focus on the long history and experience around social and emotional learning in education.

The contribution of this paper is unpacking the ...

In doing so, we hope to raise ...

2. INTRODUCTION

Social and emotional skills refer to a range of skills that are crucial for our everyday life and healthy development [Weare and Nind 2011; Adi et al. 2007a; Damon et al. 2006]. We define the term broadly here to include skills such as those related to emotional intelligence, interpersonal and communication skills, and also skills such as mindfulness, self-control and empathy. The importance of such skills for personal competence and well-being is acknowledged both in research and industry [Durlak et al. 2011; Greenberg 2010; Stepien and Baernstein 2006; Barth and Lannen 2011; Carey et al. 2011; Bono et al. 2009]. Social and emotional skills are particularly valued in diverse domains such as education (from kindergarten to university education), leadership, social work, psychotherapy, and medical/clinical settings.

[[This is particularly important for schools as ... societal blah from Cohen2001 and others? around how many students have obvious SEL problems and how teaching could help with these.]]

There are an increasing number of interventions and courses specifically designed to support social and emotional skill learning (SEL) in these areas, substantiated by a large body of peer-reviewed, scientific literature showing that *such skills are teachable and interventions can lead to measurable improvements*. However, very little digital technology gets used in the current curricula. This opens opportunities to explore if and how HCI could support social and emotional learning within this domain.

There is also a growing interest in Human Computer Interaction (HCI) on research relevant to teaching or influencing social and emotional skills¹. In particular, a large body of work has recently focused on autism (e.g., [Escobedo et al. 2012; Porayska-Pomsta et al. 2011; Zarin and Fallman 2011; Tentori and Hayes 2010; Gotsis et al. 2010; Hong et al. 2012]), and on using technology to enhance or facilitate psychotherapy [Coyle et al. 2011; Matthews and Doherty 2011; de Sá et al. 2010; Hancock et al. 2010]. Prior literature also includes smaller scale systems aiming to influence particular social behaviour such as discussion dominance, or rapport (e.g., [Narumi et al. 2009; Piper et al. 2006; Balaam et al. 2011; Kim et al. 2008b; McAtamney and Parker 2006; Schroyen et al. 2008; Kim et al. 2008a; Touns and Kerne 2007; Kreitmayer et al. 2012; Daily 2010; Munson et al. 2010]). Wider interest in emotional and social skills within HCI is also exemplified for example by CHI workshops on 'Interaction Design and Emotional Wellbeing' (CHI'12), 'Patient-Clinician Communication' (CHI'13) or 'Enabling Empathy in Health care' (CHI'14); as well as a Special Interest Group (SIG) on Work-life Balance.

Given this, it is timely then that the potential of technology to support social and emotional skills training and development is explored in a more thorough way. This paper reviews literature from education to business to medicine, where various forms of social and emotional skills teaching are key, and connects these to existing work in HCI. In doing so, we identify shared aspects and differences across the SEL domains, using these to draw out structure for future work and show potential for mutual enrichment of SEL and HCI research fields. The overall aim is to take the first steps towards a more principled approach to defining a systematic programme of research for HCI in support of SEL.

In particular, we argue that there are core methods and challenges to teaching social and emotional skills which are shared across all domains; and that these raise new opportunities for HCI research to explore if and how state of the art technologies can help address the challenges in SEL, as well as help support SEL more generally. Moreover, we argue that although much of existing HCI work was not, so far, connected to social skills training, it is actually highly relevant and could be beneficial for augmenting existing curricula. We then point to particular opportunities for further research into this topic, outlining the potential of such mutually enriching connections in more detail.

The remainder of this paper is divided into seven sections. The next two sections provide a detailed overview of social and emotional learning (SEL) curricula. We first focus on SEL in schools as an exemplary domain (Section 3), given it has the longest history of both academic research and practical applications, and addresses the widest

¹Research on using technology to support learning in more classical academic subjects such as mathematics, programming, physics or languages has a longer history within HCI, including a number of well-established journals, e.g., *Computers & Education*. As further discussed in Section 2.3, while we reference selected articles, we do not review this literature in detail as it is mostly focused on declarative, content-based learning, rather than procedural skills-based learning, which is key for SEL.

range of life skills. Section ?? then provides a brief overview of SEL methods and topics within other domains (workplace, medical, psychotherapeutic, and everyday life settings), pointing to relevant reviews and additional literature for each. The following three sections link the SEL literature to particular examples of, and opportunities for, HCI research. Section ?? identifies the key challenges across the existing social and emotional skill curricula from an HCI perspective, Section 4 ties these to potential technology support, and Section ?? maps out the design space for HCI. Finally, Section 6 summarises and concludes the paper.

Results overview. Our review shows that although the interpretation and context of specific taught skills differs across the domains, there are substantial similarities in the methods used and the challenges that face curricula designers; and that these could be supported by technology – see Table 1 for an overview. [\[We can now make this much more specific – supporting reflection, collaboration,?\]](#) We also outline how all interventions will need to build on the emphasis that social and emotional skills interventions place on experiential learning. This then brings the related aspects of the need for substantial *practice* and *cueing reflection*?, the key importance of the *transfer of learned skills* from facilitated sessions into everyday real world settings and the *need to motivate and engage* learners.

We use these learning principles as an initial structure to guide designers and researchers in thinking about ways to support SEL in each of the diverse domains; and show how this fits well with, and could easily benefit from, existing HCI work on ubiquitous computing, social signals processing, behavioural change, and “into the wild” research (see Table ?? on page ??).

Multi-level paper structure. The text is structured to allow for several ways in which readers can approach the paper. We provide a detailed overview of the SEL literature as well as the examples of potential technology support. This is meant to serve as an initial ‘guidepost’ for readers interested in learning more about the specific sub-topics, and as an argument base for the interpretations we make, but could be deemed as too detailed for others. For this reason, we keep all such detail in the third level subsections (e.g., 2.4.X or all third level subsections in section 4) and the paper can be read also by skipping these entirely. Similarly, readers interested only in the key implications for HCI can jump directly to Sections ?? to ??, leaving out the review of SEL literature.

Challenges		Methods		Topics and skills taught		
	Education (Sections 2.1 to 2.5)	Workplace settings (Section 3.1)	Medical settings (Section 3.2)	Therapeutic settings (Section 3.3)	Everyday settings (Section 3.4)	
	Four core areas: <ul style="list-style-type: none">• identify and understand emotions• self-control strategies• communication skills• dealing with conflict and problematic situations	Diverse topics around 'emotional intelligence' <ul style="list-style-type: none">• leadership skills• cooperation and communication skills• self-management and planning• other personal skills, e.g., 'via coaching	Self-oriented skills: <ul style="list-style-type: none">• stress, coping and life-style management Interpersonal skills: <ul style="list-style-type: none">• patient-clinician communication e.g., motivational interviewing• empathic skills	Therapy process (supporting the patient): <ul style="list-style-type: none">• wide range of social and emotional skills depends on the patient's issues Training and skills development of therapists: <ul style="list-style-type: none">• developing detailed self-awareness• active listening and empathy skills• techniques and approaches of the therapeutic approach	Diverse topics: <ul style="list-style-type: none">• non-clinical interventions, e.g., interpersonal skills courses, mindfulness based stress reduction• life-coaching and other commercial consultation• self-driven change	
	Shared across domains					
	Key methods, based on procedural learning approaches: <ul style="list-style-type: none">• supporting personal experience and opportunities to try out the skills in practice• using model situations, role-plays• slowly building to more complex situations, preferably based on real-world experiences of the learners• feedback from others is key during practice					
	Shared across domains					
	Four learning principles (in bold) and the associated key challenges : <ul style="list-style-type: none">• providing timely feedback (currently post-hoc, coming from trainer/peers)• creating opportunities for real-world practice (currently limited mostly to in-session training)• embedding learnt skills into everyday life (very little is possible for curricula designers at the moment)• facilitating learners' engagement and motivation					

Table 1: Overview of the key distinctions and similarities

3. LIFE SKILLS COURSES' CONTENTS WITHIN EDUCATION

This and the next section outline the contents of existing social and emotional skills courses and curricula in domains outside of HCI. We analyse (i) what are the core skills that get taught; (ii) how existing curricula approach this; and (iii) what challenges they face. The goal here is to build an overview of what gets taught and how across the domains, and then use this structure to outline the potential for HCI research (sections ?? and 4). We first outline the reasons why we chose SEL for schools as an exemplary domain (section 3.1), and describe the literature review methodology (section 3.2). We then present the *methods* used in teaching of social skills in education (section 3.3) as well as the key *topics* that get taught (section 3.4), including specific examples from various curricula.

3.1. SEL in schools as an exemplary domain

Social and emotional learning in education is a particularly interesting domain for several reasons, all suggesting that the field can be considered relatively mature, with a number of well-researched and evidence-based approaches.

First, skills taught in school-based curricula are those that have been identified by psychologists and educators as crucial not only to development in childhood and teenage years, but more importantly as key skills for adult life [Greenberg 2010]. They also focus on a large span of ages, from kindergarten to high-school education. As such, it to some extent encompasses the core set of skills needed in other life skills domains that tend to emphasise particular subsets of social skills, and consider many others to have already been developed during childhood and thus available.

Second, SEL has more than 20 years' history of peer-reviewed programs, which have already been deployed to hundreds of thousands of pupils. For example, Durlak et al. [2011] reviews 213 programs intervention studies encompassing more than 270000 students of all ages, with the interventions conducted over several years. Some studies have their effects tracked for even longer periods of time, as is the case for Muenig et al. [2009] who recently presented a 37-year follow-up study on the results of a randomized controlled trial conducted in 1962. Moreover, federal programs support further uptake of such curricula in the US.

Third, recent academic reviews analyse the evidence-base for the effectiveness of SEL programs and find measurable and significant positive effects of SEL in randomised trials, e.g., [Durlak et al. 2011; Greenberg 2010; Weare and Nind 2011]. In particular, the social and emotional skills curricula lead to improvements in the academic performance and the skills actually taught (e.g., Durlak et al. [2011] report average of 11% improvement in achievement tests, 25% in social and emotional skills in the 207 SEL interventions reviewed), as well as positive impacts on many other aspects of behaviour such as mental health [Adi et al. 2007a], violence prevention [Mytton et al. 2006; Adi et al. 2007b], conflict resolution [Garrard and Lipsey 2007], and bullying [Vreeman and Carroll 2007]. For more detail see e.g., Weare and Nind [2011] who provide a meta-review of 52 reviews in this domain, concluding that the interventions "had wide-ranging beneficial effects on individual children and young people, on classrooms, families and communities and on an array of mental health, social, emotional and educational outcomes".

[[Fourth, although the existing results are promising, there is still space for improvement, and strong push to do so from the SEL community – which is also why we argue HCI might be useful in this domain.]]

3.2. Literature review methodology

A large number of systematic reviews of SEL literature already exist, mainly with the focus on meta-analyses of measurable effects and long-term impacts of the curricula (e.g., [Durlak et al. 2011; Weare and Nind 2011; Adi et al. 2007a; Greenberg 2010; Elbertson et al. 2009; Payton et al. 2008]). We build on these and approach the topic with a complementary HCI perspective in mind, aiming to draw out processes, methods and topics commonly used within curricula, and identify the challenges the curricula designers currently face.

As such, we analysed the contents of selected curricula, in addition to following references cited by the academic reviews above. This analysis was done by first creating summaries of individual curricula, collating these in mindmaps to draw out related topics, methods and approaches, and finally iteratively identifying the common aspects across curricula and domains. Given the large number of available curricula for the educational domain, we based our review on a set of curricula selected by 'Collaboratory for Academic, Social and Emotional Learning' (CASEL)², which is a non-profit organisation supporting research and application of social and emotional learning in education, co-founded by the leading figures in the academic field.

In particular, we drew on curricula identified in two CASEL 'guides': CASEL [2003] guide reviews 80 SEL programs selected by a rigorous procedure, highlighting 22 of these as particularly well-designed. Each of the 80 programs is described, rated on 15 aspects and linked to academic literature evaluating its effects. The newer version of the guide, CASEL [2013], focusses primarily on preschool and elementary school programs, recommending 23 programs. We first systematically analysed the descriptions of all programs in both guides, and continued with more detailed examination of the programs highlighted in either version of the guide (i.e., 34 programs altogether³), as well as the academic literature available for each of these programs as referenced in the guides, as long as it was accessible through the libraries of three major universities (yielding 66 academic articles altogether). We also included any course materials and descriptions of the programs that were available on the internet. Finally, we included a number of books on creating SEL curricula in the context of schools [Maree et al. 2007; Elias 1997; ?; ?]

3.3. Methods for teaching SEL in education – experiential learning

Curricula share the understanding of social and emotional skills as highly complex abilities, based on subconscious processing [Ambady 2010; Lieberman 2000]. As such, social and emotional skills are based on *procedural* rather than declarative knowledge [Kruglanski and Higgins 2007, p.288], and thus require experiential approach to be learned. Moreover, the key ability of most social and emotional skills is to be able to react appropriately even within 'hot' moments, that is situations when the learner is overwhelmed with emotions, the importance of the situation, or just has a very short time to react (e.g., heated conflict). During such moments, the ability of conscious, analytical thought is often diminished [Wyman et al. 2010; LeDoux 1998], again emphasising the need for learning skills that operate on a procedural basis.

Curricula thus use predominantly active instructional techniques drawing on skill-based and experiential approaches. They employ a wide range of methods such as modeling, role-play, performance feedback, dialoguing, positive reinforcement, vignettes, play and games; but also approaches such as portfolios, expressive arts, exhibitions, or group projects – see also Fig 1 for an extended list. Through these methods, curric-

²<http://casel.org/>

³Eleven programs selected in CASEL 2013 guide were already selected in the 2003 edition, leaving twelve newly described ones, leading to 34 programs altogether (22+12).

What instructional methods are used? (circle)

audiotapes	outside activities	workbooks
brainstorming	posters	worksheets
community service	rehearsal and practice	other:
cooperative learning	role play	_____
direct instruction	scripts	_____
guest speakers	simulations	_____
modeling	videotapes	_____

Fig. 1: Instructional methods used in SEL courses (modified from [Elias 1997, p.109])

ula aim to include extensive examples and opportunities for personal experience and practice, combined with extensive feedback on behaviour and progress. For example, when teaching a complex skill such as emotional awareness, curricula would break the skill down into ‘digestable’ bits , focusing first on simple model situations and exploring these by role play (e.g., specific situations such as disagreement with a peer), and only then slowly building up to more complex situations. Repeated practice and extensive feedback from the trainer and peers are critical components in every step of the process.

Curricula are clear that the methods used must be developmentally appropriate for the age of the children, and the skills learned. For example, incorporation of fantasy play or puppets as role models and curricula protagonists has been very successful for younger children (e.g., kindergarten to K-3), who can relate to them easily [Webster-Stratton and Reid 2004]. In contrast, group discussions, journal writing or workshop activities are more commonly used with older children and teenagers [DeJong 1994]. However, specific key methods such as role-playing, modeling, positive reinforcement, or direct and indirect instruction are used throughout in various guises.

The core of most curricula is a set of SEL focussed, structured classroom lessons. However, once a skill is mastered within the lessons, the key emphasis is then on its *transfer* out of the classroom into everyday contexts to promote maintenance and generalisation. Curricula appreciate the need to support opportunities for the learners to practice their new skills in real life situations outside of the classroom, but have limited strategies to do so (cf. Section 4.1). Among the commonly used methods are activities to increase awareness and remind learners about their skills on the school grounds (e.g., posters around the school); attempts to enlist the help of their social networks outside of the learning environment (e.g., workshops with or letter campaigns parents asking them to help reinforce the learning at home); as well as various home exercises for students.

[[This is probably not good enough at the minute – would need one paragraph about the parent/community involvement in more detail, if saying that this is an increasing focus or similar blah. Additionally, this combined the embedding into school life, and embedding into everyday, which is probably not what we want?]]

3.3.1. Common theoretical models. There is no universally agreed on theoretical model among the existing SEL curricula [Payton and Wardlaw 2000] that would ground the learning process. Instead, curricula build on several ‘competing’ theories that each have robust evidence of positive effects⁴. Some of the most prevalent theoretical approaches are: (i) systems theory, which views SEL learning as embedded in broader

⁴This is similar to psychotherapy domain, where a number of schools co-exist in parallel, each building on different theoretical groundings, but exhibiting similar positive effects.

SEL Competency	SEL Skills Related to Each Competency
Self-awareness	<ul style="list-style-type: none"> Label and recognize own and others' emotions. Identify what triggers own emotions. Analyze emotions and how they affect others. Accurately recognize own strengths and limitations. Identify own needs and values. Possess self-efficacy and self-esteem.
Self-management	<ul style="list-style-type: none"> Set plans and work toward goals. Overcome obstacles and create strategies for more long-term goals. Monitor progress toward personal and academic short- and long-term goals. Regulate emotions such as impulses, aggression, and self-destructive behavior. Manage personal and interpersonal stress. Attention control (maintain optimal work performance). Use feedback constructively. Exhibit positive motivation, hope, and optimism. Seek help when needed. Display grit, determination, or perseverance. Advocate for oneself.
Social awareness	<ul style="list-style-type: none"> Identify social cues (verbal, physical) to determine how others feel. Predict others' feelings and reactions. Evaluate others' emotional reactions. Respect others (e.g., listen carefully and accurately). Understand other points of view and perspectives. Appreciate diversity (recognize individual and group similarities and differences). Identify and use resources of family, school, and community.
Relationship management	<ul style="list-style-type: none"> Demonstrate capacity to make friends. Exhibit cooperative learning and working toward group goals. Evaluate own skills to communicate with others. Manage and express emotions in relationships, respecting diverse viewpoints. Communicate effectively. Cultivate relationships with those who can be resources when help is needed. Provide help to those who need it. Demonstrate leadership skills when necessary, being assertive and persuasive. Prevent interpersonal conflict, but manage and resolve it when does occur. Resist inappropriate social pressures.
Responsible decision making	<ul style="list-style-type: none"> Identify decisions one makes at school. Discuss strategies used to resist peer pressure. Reflect on how current choices affect one's future. Identify problems when making decisions, and generate alternatives. Implement problem-solving skills when making decisions, when appropriate. Become self-reflective and self-evaluative. Make decisions based on moral, personal, and ethical standards. Make responsible decisions that affect the individual, school, and community. Negotiate fairly.

Fig. 2: Exemplary list of skills relevant to individual competencies (from <http://www.gtlcenter.org/sel-school>)

community and aims to systematically create a comprehensive climate for teaching SEL in the class but also school and local communities more broadly; (ii) psychoanalytic theory that work with how conscious as well as unconscious (unrecognised) emotions shape how we act or learn, and who we are; and (iii) cognitive behavioural theory as base for primary prevention and the core skill based techniques such as modeling or role-play [Maree et al. 2007, p.65]).

However, there is a considerable overlap among these models in the competencies to be learned (as described in the next section), as well as a shared set of guidelines on what makes curricula effective. In particular, curricula should take a wide scope (both in terms of methods and skills learned), build on a clear theoretical framework (although the selected theory differs across curricula), use a comprehensive approach integrating affective, cognitive and behavioural dimensions, and promote generalisation (e.g., [Elias 1997, p.119]). [\[\[In particular, piecemeal programming efforts are not as effective – get good references \(e.g., \[?, p.13\].\)\]](#)

[\[\[Outline the theoretical background of PATHS, Incredible Years and RULER. What does this mean for technology?\]\]](#)

3.4. Goals of SEL learning

A set of five core competencies is widely accepted within the educational community [Zins and Elias 2007; Durlak et al. 2011; CASEL 2003; 2013] as a good description of the general goals shared by most of the existing curricula, despite the range of underlying theories. We quote these competencies and their brief descriptions as per Durlak et al. [2011]:

- **Self awareness:** The ability to accurately recognize ones emotions and thoughts and their influence on behavior. This includes accurately assessing ones strengths and limitations and possessing a well-grounded sense of confidence and optimism.
- **Self-management:** The ability to regulate ones emotions, thoughts, and behaviors effectively in different situations. This includes managing stress, controlling im-

pulses, motivating oneself, and setting and working toward achieving personal and academic goals.

- **Social awareness:** The ability to take the perspective of and empathize with others from diverse backgrounds and cultures, to understand social and ethical norms for behavior, and to recognize family, school, and community resources and supports.
- **Relationship skills:** The ability to establish and maintain healthy and rewarding relationships with diverse individuals and groups. This includes communicating clearly, listening actively, cooperating, resisting inappropriate social pressure, negotiating conflict constructively, and seeking and offering help when needed.
- **Responsible decision making:** The ability to make constructive and respectful choices about personal behavior and social interactions based on consideration of ethical standards, safety concerns, social norms, the realistic evaluation of consequences of various actions, and the well-being of self and others.

However, these core goals comprise of complex, interrelated abilities and it is not possible to teach any of these directly. Instead, each curricula helps learners move towards this ultimate goals by progressively learning smaller, 'molecular' skills. See Figure 2 for a mapping of individual skills to individual competencies.

3.5. How are the competencies taught

To exemplify how the competencies are taught within curricula, and in which order, we draw out a four sets of such molecular skills that consistently appear in most of the curricula, and across all age ranges.

- (1) identifying and understanding emotions (own and of others);
- (2) managing own emotions;
- (3) developing communication and relationship skills;
- (4) dealing with conflicts and problematic situations.

Each topic thus subsumes a number of simple situations or skills (e.g., being able to identify when becoming angry) and ways to train these (e.g., training learners to notice physical changes in their bodies). Moreover, these topics build on each other in a sequential manner. The ability to identify and understand emotions is a key pre-requisite for managing own emotions (without knowing one's own emotions, one cannot control them), which is in turn needed for keeping relationships (appreciating the perspective of another, not jumping to conclusions) etc. As such, they are taught in the order as shown at Figure 3.

We describe each topic in more detail in a respective subsection below, illustrating the descriptions with examples of specific activities from selected curricula. Our goal is twofold: to provide an initial 'feel' for how such skills are taught in this domain; and to set up explicit examples that can be used in later sections to tie some of the existing HCI research to the approaches presented here. Figure 4 then maps how the four topics contribute to the goals above.

3.5.1. Identifying and understanding emotions. The ability to identify and understand own and others' emotions is a prerequisite of most other social and emotional skills. A key goal is developing the emotional awareness of learners, which is the ability to differentiate, name and notice subtle changes of emotions. Curricula⁵ aim to train a practice

⁵Curricula including content on identifying and understanding emotions are: Caring School Community, I can problem solve, Life Skills Training, PATHS, Peace Works, Quest (Violence Prevention Series), Open Circle, RIPP, Responsive Classroom, Second Step, SOAR, Social Decision Making and Problem Solving Program, 4Rs, Competent Kids, The Incredible Years Series, Michigan Model for Health, MindUP, RULER, Social decision making, Steps to respect, Too Good For Violence. **21 in total**

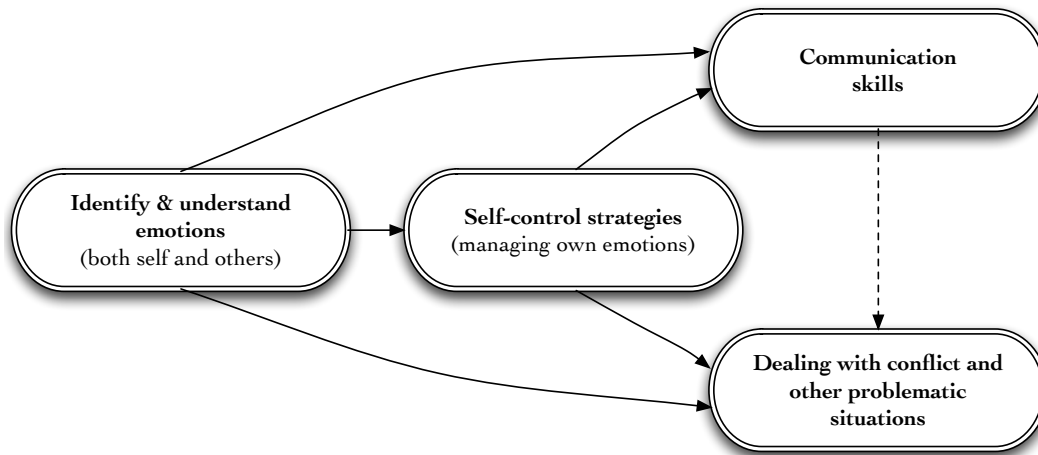


Fig. 3: Summary of the identified key topics in SEL in education and their dependencies.

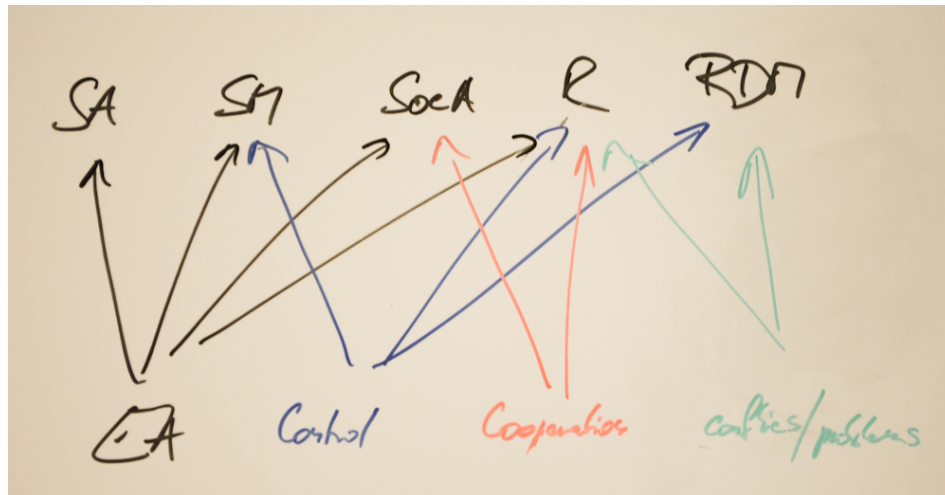


Fig. 4: Mapping of topics to core competencies

of internal reflection, leading to continuous exploration of how we and others feel. Emphasis is also placed on making the distinction between acknowledging a feeling, and acting upon that feeling/urge.

In particular, some of the curricula build on language usage, and especially on how use of language affects our thinking processes. Various exercises focus on developing the ability to identify emotions in both oneself and others, helping learners to become more reflexive and self-aware. As an example, the PATHS curriculum includes physical “Feeling Faces” cards, which the child learners use to signal their current emotional state throughout the day [Kam et al. 2004; Domitrovich et al. 2007]. Similarly, RULER curriculum uses popular stories to exemplify particular emotions, or draw out distinctions among subtle variants of a specific one [Reyes et al. 2012]. Another approach aims to support self-reflection by exploring and understanding how our bodies are affected by experiencing particular emotions. For example, children are helped to

recognize their own feelings by checking their bodies and faces for ‘tight’ or relaxed muscles, frowns, smiles, and sensations in other parts of their bodies such as butterflies in their stomachs. Matching the facial expressions and body postures shown on cue cards helps the children to recognize the cues from their own bodies and associate a word with these feelings [Webster-Stratton and Reid 2004]. Emotions of others are explored through the ways in which they affect the tone of voice, body language etc. This is often incorporated as a game, e.g., developing the ‘detective skills’ to find out how others feel. Repeated use of similar activities aims to help learners think more often about how they, and others, might feel in various situations.

3.5.2. Self-control strategies. Self control and management of own emotions is a key aspect present in many curricula⁶ and the techniques used to develop self control build on emotional awareness.

Various strategies and exercises aim to help participants to relax and/or calm down once a strong feeling is recognised. These are often based on various physiological exercises such as muscle stretching and deep breathing techniques. Other strategies draw on verbal labelling, building on psychology and neuroscience findings showing that the act of consciously labelling an emotion by name (rather than “just” being aware of it) facilitates higher cognitive control over the emotional state [Greenberg 2006; Reyes et al. 2012]. Exercises training explicit acknowledgement of emotions, as well as thinking about what could be their cause, are often used. Specific strategies for anger management are particularly common, often combining both verbal labelling and physical relaxation exercises. An example is the “Turtle technique” [Robin et al. 1976], which is still used in a number of curricula (e.g., PATHS). In this technique, children are taught to “withdraw into their shell” (by pulling their arms and legs close to their body and closing their eyes) at specified occasions such as when they feel increasingly angry. This is followed by a relaxation phase, where specific muscle groups are tensed and released. Once this technique is mastered, children discuss and appropriate alternative strategies of dealing with stressful situations, now that they are able to consciously reflect and react to them.

3.5.3. Communication skills. Another set of activities focuses on building good communication skills and supporting positive interactions with others⁷. The skills taught here aim at supporting respectful empathic communication and thus implicitly facilitating friendship relationships, and an ability to collaborate and avoid conflicts that could otherwise occur through misunderstanding.

The emphasis is on teaching active listening, which is then used to facilitate teaching empathy. Other teaching strategies also focus on training of specific communication skills (e.g., giving and accepting compliments). Exercises can include games to: induce collaborative activities; practise active listening, e.g., through listening to someone telling a story and then trying to rephrase it with as many details as possible; and disagree respectfully. These can include ways to subtly reframe a message into a form which is not threatening, such as in Aber et al. [1998] where students are taught to acknowledge the potential mismatch between their and the other’s perception of the

⁶Life Skills Training, Lion’s Quest, PATHS, Peace Works, Productive Conflict Resolution Program, Quest (Violence Prevention Series), Open Circle, RCCP, RIPP, Responsive Classroom, Second Step, SOAR, Social Decision Making and Problem Solving Program, Teenage Health teaching Modules, 4Rs, Al’s Pals, Competent Kids, The Incredible Years Series, MindUP, Positive Action, RULER, Steps to respect, Too Good For Violence. **24 in total**

⁷While implicit in many others, this aspect is explicitly highlighted within the following curricula: Michigan Model for Comprehensive School health Education, Peace Works, Open Circle, RCCP, Responsive Classroom, Second Step, SOAR, Tribes, Al’s Pals, The Incredible Years Series, MindUP, Positive Action, Steps to respect curricula. **13 in total**.

situation (e.g., preferably saying "It seems to me you are not listening now.", rather than "Why aren't you listening to me!").

3.5.4. *Dealing with conflicts and problematic situations.* Problem solving strategies and conflict management are the final topics of most curricula⁸. Violence prevention is commonly an important additional goal, as many of these curricula are designed for schools and neighbourhoods with a high prevalence of aggression and weapon use.

Students are often taught a particular structure of reacting to a problematic situation or a conflict. A key approach is to help students process the situation on a cognitive level, despite the fact that conflicts tend to ignite strong emotions. For example, the PATHS curriculum includes a "semaphore", where the sequence of red-yellow-green indicates a "stop-think-proceed" process [Kam et al. 2004; Domitrovich et al. 2007]. Such structured sequences always include and emphasise a goal setting and evaluation phase. Moreover, curricula aim to teach children and teenagers to recognise which conflicts might have arisen from misunderstanding, with perspective taking exercises forming the core approach. An example are workshops focusing on win-win negotiation (e.g., in RCCP) and providing suggested sequences for steps to take during disagreements (e.g., in Incredible Years).

3.5.5. *Differences across grades.* [\[\[Do we want to highlight anything here?\]\]](#)

- Make it a very short section (?) + refer to the table in Elias of wherever
- highlight the increasing integration of cognitive, emotional and behavioural aspects
 - give an example of pre-school-K2 being able to label and ... basic emotional such as fear or joy; while high-school students would be, for example, taught to draw on their more nuanced self-awareness to motivate goal-setting and critically assess their behaviour.

⁸Michigan Model for Comprehensive School health Education, PATHS, Peace Works, Productive Conflict Resolution Program, Quest (Violence Prevention Series), Open Circle, RCCP, RIPP, Responsive Classroom, Second Step, SOAR, Social Decision Making and Problem Solving Program, Tribes, 4Rs, Al's Pals, I Can Problem Solve, Competent Kids, The Incredible Years Series, Positive Action, Social decision making, Steps to respect, Too Good For Violence. **22 in total**

4. SEL NEEDS AND OPPORTUNITIES FOR TECHNOLOGY SUPPORT

Despite the curricula effectivity to promote learning of social and emotional skills (cf. Section 3.1), the review of SEL literature also highlights areas for improvement. In the rest of this section, we outline three such exemplary areas and point to existing HCI work that suggests how incorporating digital technology may address crucial needs within SEL learning.

4.1. Embedding of learnt skills into other settings

We start with what the SEL literature highlights as one of the key issues with existing SEL curricula – i.e., the lack of support for transfer and ‘embedding’ of the skills students learn in SEL classes into their other real-world interactions, be that still within school (other classes, playground) or everyday behaviour within family and peer groups. While such transfer of learned skills is the ultimate goal of all curricula [ref,ref,ref], the current approaches are limited in scope and effectiveness and teachers (or curricula designers) struggle to directly influence embedding of skills outside of the SEL learning sessions. For example, in their Social Policy Report Jones and Bouffard [2012] summarise:

“Perhaps most important, and often overlooked, is the fact that SEL programs are rarely integrated into classrooms and schools in ways that are meaningful, sustained, and embedded in the day-to-day interactions of students, educators, and school staff [...] Most SEL programs focus solely or primarily on what goes on in the classroom, but SEL skills are also needed on playgrounds, in lunchrooms, in hallways and bathrooms – in short, everywhere. These non-classroom contexts provide vital opportunities for students to practice their SEL skills.”

Similarly, Maree et al. [2007, p.70-71] highlights how:

“Many SEL efforts fail because long-term, coordinated plans and school-home partnerships are not developed. [...] [T]he efforts of school-based practice falter because educators are not committed to being ongoing, vital SEL role models. SEL involves not just the students in schools but also the adults in their lives: teachers, parents and the wider community. If these adults lack social and emotional competency, children will quickly notice the discrepancy between behaviors that the adults advocate for children and the actions that the adults take themselves.”

We argue that digital technology could support these efforts in at least two ways: first, by extending the learning support and scaffolding for learners beyond the SEL lessons, e.g., utilising mobile and sensor based technology (Sec. 4.1.1); and second through supporting a wider community around learning of social skills, including involvement of parents, teachers, and peers (Sec. 4.1.2). We outline each in more detail below.

4.1.1. Supporting learners - Transitioning the skills out of class into everyday situations.

When SEL skills are to be transferred beyond the SEL related activities, the learners can no longer take the advantage of the direct scaffolding normally provided by the teacher. This brings several difficulties for the learners to re-inforce and apply their skills into these settings, as well as to learn from the experience.

We start by discussing the specific setting around SEL in/out of classroom, and the [\[Can we fit the in class/out of class dimension into here directly? Or at least make obvious that we talk about specific, fixed location and a set of SEL learning that can be supported, and the ability to ‘ask’ students to volunteer and use particular gatgets](#)

(as opposed to random people with a mobile phone at a random location) – should we have a little section on setting affordances upfront?]]

“... all personnel play an important role in actively encouraging and reinforcing the use of skills and attitudes they see displayed. Throughout the day on the playground, in the halls, in the lunchroom, on field trips, on the bus, in aftercare program every adult has the opportunity to help students in real life situations use what they have learned in the classroom. Typically, this practice is aided by reminders, usually in the form of tangible prompts.” [Elias p.56] – need for (possibly untrained) personnel to constantly re-inforce and actively encourage use of SEL skills... other option through tangible prompts.

[[Highlight this aims to support a novel informational overlay over existing real-world interactions that provides scaffolding for re-inforcement and transfer or learned skills in other contexts. As such, will bring serious challenges for HCI research in terms of robustness etc.; however school and still learning settings might ameliorate some when compared to completely in the wild studies as described above.]]

—*Identification of teachable moments.* When interacting during recess, other than SEL classes, or outside of school completely, the learners encounter many occasions that are relevant to their SEL skills learning. However, the learners may revert to previous, negative behaviours (e.g., an angry outburst rather than a self-controlled reaction), especially if emotions are strong and no external guidance is available [?, p. 56]. Indeed, in the class, it is the role of the teacher to emphasise and point out moments that students could use their SEL skills in, and giving praise if they do – especially for younger learners. In such situations, it is not only difficult for the learner to apply the skills they have learned, but it is also difficult to identify such teachable moments, as these activities are intertwined with other interactions. And if not identified, nothing can be learned.

[[1 sentence to highlight as an example that identifying teachable moments around self-control (before it is too late) is an important part of the learning.]] Supporting learners in identifying teachable moments around self-control or emotional awareness could be a particularly viable opportunity for technology. Drawing on the maturing HCI research on in-the-wild stress detection from physiological data [Picard, Poh, Ertin 2011, MSR Redmond] or prosodic in speech [ref] to support the learners in becoming aware of their heightened arousal (e.g., through a private tactile reminder), serving as a cue to start the self-calming/self-control mechanisms taught in class. Earlier research in HCI suggests that providing such on-going subtle cues for facilitating awareness or triggers that remind users to attend to intended activities has been useful to help users modify their existing behaviours [Consolvo et al. 2009; Obermair et al. 2008]. Similarly, this brings opportunities for novel tracking made available by social signal processing, should it prove [[Alternatively, leaving detection on the learner but supporting better focus – e.g. through journalling and other reminder methods, digital technology has been shown to support the users paying more attention to activities of interest – think of something like the noticing button, or young kids asked to take pictures of students engaging in ‘supported’ behaviours (e.g., lending toys, playing together ...)]]

—*Scaffolding and structure to develop skills.* Within SEL training sessions, learning of skills is scaffolded in many ways: (i) the scaffolding inherent in the activity itself, such as a prepared scenario for a role play that highlights a particular aspect to focus on; (ii) the teachers’ presence and input into the activity, such as prompts guiding the development of the role-play, and feedback to students on their behaviour; and (iii) also the fact that this is a SEL training session, which brings a particular set of foci for the students including the explicit attention paid to SEL skills development. However,

outside of the SEL learning, even if the situation is still within a class setting (e.g., during a lesson in a different subject), much of this scaffolding disappears.

An example of such direct scaffolding are the problem solving strategies such as the 'stop-think-proceed' semaphore in PATHS, but similarly in other curricula. Schools currently deploy posters around the school with the aim to support students' ability to remember and use these in the important teachable moments. However, these do not seem to be very efficient ??.

This points to the opportunities for technology to provide just-in-time prompts and reminders through mobile devices to support the scaffolding of activities and focussing attention. [\[\[Add the SEL example that points to the need to structure scaffold activities.\]\]](#) For example, the MOSOCO project [Escobedo et al. 2012; Tentori and Hayes 2010] exemplifies how mobile phones can help children on the autistic spectrum structure and thus practise their social skills outside of lessons, and how the system can help elicit feedback from their peers. [\[\[While the activities in question are relatively basic, it opens questions whether similar approaches might be possible for more complex behaviours.\]\]](#) Initial work has for example explored the use of such technology to deliver personalised strategies for stress coping [PopTherapy]

Another example is the crucial importance that the initial phases in all curricula place on the ability to be aware, acknowledge and importantly also label own emotional experience over time, using methods such as FaceCards while in class; or even structuring the whole curriculum around this skill (RULER). The power of mobile technology to prompt and collect such emotional reflection on-the-go presents opportunities to further extend such emotional awareness into other settings; and a number of projects have been already explored related techniques in various contexts in existing HCI work. [\[\[AffectDiary work\]\]](#) . Initial work has also deployed analogous principles to support emotional awareness training [Matthews and Doherty 2011] and social skills exercises tracking [de Sá et al. 2010] for psychotherapy clients, drawing on the increasing power and ubiquity of mobile phones. [\[\[SubtleStone\]\]](#) . While these projects did not specifically focus on the specifics of the emotional training in SEL (e.g., distinguishing between a particular set of emotions depending on age, or exploring the set of activities that led to that particular state), the general approach could be transferable to the SEL settings.

—*Support opportunities to stop-and-learn from experience.* Reflecting on own behaviour and choices is a crucial part of the experiential learning, and is inherent for all SEL class based activities. However, for situations outside the specific training scenarios, students might not be supported to reflect on the teachable moment afterwards. For example, it may intertwined with other, continuing activities that prevent reflection right away (e.g., resolving a conflict around who can play on what team during the recess, which once finished, leads into the game right away). Students may end up not reflecting at all, or, if they do, find it difficult to recall the situation and own reactions well [ref?].

While only limited work exists in HCI around supporting such processes for social and emotional learning, analogies can be drawn from existing work exploring other aspects of reflective processes, such as in work. For example, work by Fleck, looked at the use of SenseCam to support reflection of budding teachers around their teaching style and abilities. [\[\[The collected images have promoted a more grounded approach and blah.\]\]](#) Similarly, [\[\[Autism literature around SenseCam from Hayes p.79\]\]](#) . We expect that the ability to trigger SenseCam-like images as based on social signals tracking algorithms (e.g., stress level) could open other interesting options for future work.

Finally, students could also benefit from their own ability to record aspects of situations for future analysis. [\[\[Hayes et al. 2008\] automated recording that saves only 5 minutes before a button press, to make sure interesting aspects are not missed, but also to address privacy issues. While this is currently in control of teachers, similar mechanisms could be made to work for the students themselves, empowering them to be better able to collect data needed for their reflection and learning.\]\]](#) [\[\[Add link to VIG here as a framework that aims to train social skills learning already, with such post-hoc reflective stage\]\]](#) Such collected data could be incorporated as input into next SEL sessions that commonly contain discussions around issues and experiences related to SEL that students experienced over in between. Additional data made available through technology could then ground the discussion and

4.1.2. Social support – community building.

Literature around SEL curricula highlights the importance of supportive atmosphere in the school but also at home, crucial to successful learning (cf. the initial quote by [Maree et al. 2007]). Support from the parents as well as learners' peers is thus needed.

—*Parental involvement.* Parental involvement constitutes a major aspect, and many curricula organise specific workshops and training activities for the parents. However, as these take place at a specific time/location, requiring specific travel, scheduling and other overheads for the parents, it is often difficult for parents to get involved due to time limitations [?], or lack of perceived value [?]. Systems that would aim allow parents to engage and support the SEL learning of their children, e.g., through games or similar, are likely to be beneficial. For example, Luckin [2008] developed the Home-work system that serves as a link between the school lessons, teachers and parents, facilitating the involvement of the parents in home learning activities of their children; and Hong et al. [2012] explores how a social network can support a person with autism in drawing on advice, help and interactions with an extended network of close others, rather than relying on a single primary care-giver and/or the trainer. These examples also highlight how the expert role of the SEL teacher might be shared with or distributed to other social contacts, such as involving parents or extended family and friends networks.

[\[\[Make more of this – all the references on the WhiteBoard \(e.g., Maree chp 20 etc\)\]\]](#)

—*Peer support.* Peer feedback and interaction are crucial for school-age children, especially in their teens. As such, systems utilising learners' broader social network could motivate and engage participants to keep up with the SEL goals. While existing HCI research has looked at this in other contexts, such as sustainability [Gustafsson et al. 2009; ?] or keeping fit [Lin et al. 2006; Gasser et al. 2006], similar approaches could be explored also in the contexts of SEL learning. [\[\[What the differences will be in terms of tracking/selecting behaviours to track?\]\]](#)

Similarly, FishSteps [Lin et al. 2006] takes advantage of social competition to influence people to become more physically active; Gasser et al. [2006] also use social facilitation to support healthy nutrition and activity. Drawing on such peer cooperation or healthy competition could be very beneficial also for many aspects of social and emotional learning. [\[\[Finally, \[Munson2010\] as a positive psychology exercise that prompts daily behaviour interaction with a social network. \]\]](#)

Finally, social support can be facilitated also by less known peers, as is the case with online social networks and support groups. These has been extensively studied and used (see e.g., [Barak et al. 2008; Newman et al. 2011]), especially in the context of patients with chronic diseases (e.g., cancer [Skeels et al. 2010]), and other stressful periods in life (e.g., smoking cessation [Ploderer et al. 2013]). The findings point to the potential of online support groups to provide emotional and information support.

Whereas social support groups have been mainly used for distress situations, where users come to discuss their issues and receive information or experiences from others, it would be interesting to explore if a similar model of social support and encouragement is viable for (parts of) social and emotional skills learning.

4.2. Supporting reflection

The ability to reflect on own and others' emotions, thoughts and behaviour is the foundation for experiential learning [?], and as such underplays all skills taught in SEL [Cohen 2001; 2006; ?; ?; ?]. Moreover learning to be reflective is one of the skills that are widely generalisable across settings and situations; and is one of the protective factors against later maladjustments [?].

For example, such reflection processes play a key role in identifying and understanding emotion as taught in all curricula, which utilise various tools and exercises to support the learners in doing so (e.g., the Feeling Faces cards, verbal labelling). Similarly, reflective processes play a key role in self-control (becoming aware one is getting angry), or relationship skills such as perspective taking. While existing SEL learning processes are successful to the extent that students learn, we argue that digital technology has the potential to further extend and augment such training.

For example, prior HCI research around reflection suggests the potential digital technology has to provide learners with novel cues around, and feedback on, their behaviour, which often elicits and facilitates reflection [?; ?; ?]. In what follows, we outline three relevant topics where initial HCI work exists, and thus suggests the potential to extend existing SEL training: emotional awareness; mindfulness and calming technology; and cues around communication skills.

Emotional awareness.

Developing emotional awareness is the founding part of every SEL curricula. Emotional awareness, albeit in different contexts, has been also the focus of a number HCI research projects that aimed to support similar reflection processes (e.g., [Fleck and Fitzpatrick 2010; Sas and Dix 2011]).

For example, Subtle Stone [Balaam et al. 2010] was developed for the school setting and presents students with options to indicate their current emotion through an ambient, ambiguous visualisation, closely resembling the Feeling Faces used in the PATHS curriculum. The nature of the technology could also support more than “just” a moment-to-moment reflection tool, e.g., by enhancing Feeling Faces with tracking and facilitating reflection over time. This would also have the potential to aggregate class ‘mood’ etc., all of which might be useful additional opportunities for the curricula design.

Other systems help users to become more self-aware and draw out patterns that they wouldn't have noticed otherwise by tracking and visualising emotional changes over time. This can be either on a more automatic, affective computing basis, as in AffectAura [McDuff et al. 2012] and Mood Meter [Hernandez et al. 2012]; or with more emphasis on the interpretation on the part of the user such as Affective Diary [Stahl et al. 2008; Sengers et al. 2007; Höök et al. 2008], SenseCam [Kalnikaite et al. 2010; Fleck and Fitzpatrick 2009] or Mood Map [Morris et al. 2010].

[[Explicit example of how would this be used in curricula ... what is this good for then.]]

Mindfulness and calming technology. Initial work focuses on supporting self-awareness in-the-moment. Examples are systems such as designed by Moraveji et al. [2011] to support greater awareness of one's own breathing and helping the user to maintain a calm and relaxed state; or mobile tracking systems exemplified by Rabbi et al. [2011]. Such systems might be used either in a nearly unchanged form as a part

of supporting mindfulness and breath control techniques, which are taught across a number of curricula. [\[\[add \[Vidarthi and Riecke 2014\]\]\]](#) [\[\[anything from Autism?\]\]\]](#)

Communication skills.

Many curricula involve exercises to teach particular communication skills and interaction strategies. Prior work in HCI suggests ways in which technology might support and enhance the cues available for students possibilities. In particular, a number of papers show how relevant aspects of interaction are trackable in real-time, and how providing feedback on these can affect and change interaction. These systems suggest that similar feedback could be useful for many aspects of the curricula, including active listening, constructive communication styles or perspective taking exercises.

For example, the Meeting Mediator system by Kim et al. [2008b] directly feeds back speaking behaviour of participants in a discussion. Similarly, Pentland [2008] shows techniques to track aspects such as influence or activity within the interaction and Gatica-Perez [2009] reviews other methods to analyse and track aspects of social interaction in small groups. Moreover, DiMicco et al. [2007] discusses how increased awareness of parts of the interaction can affect and shape group dynamics. There are also indications that even subtler elements of interpersonal interaction may be addressed. For example, Balaam et al. [2011] shows how feedback based on non-verbal behaviour can affect and increase feelings of rapport. Although Balaam et al. [2011] used Wizard of Oz techniques to select the indicators, there are already several systems that aim to automate similar tracking [Sun et al. 2011; Hagad and Legaspi 2011]. Similarly, Daily [2010] uses physiological data to provide a posteriori feedback on group discussion in classes, supporting improved reflection of the shared experience and empathy.

[\[\[Again strengthen the curricula viewpoint on this – what are they teaching currently and how.\]\]\]](#)

4.3. Mixed spaces for practice

Practice is the second fundamental aspect of experiential learning, and is heavily utilised in the learning process.

“Repeated rehearsal using many different instructional modalities provides benefits [to any learning]. There is one main difference between SEL and many academic subjects, however. While SEL entails the learning of many new skills, it may also require the unlearning of habitual patterns of thought and behavior. For instance, students rarely come to class having repeatedly practiced an incorrect version of the multiplication table, but they may have become well schooled in not waiting their turn or not listening carefully to others.” [Elias, p.55]

All the reviewed curricula aim to provide extensive opportunities for practice, mainly within the lessons, using role-plays and model situations as the key methods. The goal is to practise appropriate reactions in as many contexts as possible [?; ?]; especially as students commonly have to *unlearn* their initial behaviours [ref].

Drawing on earlier HCI research around games, augmented reality and VR, we provide several examples of how technology could facilitate the learning and curricula designers with a novel opportunities to enhance and improve the training. [\[\[In particular, such environments could form a sort of mixed space that is still a safe space for practice, but is not directly controlled and established by the teacher. Moreover, recent work on conversational/relational agents together with research on virtual spaces points to novel, easily controllable and configurable environments that could allow students to practise in a wide range of novel model situations, settings and on a range of topics. This would be especially useful for concepts that are problematic to tap into normally, either due to ethical concerns \(e.g., dealing with a conflict situation\) or that are not feasible to enact in class. We review the two areas below.\]\]\]](#)

Self-control. As one example, existing work suggests how combination of physiological sensors and a computer game could support practice and learning of self-control and calming down skills. As an example, [?] used biofeedback driven graphical overlay on existing games (e.g., limiting visibility based on changes in arousal as measured by skin conductance) to support training of children with Fetal Alcohol Spectrum Disorder. While not fully evaluated, the team reported a sustained engagement from the learners over a course of 12 week deployment. Similarly, Bouchard et al. [2012] reports how an analogous short bio-feedback training with a first-person shooter game helped soldiers better manage their stress during the game. Moreover, these skills then transferred into real-world situations (army exercise), and results of soldiers who have undergone such biofeedback training were significantly better than traditional techniques. [\[\[Research including such game-based self-control training into SEL curricula is likely to take advantage of the strong engagement and controlled stressors that computer games can offer, while allowing to do so in a safe space, which allows the learners to fail without serious consequences but learn from that. \]\]](#)

Supporting social skills learning through 'serious games'. Initial work on 'serious' games suggests that these can address many complex concepts relevant to social and emotional learning, and do so in an engaging way. For example, Rubin-Vaughan et al. [2011] developed and deployed a curriculum consisting of a series of games that help children practise their social skills, such as perspective taking or making friends, with a specific focus on bullying prevention exercises. In this setting, children are presented with a sequence of virtual role-plays and can progress only after coming up with a pro-social solution for each. Games might be also utilised to facilitate perspective taking around complex emotional states of the other. For example, Hailpern et al. [2011] designed a game that helps relatives and friends of patients with aphasia to increase awareness and understanding of the aphasia disorder, and how it must feel for the patients themselves; and Rusch [2012] aimed to facilitate a similar understanding of depression. [\[\[So what for SEL \]\]](#)

Communication skills and collaboration. Existing research also points to several areas in which computer mediated experiences could support communication and collaboration skills. For example, initial work suggests utilising the recent advances of embodied, interactive agents to support practicing of particular skills, such as negotiation across cultures in [Core et al. 2006], or preparing for a job interview [Hoque et al. 2013]. In both of these, the learner interacts with an agent in a pre-prepared scenario, and is given feedback on their behaviour (e.g., non-verbal behaviour such as smiles or speech prosodics) to support further reflection and learning. VidCoach is a similar system aimed at supporting practice of learners on the Autism Spectrum. [\[\[How this fits into SEL – can we bring an example of a specific activity from a curricula \]\]](#)

Prior research has also looked at the possibilities of novel interfaces such as multi-touch tabletops to scaffold cooperation and communication behaviours, mainly as an augmentation of the therapeutic approaches with autistic children (e.g., [Piper et al. 2006], [Zarin and Fallman 2011]). It is an open question how well would these approaches translate to neuro-typical children and the more complex cooperative behaviours that the SEL curricula aim for there. [\[\[Add the Newcastle stuff around story making; Reactable etc?\]\]](#)

Augmented and virtual reality

- To best of our knowledge not used to support SEL so far.
- However, used in related contexts, such as therapy for social phobia [Romano 2005] or post-traumatic disorder [Rizzo et al. 2013]; augmented reality environments have

also been used in other educational settings [?], although mainly for cognitive rather than social or emotional skills learning, see Wu et al. [2012] for a review.

- VR/AR open to exploration, especially as some literature suggests that VR can increase the effects of feedback and practice. For example, Fox and Bailenson [2009] suggests that amplifying feedback of user's actions (e.g., the character gets literally slimmer when exercising) can increase the persuasive impacts that transfer to the real-world (e.g., more exercise in the voluntary phase of the study); or that experiencing a "superpower" within virtual reality can lead to measurable increases in prosocial behaviour in the real-world [Rosenberg et al. 2013].
- Think about AR games like DesertRain and similar from Nottingham.

5. OPPORTUNITIES FOR HCI

Previous section highlighted areas where digital technology could be particularly helpful in supporting the learning process, outlining existing HCI work that indicates that successful support of SEL could be possible. We now move on to outline some of the opportunities and challenges the context of social and emotional learning in education opens for HCI research.

5.1. SEL training as a test bed for systems looking at social and emotional interaction

- We start with looking at how the varied opportunities of scaffolding available in the teaching process in schools present a unique test-bed and guidance for research on technologies aiming to support social and emotional skills learning; but also other aspects of social and emotional interaction.
- SEL curricula in schools provide a continuum of activities starting from tightly scaffolded interactions in class with the teacher present, to completely unstructured, in-the-wild settings at the playground or out of school. Moreover, curricula also bring a wide range of well-defined skills to be learned and supported (e.g., from identifying basic emotions to complex leadership skills), as well as evaluation methods for judging skills progression.
- Such structure would be particularly useful for example to guide development and testing of real-world systems drawing on Affective Computing (AC) and Social Signals Processing (SSP), or other systems that aim to support social and emotional aspects of users' interaction.
- Despite the recent advances, AC and SSP systems are still mostly developed and tested in the laboratory settings [?; ?; ?], mainly as these are not ready for the full in-the-wild deployment and need, e.g., specific arrangement of sensors, lightning etc.
- Moreover, there is an increasing critique from within the AC and SSP fields that calls for the need of defining plausible real-world applications (e.g., [Pantic et al. 2011; Vinciarelli et al. 2009]), and the corresponding broadening of emotional and social states to focus on ([Calvo and D'Mello 2010; D'Mello and Calvo 2013]).
- We argue that SEL in education provides an excellent example of such [\[well-constrained\]](#) setting, providing opportunities to select just the right amount of scaffolding and control needed for the application at hand, with the potential to eventually start 'embedding' the support into progressively 'wilder' settings.
- For example, developing SSP/AC systems for the in-class SEL learning can be a good first step for novel approaches that are still not ready to be deployed in-the-wild – as in-class settings marry the benefit of direct application into, and testing within, real-world scenarios, with the possibility to do so in a well constrained and manageable environment and with a facilitator who is an expert in both the content and the tools they use.

- Most curricula (e.g., PATHS, Second Step, RULER and many others) are well structured, with prepared exercises and model situations, which provides a focus for design work and ease initial deployment of technology. This leads to a limited, quite controllable setting for technology deployment, e.g., a specific location in the classroom which is used for role-play exercises, or as part of a specific other practice setting such as a digital game (cf. Section 4.3). It also points to particular user roles that can be designed for, such as supporting the trainer's expert role (augmenting and enhancing rather than replacing their skills), facilitating peer feedback or group reflection on examples, and directly supporting the individual learners. Such 'controlled' training spaces also bring the potential for collection of data corpuses needed AC and SSP approaches need for training of algorithms, based on of real-world learning processes, as opposed to the current practice of instrumentally designed laboratory tasks or interactions in between actors.
- However, the importance curricula place on embedding of skills out of classroom learning means that if/once a technology system is ready to to so, it can be phased out into less controlled settings.
- This still offers a rich continuum of options designers/engineers can choose from:
 - starting from still in-class but not SEL-learning — i.e., still a fixed, controlled space to deploy the technology in and a teacher leading the scaffolding to some extent, but already on behaviour that is not tied to specific exercises
 - through support students' interactions during breaks and other times when they are still on school property but not in any specific lesson— taking advantage of the fact that the interactions are still localised on the school grounds, e.g., allowing additional technology to be deployed at strategically localised places (such as a main hall, playground etc.); and also the fact that all users are students that can be given the specific technology as part of their learning process (e.g., giving each student a [\[\[Sociometer-like\]\]](#) badge and asking them to)
 - and finally into their other interactions outside of school (where little assumptions about other interactants or locations can be expected).
- [\[\[More generally, use of SEL skills progression as inspiration and guidance for which aspects of social and emotional interaction might be most interesting to look at.\]\]](#)
- Finally, employing a particular technology as part of a *learning process* is likely to bring a different approaches users might take regarding the use and exploration of the interaction with the system. For example, one would expect students consciously learning their negotiation skills to attend to the system differently (e.g., more likely to reflect on experience afterwards) than if the same system aimed to support a real negotiation processes at a work-place. [\[\[Add -take advantage of learning process into any of the tables we create\]\]](#)
- **Research around SSP and AC work** – in-out-learning dimension + SEL needs as great opportunity to inspire, guide and test the algorithms
 - Developing systems for the in-session contexts can be a good first step, both in terms of testing the technology, as well as being directly useful in supporting the facilitator's role and enhancing the learning experience. We suggest that in-session learning is an interesting design space in which novel technologies can be developed – Learning sessions typically take place indoors, involving a mix of lectures and hands-on experiences, likely with an expert trainer/coach present. This leads to a limited, often quite controllable setting for technology deployment and points to particular user roles that can be designed for, such as supporting the trainer's

expert role (augmenting and enhancing rather than replacing their skills), facilitating peer feedback or group reflection on examples, and directly supporting the individual learners.

- Additionally, the training experiences have a particular quality of being “real” and “not-so-real” at the same time: often asking participants to practise and try new skills out in a “safe place” (e.g., through role play), where potential failures in interaction are actually a valuable basis for reflection and learning, and the expert trainer can immediately assist if problems appear. In this sense, such in-session training is a ‘real’ situation in terms of the learning setting, but fictional and ‘un-real’ for the participants, and also a situation that is specifically open to, and designed for, external feedback and reflection.
- The combination of the in-class space and the specificity of training experiences potentially allows for a more intricate technology deployment than would be possible in every-day life. Many of the pragmatic and ethical challenges present outside of the classroom are relaxed, such as the possibility to affect, interrupt and shape the interactions; being less difficult to obtain consent with data collection; or the fact that the situation is role-played and thus (most probably) less personally sensitive for participants.

Moreover, the ‘controlled’ training spaces have many additional advantages such as the potential for easier initial technology deployment and lower robustness requirements; or the potential for easy collection of training data corpuses for automated approaches such as social signal processing or affective computing — while still working with the “real” learning process (i.e., not an instrumentally designed laboratory task). The curricula are often well structured, with prepared exercises and model situations known in advance, which can also provide a focus for design work and ease initial deployment of technology.

- Automatic capture and processing of data that is robust and reliable is often difficult in the wild, especially if it is to be meshed fluidly with other complex interactions (as will be the case in both in-session and out of session systems here). However, sensing and processing of aspects relevant to social skills is likely to be challenging by itself, even in controlled laboratory conditions.

This is partly due to the interpersonal nature of the sensed data, which has not been common in social signals processing, affective computing or related fields that focus so far mostly on individuals [Vinciarelli and Pantic 2012]. Additionally, many of the social concepts taught in the courses are holistic and are yet to be defined in a way that would allow automatic sensing; it might even be impossible for some. Support for social and emotional skills courses thus raises many well-motivated research questions around which aspects can be sensed and interpreted⁹, and whether that is possible on the individual or interpersonal level (i.e., combining sensed data across participants).

There is also a question of the level of interpretation we expect the system to provide. This leads to a continuum from leaving the sense-making of raw data entirely to the user and/or the facilitator (e.g., as per SenseCam systems [Fleck and Fitzpatrick 2009]), to providing full interpretation by the system (e.g., as in arousal detection for people with autism [Picard 2009]). Even if particular concepts cannot be reliably and fully interpreted by technology, it might still be possible, and

⁹An intriguing parallel can be seen in psychology of interpersonal judgments, where a large body of research shows that human raters can reliably judge complex concepts such as perceived warmth or friendliness of a conversation on the macro level (gut instinct), but even after many studies micro-coding many of the non-verbal signals (head nods, movements etc.), it is still unclear what cues raters draw upon to make their intuitive judgments [Ambady et al. 2000] or [Harrigan et al. 2008, p.299].

in many cases actually preferable, to support the users by providing a 'reasonably' pre-processed data they can view, interpret and reflect on.

(1) **Research around supporting Social reflection**

- Our findings show how learning of interpersonal skills in counselling is an inherently social endeavour, building on a complex interplay of interpersonal reflection processes around practice counselling sessions, and involving multiple actors. In other words, we saw that although the student in the role of a counsellor might do most of the reflection work, the reflection process cannot be fully completed by any one participant alone. The client and possibly observer(s) need to partake and share their perspectives to jointly co-construct the interpretation of the session, and this is needed for the learning to take place. As such, the focus on the 'interpersonal' comes in several variants – the activity itself, the skills that are learned and thus reflected on, and the interactions between the counsellor, the client, and observers in the processing stage after the practice session. As highlighted by the suggested design considerations, systems aiming to facilitate counselling learning will need to take into account, and provide support for, all these aspects of interpersonal reflection.

This presents an interesting reflection case that is complementary to existing reflection research in CSCW and HCI. The majority of such work aims to cue or facilitate reflection on individuals' reflection (e.g., [Sas and Dix 2011; Stahl et al. 2008; Thieme et al. 2011; Isaacs et al. 2013]) supporting people to become more thoughtful about their everyday experiences. In contrast, the understanding of reflective processes as a collaborative social activity is relatively rare [Fleck 2012; Prilla and Knipfer 2012], and is arguably an area ripe for more detailed study [Baumer et al. 2014]. Further exploration of the interpersonal reflection processes, which we saw as crucial for counsellors' learning, could thus contribute to this increasing interest to explore technology support for social reflection, as a relevant part of learning and sense-making in other social situations.

(2) **Participatory approaches to understand the needs of students/parents/teachers**

- Can we make an argument that while a lot is known about what the learners (and probably teachers/parents) need while supporting learning of usual topics such as math/sciences, very little is known about the needs of these groups within SEL. ==¿ especially as the existing literature in SEL does not discuss these deeply...
- Area ripe for inclusion of technology and cultural probes (and similar approaches) to explore the settings and possible use of technology?
- Draw on Lewin2010 and Luckin to argue the potential is there but a need to carefully scaffold for parents' interaction and involvement

Factors:

- age appropriate skills to be supported (and interactions)
- as experiential learning – design to empower exploring, safety to be self-critical and learn from own mistakes; but still aiming to develop self-esteem and confidence.
- fit into curricula + school settings (controlled fixed space, stable sets of users)
- Shall we incorporate this into a table that summarises the Challenges section?

- **where on the dimension in/out-of-learning we design for – teacher involvement; structuring of activities ...**
- **age appropriate – use the table from Elias to give examples with a reference – e.g., basic behaviours to make friends (SecondStep Kindergarten) vs. leadership skills (RCCP examples for teenagers)**
- **things taught – are there any differences in the four topics we would draw out?**
- **type of feedback?**
- **part of a larger course**
- **at a fixed location – school, thus can expect that infrastructure is possibly deployed around the building**
- design to empower, support exploration

[[How can we better include autism literature – and where do we show the differences?]]

6. CONCLUSIONS

This paper points to the potential synergy between HCI and social and emotional skills learning, benefiting both disciplines. We outline the key challenges for current SEL approaches, show how these could be supported by technology, and highlight the new challenges and opportunities this would pose to HCI. In doing so we have presented a set of structured concepts and characterisations of SEL to help frame an agenda for further research. We provide a summary of the topics, methods, and learning principles, and their associated challenges in SEL across the domains (Table 1); we review HCI research relevant to the respective challenges (Table ??) and outline the design space and opportunities for HCI (Table ??).

In particular, the curricula across all domains struggle with providing *timely feedback* (currently post-hoc, coming from trainer/peers); creating opportunities for *real-world practice* (currently limited mostly to in-session training); *embedding learnt skills into everyday life* (very little is possible for curricula designers at the moment); and *facilitating engagement and motivation*. The overarching challenge across these issues is the need to extend support for out-of-session learning, which is fundamental for social and emotional skills but hard to facilitate for the current curricula. The review of existing HCI research shows there are strong indications that technology can help address many of these challenges; particularly as many HCI approaches that were not connected to social and emotional learning so far could directly contribute here.

HCI involvement in this space has the potential for strong, real-world impacts. Social and emotional skills learning is crucial for diverse domains and ages, such as education (from kindergarten to high-school), business, medical, therapeutic and everyday settings. Good SEL programmes are therefore relevant for an increasingly wide range of potential learners, and not limited to special-needs groups such as autism or psychotherapy patients. Moreover, engaging with these contexts is likely to bring well-motivated problems to tackle for many developing technologies (e.g., 'in the wild' social skills processing), raising novel challenges for future HCI research.

We end by highlighting three selected aspects of SEL we personally find particularly interesting for immediate future work within HCI. These are (i) addressing the support for social and emotional learning in education of neuro-typical children (a domain with a long history, many curricula that are widely applied, but so far under-researched in HCI); (ii) the implications of supporting facilitated learning in SEL (and the differences in design settings it brings); and (iii) finding ways to mesh HCI research and technology support well with the curricula design (building on the long history of research there).

Overall, this paper suggests that social and emotional learning points to a complex, intriguing research space, which has a high potential to enrich HCI research and practice. It is our hope that while the characterisations and distinctions suggested in this paper could be useful for immediate future work into this space, further research will elaborate on, clarify and extend, rather than reify, these.

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Authors' statement

This work is not, and has not been, submitted for a review in any other venue. No part of this work was previously published or has any direct relationship to our existing/submitted papers.