

CHAPTER 6

Non-verbal communication: what should the robot do with its head?

Contents

| | | | | | | | |
|------------|--|---|---|---|---|---|-----------|
| 6.1 | Motivations | . | . | . | . | . | 1 |
| 6.2 | Background | . | . | . | . | . | 2 |
| 6.2.1 | On the use of gaze | . | . | . | . | . | 2 |
| 6.2.2 | On the use of the head in robotics | . | . | . | . | . | 3 |
| 6.3 | Brainstorming concerning the needed behaviors and signals | . | . | . | . | . | 4 |
| 6.4 | Deeper study of some signals | . | . | . | . | . | 5 |
| 6.4.1 | Anticipation of robot actions | . | . | . | . | . | 6 |
| 6.4.2 | Tracking human's activity | . | . | . | . | . | 7 |
| 6.4.3 | Helping the human to perform his next action | . | . | . | . | . | 9 |
| 6.4.4 | Finding the priority target | . | . | . | . | . | 12 |
| 6.5 | The robot head behavior | . | . | . | . | . | 14 |
| 6.5.1 | Observation target | . | . | . | . | . | 15 |
| 6.5.2 | Robot action and dialogue targets | . | . | . | . | . | 16 |
| 6.5.3 | Coordination signals | . | . | . | . | . | 16 |
| 6.5.4 | Arbitration | . | . | . | . | . | 17 |
| 6.6 | Conclusion | . | . | . | . | . | 17 |

6.1 Motivations

During human-robot Joint Action, the robot needs to provide to its human partner a lot of information on what it is doing, understanding and what should be done next. All this information needs to be communicated without being too chatty by verbalizing everything. To do so, humans usually rely on non-verbal communication [Ekman 1969, DePaulo 1992]. In order to collaborate in a fluent and natural way with humans, the robot needs to exhibit a non-verbal behavior adapted to the Joint Action. Non-verbal behavior can come from multiple sources (e.g. facial expressions, posture, head behavior). In this chapter we want to focus on the robot

head behavior. Head behavior means here the orientation of the robot head which reflects what the robot is looking at [Imai 2002]. In a first step, we used the state of the art and bibliography concerning humans behavior in order to identify which kind of behaviors or signals are needed during human-robot Joint Action. We studied in more details some of these signals with the help of an online questionnaire. Then, we investigated how to combine all these signals and behaviors in order to produce a robot head behavior which supports Joint Action. This work has been done in collaboration with another PhD student Yoan Sallami.

6.2 Background

6.2.1 On the use of gaze

Non-verbal communication between humans has been deeply studied in social sciences literature [Ekman 1969, DePaulo 1992]. Studies have shown that, when we are in the context of a social interaction, we adapt our non-verbal behavior in order to better coordinate with our partner(s) [Becchio 2010, Vesper 2010]. Non-verbal behavior can come from several sources. Posture can be used to communicate a lot of information [Mehrabian 1969] as well as facial expressions [LaBarre 1947]. Gaze is also very important in non-verbal communication. During social interaction, people look at others for an average of 61% of the time [Argyle 1972]. Several kinds of gaze behavior can be identified [Mutlu 2009a]:

- **One-sided gaze, looking at:** A looks at B in or between the eyes, or, more generally, in the upper half of the face [Cook 1977].
- **Mutual gaze, eye contact:** Both A and B look into each other's face, or eye region, thus acting simultaneously as sender and recipient [Von Cranach 1973].
- **Gaze avoidance:** A avoids looking at B especially if being looked at, and/or moves the gaze away from B [Von Cranach 1973, Emery 2000].
- **Gaze following:** A detects B's direction of gaze and follows the line of sight of B to a point in space [Emery 2000].
- **Joint attention:** A follows B's direction of attention to look at a fixed point in space (such as an object) [Butterworth 1991].
- **Shared attention:** Both A and B look at a fixed point in space and are aware of each other's direction of attention [Baron-Cohen 1995, Emery 2000].

These behaviors allow to support the interaction in several ways:

- **Support dialogue and turn-taking:** Research on conversational functions of gaze show that gaze behavior is closely linked with speech [Argyle 1976]. Gaze is more specifically used to indicate the beginning and the end of an

utterance in order to facilitate the switch of roles [Kendon 1967] and the organization of a group discussion [Goffman 1979].

- **Support action understanding:** Studies have shown that, an individual acting in a social context will not act in the same way than when he is acting alone [Becchio 2010, Vesper 2010]. More particularly, the use of gaze allows to better infer people's motor intention [Castiello 2003, Pierno 2006].
- **Support mental states:** Social and developmental psychological studies have shown that through observing others' gaze patterns, people infer personality traits [Kleinke 1986] and detect and infer deception [Hemsley 1978]. Moreover, gaze can also be used to support perspective taking by analysing the object an individual is looking at [Furlanetto 2013] and, in certain cases, can be more efficient than language to pass information [Neider 2010].

6.2.2 On the use of the head in robotics

Several works studied the use of non-verbal behaviors in robotics. In [Breazeal 2005], Breazeal et al. have shown that people infer task-relevant mental states of a robot not only from explicit social cues that are specifically intended to communicate information to the human (e.g., nods of the head, deictic gestures, etc), but also from implicit behavior (e.g., how the robot moves its eyes: where it looks and when it makes eye contact with the human). Studies have also shown that explicit non-verbal behavior such as pointing an object we are referring to helps for a better understanding [Häring 2012, Salem 2011].

Concerning the gaze, [Imai 2002] established that, in absence of eyes independent from the head, the perception of the robot gaze is coupled to the robot head orientation. Many works studied the robot head behavior during conversation. They showed that looking at the human at the right time helps to take turn [Boucher 2010, Skantze 2014] and that looking at an object the robot is referring to helps the understanding of the human [Muthu 2009b, Staudte 2011].

Concerning the use of the head during Joint Action, [Lallée 2013] have shown that, in the absence of language, the use of a head behavior based on a known Shared Plan helps the coordination between the human and the robot. [Zaga 2017] have shown that, with a robot producing "social-gaze movements" (tracking co-player actions), perception of animacy and likeability significantly increases. Moreover, if we add a "deictic gaze" (providing helpful referential information for the completion of the task), perception of helpfulness significantly increases. The importance of the head behavior during human-robot Joint Action has also been studied in [Boucher 2012] where they have illustrated that humans are able to make anticipatory decisions based on robot gaze cues.

Several works studied what the robot should look at during handover [Moon 2014, Gharbi 2015]. They have shown that the appropriate gaze cues improve synchronisation and the perception of the efficiency of the handover. The robot should look at the place where the object will be exchanged in advance in

order for the human to anticipate. Moreover, the handover is perceived as more natural if the robot looks at the human at the end. The use of gaze has also been studied during navigation tasks as approaching a person [Fischer 2016] or navigating between humans [Khambhaita 2016]. These works showed the importance of switching between the path to go and the human.

6.3 Brainstorming concerning the needed behaviors and signals

Previous works have shown that non-verbal behavior, and particularly gaze -head - behavior is key in human-robot interaction. Based on the works presented earlier and on our observations of human-human and human-robot interactions, we listed what we think are needed components of a robot head behavior appropriate to human-robot Joint Action. We organized these components in four "families" based on the robot activity.

The robot acts: Head behavior has a big influence on the legibility and the predictability of the robot actions. Previous works in robotics demonstrated its influence during handover [Moon 2014, Gharbi 2015] and studies on humans showed that actors should adapt their non-verbal behavior to the context of Joint Action [Becchio 2010, Vesper 2010]. Moreover, for some actions, the robot needs its head (where there are usually cameras) to perform the action (e.g. precise grasp of an object). Consequently, we strongly believe that having a head behavior consistent with the robot action not only in a functional point of view but also with the purpose of showing what the robot is currently doing is one first key component of an appropriate robot head behavior.

Moreover, we asked ourselves if the anticipation of the next robot actions with its head (for example by pointing the next target) can help the human to better predict and understand the robot next actions. This question will be addressed in the next section.

The robot speaks: Head behavior during dialogue has been deeply studied in psychology and several studies have been done in the subject in robotics. These studies highlight the importance of looking at the receiver when we speak especially at the end of an utterance [Boucher 2010, Skantze 2014]. The importance of looking at the objects we are referring to has also been demonstrated [Mutlu 2009b, Staudte 2011]. An appropriate robot head behavior should take into account these two aspects.

The robot observes: During Joint Action, the robot not only needs to be understood but also to show that it is attentive and able to recognize and track what its partner is doing. The robot head behavior should allow to show the interest of

the robot in the human activity. Different ways to do it by tracking the human hand will be studied in the next section.

The robot should also be able to engage in a joint or a shared attention with a human. Indeed, if the human stares at the robot, the robot should return his look. In a same way, if the human stares at an object, the robot should be able to show its interest in the object too.

The robot coordinates: One important aspect of Joint Action is coordination. Previous works have shown that taking into account the Shared Plan when communicating helps the interaction [Lallée 2013]. To support the communication of the Shared Plan, the robot should provide the appropriate signals at the right time. These signals should facilitate turn-taking and promote the fluid execution of the Shared Plan. They will be deeply studied further in the next section.

6.4 Deeper study of some signals

We identified in the previous section some essential components of a robot head behavior adapted to human-robot Joint Action. In order to get some cues concerning some specific parts of this behavior, we performed an online video based study. This method has been tested in [Woods 2006] and its potential as a technique for prototyping, testing and developing HRI scenarios has been proved.

In the performed study, for each specific behavior or signal which we tested, we asked participants to watch several short videos of a human-robot interaction where the behavior/signal was declined in different forms. We asked subjects to compare the different videos by answering several questions. A total of 59 (30 women and 29 men) answered the questionnaire. All participants had no experience in robotics. The English version of the form (the form was available in French and in English) is available at <https://goo.gl/forms/q5tUcPHRJdqg8EMH3>.

The same task was used in each video and was explained at the beginning of the questionnaire to the participants. In this task, a human and a robot have to build a stack of colored cubes together. The cubes have to be stacked in a precise order (see Fig. 6.1(a)) and, at the beginning of the interaction, several cubes are reachable by the human and the others by the robot (see Fig. 6.1(b)).

In addition to the tested behaviors and signals, the robot had a "basic behavior":

- By default (when it has no specific target), the robot looks at the human head.
- When acting, the robot looks at the "target" of its action (i.e. the object to pick and the support where to place).

This behavior has been constructed based on bibliography and observations during previous experiments.



(a) Beginning of the interaction session. The blue and the green cubes are accessible by the human while the black and the red cubes are accessible by the robot.

(b) End of the interaction. The stack should follow a precise order (red, black, blue, green).

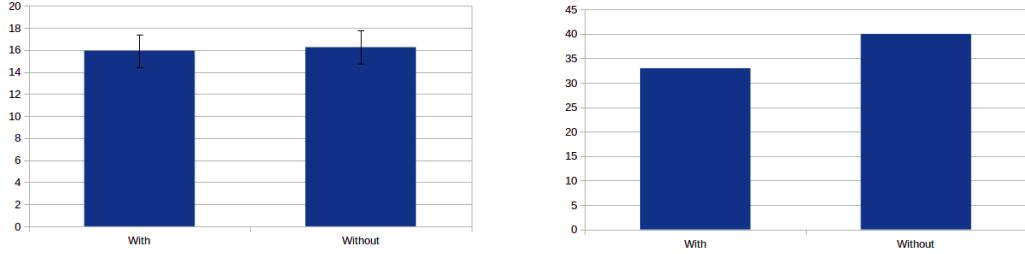
Figure 6.1: Task used in the on-line video based study. In this task a human and a robot have to build a stack of colored cubes. Different head behaviors of the robot was compared in the videos.

We grouped the different tested behaviors and signals into four sections:

- **Anticipation of robot actions:** we first studied whether or not the robot should anticipate its next action with its head.
- **Tracking human's activity:** we then studied in two stages how the robot should track the human's activity.
- **Helping the human to perform his next action:** we studied two kinds of signal aiming to help the human to perform his next action.
- **Finding the priority target:** finally, we studied a situation where the robot has two different targets to look at the same time and studied which one to prioritize.

6.4.1 Anticipation of robot actions

The first behavior we studied concerns when the robot is performing actions. We asked ourselves if the fact that the robot anticipates its next action with its head would benefit to the Joint Action and more particularly to the understanding of the robot actions by the human. To do so, we asked people to watch two videos: one with anticipation and one without. These two videos are focused on the first part of the interaction session where the robot put the first two cubes on the stack. In the video without anticipation, the robot simply looks at the cube it is picking and the support where it is placing the cubes (as described in the "basic behavior"). In the video with anticipation the robot still looks at the cube it is picking and the supports where it is placing the cubes. However the robot starts looking at the second cube to put on the stack while it is retracting from its first action (putting the first cube).



(a) Scores on the questions asked for each video of the scenario concerning the anticipation of robot actions. The score is the addition of the rates (in a scale of 5) of the 4 questions.

(b) Preferences for the scenario concerning the anticipation of robot actions. Numbers represent the number of times where a video was chosen for the preference question (on 59 participants).

Figure 6.2: Results for the scenario concerning the anticipation of robot actions. No significant differences were found between the two conditions (with anticipation and without anticipation).

After having watched the two videos, participants were asked to answer several questions for each video. There were 4 5-scales questions for each video concerning the predictability of the robot behavior and the fact that the robot head behavior was adequate, clear and useful to the interaction. Then, the participants were asked to choose which video they preferred between the two videos (with the possibility to select both). These questions can be found in Appendix ???. We also let a free space for comments at the end of the questionnaire.

The results of the questionnaire for this scenario can be found in Fig. 6.2. No significant difference was found between the conditions either concerning the scores in the 5-scales questions ($p=0.3467$) or the preferences ($p=0.3711$). Indeed, based on the free comments of the participants, we found that they had difficulties to find the differences between both conditions, and, when they found the differences, they were sometimes disturbed by the fact that the robot looks at an object without acting (in the condition with anticipation).

We can conclude that the way we implemented anticipation is not conclusive for Joint Action, or at least for the kind of task tested here. Indeed, one factor here is that the task and needed actions are well known of both participants (as the stack order is predetermined, there is only one action to do at each time). Consequently, the anticipation may not be needed here but may be more interesting in a scenario where the human does not know the next robot action. Moreover, maybe the way the anticipation behavior is implemented is not the best way to do it. Further investigations may be needed on this subject.

6.4.2 Tracking human's activity

We then studied how the robot should show that it follows and understands human's actions. We want here to find a behavior adapted to the information the robot has concerning the human. In our system, the robot detects the human with a motion

Chapter 6. Non-verbal communication: what should the robot do with its head?

capture system (see description in Introduction) and has information about the head and the right hand positions and orientations. Here we tried to find a relatively simple behavior which, with a minimum information allows the robot to show its attention and understanding.

What to look: First, we compared different ways to decide when to look at the human's hand or when to look at the human's head. We compared three different conditions with videos based on the end of interaction session (the part where the human puts the two last cubes). In all videos the human puts the two cubes one after the other. He also records a stop time during his first action by hesitating a short moment. Then, the different conditions were:

- **Moving:** the robot looks at the human's hand whenever the hand is moving and looks at the human's head when the hand is not moving (with a small hysteresis in order to avoid going back and forth between the hand and the head).
- **Area:** the robot looks at the human's hand whenever the hand is into a "working area" and at the human's head whenever the hand is not in the area. This "working area" is basically all the volume above the table.
- **Moving + Area:** the robot looks at the human's hand whenever the hand is in the "working area" and is moving. Else the robot looks at the human head.

In the same way as for the previous scenario, participants were asked to answer several questions for each video. There was 4 5-scales questions for each video concerning the understanding of the human's actions by the robot and the fact that the robot head behavior was adequate, clear and useful to the interaction. Then, the participants were asked to choose which video they preferred between the three videos (with the possibility to select several). These questions can be found in Appendix ???. We also let a free space for comments at the end of the questionnaire.

The results of the questionnaire for this scenario can be found in Fig. 6.3. The third condition (where the robot is considering area and movement) has been evaluated significantly higher than the two others ($p < 0.01$). No significant difference has been found between the two others videos. These results give us clues for the construction of a robot head behavior. Indeed, we can see that with a minimal robot behavior (a simple switch between the hand and the head based on the hand position and movement), the robot is able to show its attention and understanding in a relatively acceptable way (rated at 15.78/20 in the 5-scale questions by the participant).

Understanding of the human's action: Then, we asked ourselves if, when an action of the human is detected by the robot, the robot should show its understanding of the action by recording a small stop on the action. We asked participant to

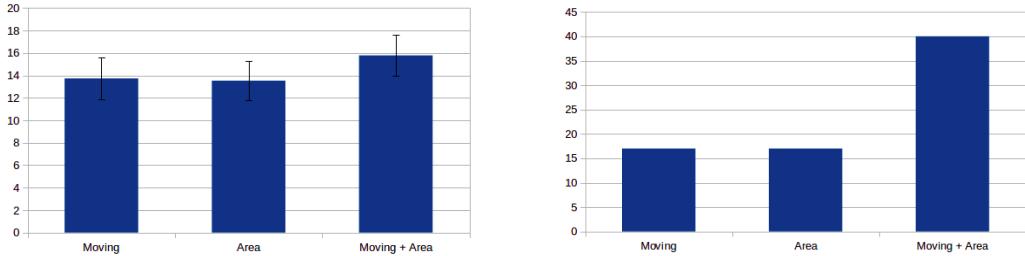


Figure 6.3: Results for the the first scenario on the tracking of human's activity. The conditions where the robot looks at the human's hand whenever it is in a "working area " and moving has been significantly preferred to the two others.

watch two videos. These videos were also based on the end of interaction session (the part where the human puts the two last cubes). In each video the human puts the two cubes one after the other and the robot was looking at human's hand and head following the third behavior described previously (where the robot considers area and movement). Then, the different conditions were:

- **With:** in one video the robot was making a stop on the stack each time the human placed a cube on it.
- **Without:** in the other video the robot was not making any stop when the human placed a cube on the stack.

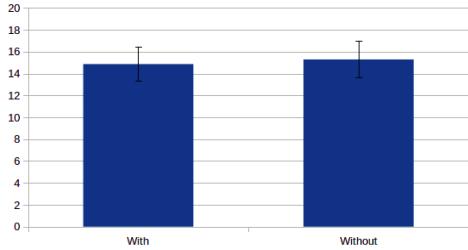
The participants were asked to answer the same questions as for the previous scenario.

The results of the questionnaire for this scenario can be found in Fig. 6.4. No significant difference was found between the conditions either concerning the scores in the 5-scales questions ($p=0.33$) or the preferences ($p=0.1093$). Indeed, based on the free comments of the participants, we found that they had difficulties to find the differences between both conditions, and, when they found the differences, they sometime disliked the fact that, when the robot makes a stop (in the condition with as stop), the robot does not follow anymore what the human is doing.

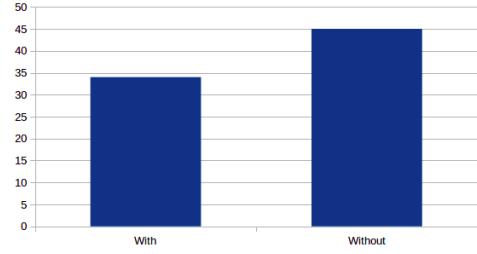
6.4.3 Helping the human to perform his next action

Then, we bear interest to the signals the robot should give with its head concerning the Shared Plan execution. In this part, the videos were based on the middle part of the interaction session (the second cube of the robot and the first of the human).

Chapter 6. Non-verbal communication: what should the robot do with its head?



(a) Scores on the questions asked for each video of the second scenario concerning the tracking of human's activity. The score is the addition of the rates (in a scale of 5) of the 4 questions.



(b) Preferences for the second scenario concerning the tracking of human's activity. Numbers represent the number of times where a video was chosen for the preference question (on 59 participants).

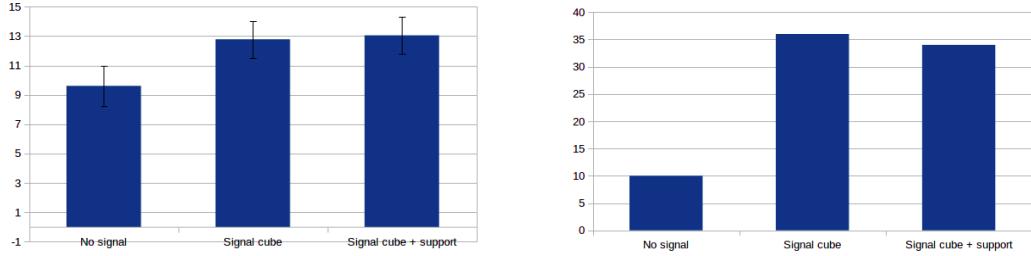
Figure 6.4: Results for the second scenario on the tracking of human's activity. One condition includes a stop after each action of the human (With) while the other corresponds to the third behavior of the previous scenario (Without).

Human inaction: The first signal we identified as potentially interesting concerns the signaling of an action the human should perform and is not performing. In all tested videos, the robot was putting its second cube on the stack, then, the human was waiting a moment before putting his cube. The different conditions were:

- **No signal:** the robot was not giving any signal to the human, it was just following the "basic behavior" described earlier.
- **Signal cube:** after a small waiting time, the robot gave a signal to the human for him to place his cube on the stack. The signal consisted on looking at the cube to take and then looking back at the human's head.
- **Signal cube + support:** after a small waiting time, the robot gave a signal to the human for him to place his cube on the stack. The signal consisted on looking at the cube, then looking at the stack and finally looking back at the human's head.

In the same way as for the previous scenarios, participants were asked to answer several questions for each video. There were 3 5-scales questions for each video which concerned the fact that the robot head behavior was adequate, clear and useful to the interaction. Then, the participants were asked to choose which video they preferred between the three videos (with the possibility to select several). These questions can be found in Appendix ???. We also let a free space for comments at the end of the questionnaire.

The results of the questionnaire for this scenario can be found in Fig. 6.5. The first condition (where there is no signal) has been evaluated significantly lower than the two others ($p < 0.01$). No significant difference has been found between the two different signals given by the robot. These results show us that the studied



(a) Scores on the questions asked for each video of the first scenario concerning the signaling of human's actions. The score is the addition of the rates (in a scale of 5) of the 3 questions.

(b) Preferences for the first scenario concerning the signaling of human's actions. Numbers represent the number of times where a video was chosen for the preference question (on 59 participants).

Figure 6.5: Results for the first scenario on the signaling of human's actions. In one condition the robot was not giving any signal to the human (No signal). In another conditions the robot was giving a signal consisting of looking at the cube to place and looking back at the human's head (Signal cube). In the last condition the robot was giving a signal consisting of looking at the cube to place, the stack and then looking back at the human's head (Signal cube + stack).

signal (the robot signals to the human that he should act when he is not acting) is considered important by peoples. One possible explanation concerning the lack of difference between the two ways tested to perform the signal is that, in this task, there is only one place where to put the cube. Indeed, in the signal where the robot looks at the stack, the information given is not so interesting in this configuration. Further investigations can be interesting with scenarios where the human has several choices of actions to execute.

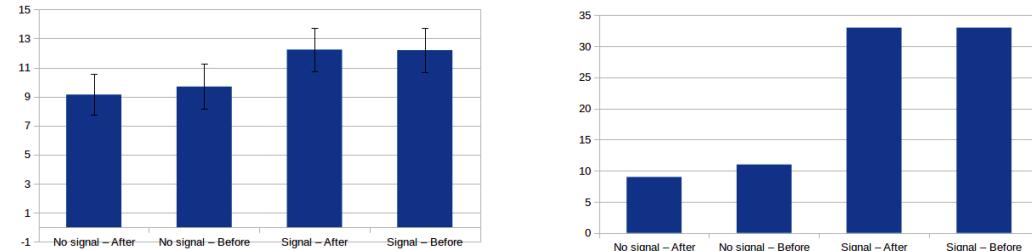
Turn-taking: Then, we investigated the use of a signal to help turn-taking. We specifically focused on the signal needed at the end of a robot action if the next action to be performed is a human action. In this scenario, we compared 4 videos where the robot puts its second cube and then the human puts his first cube. The different conditions were:

- **Signal - Before:** the robot was giving a signal to the human at the end of its action. This signal consisted in looking at the human's head, looking at the cube he should put on the stack and then looking back at the human's head. The robot was giving the signal while retracting from its action.
- **Signal - After:** the robot was giving a signal to the human at the end of its action. This signal consisted in looking at the human's head, looking at the cube he should put on the stack and then looking back at the human's head. The robot was giving the signal after retracting from its action.
- **No signal - Before:** the robot was not giving signal to the human. Its looks at the human's head as soon as its action is over(while retracting).

Chapter 6. Non-verbal communication: what should the robot do with its head?

- **No signal - Before:** the robot was not giving signal to the human. Its looks at the human's head only after retracting from its action.

The participants were asked to answer the same questions as for the previous scenario.



(a) Scores on the questions asked for each video of the second scenario concerning the signaling of human's actions. The score is the addition of the rates (in a scale of 5) of the 3 questions.

(b) Preferences for the second scenario concerning the signaling of human's actions. Numbers represent the number of times where a video was chosen for the preference question (on 59 participants).

Figure 6.6: Results for the second scenario on the signaling of human's actions. In one condition the robot was not giving any signal to the human and was looking at his head after retracting (No signal - After). In another condition, the robot was not giving any signal to the human and was looking at his head while retracting (No signal - Before). In the two others conditions the robot was giving a signal consisting in looking at the the human's head, looking at the cube to place on the stack and looking back at the human's head. In one condition the robot was giving the signal after retracting from its action (Signal - After) and in the other while retracting (Signal - Before).

The results of the questionnaire for this scenario can be found in Fig. 6.6. The two conditions where there is a signal have been evaluated significantly higher than the two others ($p < 0.01$). No significant difference has been found between the two conditions with a signal as well as for the two conditions without a signal. These results show the usefulness of a signal at the end of robot actions in order to help turn-taking. Apparently the timing of the signal (during or after retracting) has not been found important by the users. However, this result can be questioned as there was no question concerning the perception of the efficiency of the interaction. Indeed, giving the signal while the robot is retracting allows to gain time and fluidity but this was tiny and most users did not even noticed it, focusing on the fact that the robot is producing a signal or not.

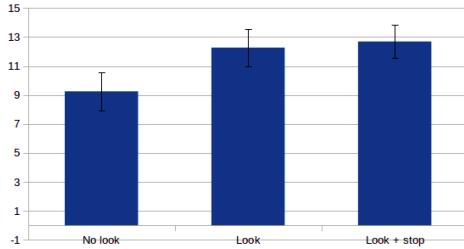
6.4.4 Finding the priority target

In the last scenario of the study, we focused on the decision to take when the robot has several possible targets to look at. We studied here the case where the robot is executing an action (and so has a target for its action) and the human performs

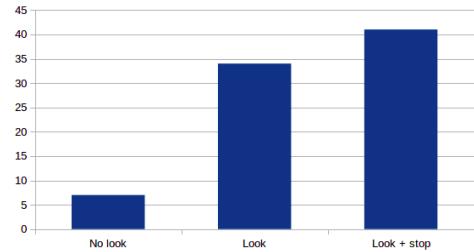
another action at the same time (and so the robot should also look at the human's action). In the videos, the robot is still placing its second cube on the stack when the human picks his next cube (in prevision of placing it on the stack). In each video, the robot looks at the stack when putting its cube. Then, the different conditions were:

- **No look:** the robot does not look at all at the human action.
- **Look:** the robot looks at the human action (it looks at the human's hand and goes back to the stack) when it is executed without interrupting its action.
- **Look + stop:** the robot stops its own action to look at the human action and then restarts its action.

In the same way as for the previous scenarios, participants were asked to answer several questions for each video. There was 3 5-scales questions for each video concerning the fact that the robot behavior was adequate, clear and useful to the interaction. Then, the participants were asked to choose which video they preferred between the three videos (with the possibility to select several). These questions can be found in Appendix ???. We also let a free space for comments at the end of the questionnaire.



(a) Scores on the questions asked for each video of the scenario concerning the priority target. The score is the addition of the rates (in a scale of 5) of the 3 questions.



(b) Preferences for the scenario concerning the priority target. Numbers represent the number of times where a video was chosen for the preference question (on 59 participants).

Figure 6.7: Results for the scenario concerning the priority target. In one condition the robot was not looking at the human's action (No look). In another condition the robot was looking at the human's action without interrupting its action (Look). In the last condition the robot was interrupting its action to look at the human's action (Look + stop).

The results of the questionnaire for this scenario can be found in Fig. 6.7. The condition where the robot does not look at the human's action has been evaluated significantly lower than the two others ($p < 0.01$). No significant difference has been found between the two conditions where the robot looks at the human's action. These results show us that even if the robot is busy doing something else it is important that it looks at human's action to acknowledge the fact that it perceived the action. If the robot action requires the full focus of the robot head, the robot can

interrupt briefly its action in order to look at the human's action without degrading the acceptability of its behavior.

6.5 The robot head behavior

Based on our previous analysis and the performed on-line user study we made a proposal for an architecture to generate a robot head behavior. This behavior is for now computed based on a Joint Action with only one human.

The architecture can be found in Fig. 6.8. We can find in this architecture the four "families" described in Sec. 6.3 (human observation, robot action, dialogue and coordination). Based on informations concerning humans, the robot constantly computes a target (either an object or a part of the human body) to look at. In addition, when the robot is performing an action, it also computes a target for the action. In a same way, when the robot is speaking with a human, another target is computed. Based on the current state of the Shared Plan, the robot also computes signals to give to the human. Finally, based on the different targets and signals, an arbitration module chooses at each time the final target to look at.

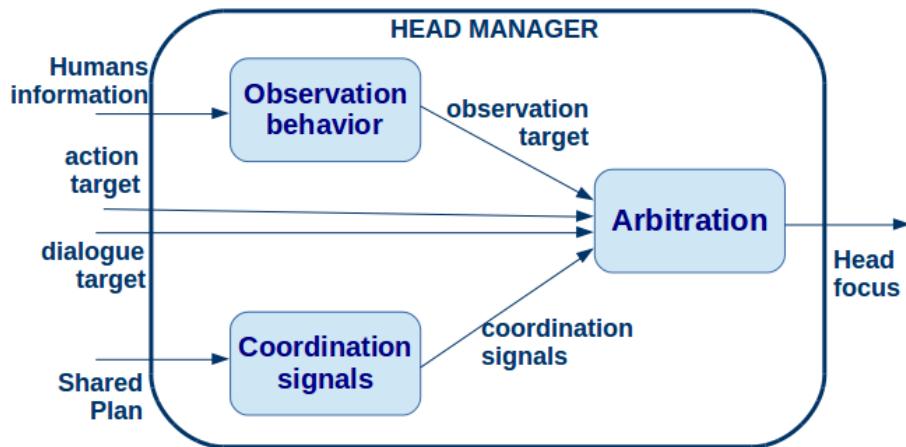


Figure 6.8: The architecture to generate the robot head behavior. The arbitration modules chooses where the robot should look based on several possible behaviors and signals. The possible behaviors concern the human activity, the current robot action and the current state of the dialogue. Coordination signals are computed based on the current Shared Plan.

In this architecture, a target is described as a point to look at (either an object or a part of the human body) and an associated priority.

$$\text{target} = \langle \text{point}, \text{priority} \rangle$$

A signal is described as an ordered set of points to look at with associated durations, a priority, an expiration time and possible expiration conditions (events).

signal = < points, durations, priority, expiration_time, expiration_conditions >

This architecture is still a work in progress, there are still needs of deepening for some parts and the parametrization of the priorities and durations are still needed.

6.5.1 Observation target

We saw previously that the robot should show its interest and understanding of the human activity. We studied in the previous section how we can show the interest of the robot in the human's actions based on the position and movements of his hand. We keep the condition of the study which was the most highly marked: the robot looks at the human's hand whenever the hand is moving (with a small hysteresis in order to avoid going back and forth between the hand and the head) and into a "working area". Working areas can be defined dynamically and attached to objects (e.g. everything above a table).

Additionally to this behavior, another important feature is joint attention. When the human stares at an object for a sufficient time, the robot should also look at this object. In a same way, if the human stares at the robot, the robot should return his look. The given algorithm to compute the point corresponding to the human observation can be found in Alg. 1.

Algorithm 1 Computation of the point to look based on human's activity

Require: human's hand position and movement, objects position, human's head position and target

```

if human's head target = robot > t then
    point = human's head                                > the human stares at the robot
else if human's head target = object > t then
    point = object                                     > the human stares at an object
else if human's hand is moving & human's hand is in "working area" then
    point = human's hand                               > tracking human's action
else
    point = human's head                             > by default, looking at human's head
end if
return point

```

This behavior is for now really basic. One of the reason is that we want a behavior which can work with few information concerning the human (here only concerning the head and one hand). Moreover, we strongly think, even if it remains to be proved, that a minimal behavior is sometime preferred to a more complex one as soon as all the needed components are here.

6.5.2 Robot action and dialogue targets

We saw the importance of having a head behavior in adequacy with the robot current action. Consequently, the action target is computed directly by the component in charge of executing robot actions and depends of the action executed. The point to look at is in most cases the "target" object (e.g. the object to pick or the support where to place). The priority associated with this point principally depends of the fact that the action requires the head focus (e.g. at the beginning of a pick action, the priority will be higher to ensure the good perception of the object). The module in charge of executing actions has also access to the point the robot is looking at in order to adapt the action execution (e.g suspend if necessary).

In a same way, the target associated to dialogue is directly computed by the module in charge of the dialogue. It mainly consists in looking at the human when talking and at the objects the robot or the human is referring to.

6.5.3 Coordination signals

We saw the importance of coordination signals during Joint Action execution. In this work, these signals are based on the execution of the Shared Plan. The first two signals are the ones studied in the on-line study. The first one is computed whenever a human has an action to execute and is not performing it after a certain amount of time (and that he is not doing another action). In this case, the robot signals to the human the action he should execute. This signal consists of looking at the human's head, then the different points of interest of the action to execute and finally looking at the human's head again. The points of interest of an action are ordered and defined for each high level action (e.g. for the pick and place action it is the object to pick and, then, the support where to place). This signal should have a relatively long expiration time as its timing is not crucial. It should also have the execution of the awaited action in its expiration conditions.

Another signal concerns the help of turn-taking. After each robot action, if this action unlocks another action attributed to the human (there is a causal link between the two actions), the robot sends a signal to the human to execute the action. This signal consists of looking at the human's head, then the different points of interest of the action to execute and finally looking at the human's head again. This signal should have a small expiration time as it has to be performed just after the robot action. It should also have the execution of the awaited action in its expiration conditions.

Finally, we saw the importance of being attentive to a human's actions, even if the robot is currently busy doing something else. To do so, when the human performs an action, a signal is computed with a high priority as well as a small expiration time because the signal does not make sense if it comes later after the action. This signal consists of looking a the point of interest of the executed action.

6.5.4 Arbitration

The arbitration of the different points to look at and the different signals to send is based on priorities. The arbitration module first chooses the point to look at with the higher priority between the ones from human observation, dialogue and robot action. Then, when a signal is sent by the coordination module, it is stored in a waiting list (ordered by priorities). If the priority of a signal in the waiting list is higher than the current priority, the robot executes the signal. In order to keep signals consistent, a signal started can not be interrupted even if there is another signal or point to look at with a higher priority. When a signal expires (the expiration time is reached or an expiration condition is true) the signal is removed from the waiting list.

There may be some missing signals in the current version of the architecture. However, we strongly think that it has been done in a sufficiency generic way in order to integrate new signals if needed.

6.6 Conclusion

In this chapter, we studied non-verbal behavior during human-robot Joint Action, and more especially the robot head behavior. A first bibliographic study has been done in order to identify the needed components of a robot head behavior adapted to the Joint Action. Then, some specific parts of these components have been studied with an on-line video based study. Finally, an architecture to generate the robot head behavior has been proposed. This architecture, still in construction, should allow the robot to produce a head behavior which provides the needed information in order for the robot to show its attention, make its action understandable, dialogue and coordinate the Joint Activity based on the Shared Plan.

Bibliography

- [Argyle 1972] Michael Argyle and Roger Ingham. *Gaze, mutual gaze, and proximity*. Semiotica, vol. 6, no. 1, pages 32–49, 1972. (Cited in page 2.)
- [Argyle 1976] Michael Argyle and Mark Cook. *Gaze and mutual gaze*. 1976. (Cited in page 2.)
- [Baron-Cohen 1995] Simon Baron-Cohen. *The eye direction detector (EDD) and the shared attention mechanism (SAM): Two cases for evolutionary psychology*. In Portions of this paper were presented at the Society for Research in Child Development Conference, New Orleans, Mar 1993; the British Psychological Society, Welsh Branch, "Faces" Conference, U Wales Coll of Cardiff, Sep 1993; and the British Society for the Philosophy of Science" Roots of Joint Reference" Conference, U Bristol, Nov 1993. Lawrence Erlbaum Associates, Inc, 1995. (Cited in page 2.)
- [Becchio 2010] Cristina Becchio, Luisa Sartori and Umberto Castiello. *Toward you: The social side of actions*. Current Directions in Psychological Science, vol. 19, no. 3, pages 183–188, 2010. (Cited in pages 2, 3, and 4.)
- [Boucher 2010] Jean-David Boucher, Jocelyne Ventre-Dominey, Peter Ford Dominey, Sacha Fagel and Gerard Bailly. *Facilitative effects of communicative gaze and speech in human-robot cooperation*. In Proceedings of the 3rd international workshop on Affective interaction in natural environments, pages 71–74. ACM, 2010. (Cited in pages 3 and 4.)
- [Boucher 2012] Jean-David Boucher, Ugo Pattacini, Amelie Lelong, Gerard Bailly, Frederic Elisei, Sascha Fagel, Peter Ford Dominey and Jocelyne Ventre-Dominey. *I reach faster when I see you look: gaze effects in human-human and human-robot face-to-face cooperation*. Frontiers in neurorobotics, vol. 6, 2012. (Cited in page 3.)
- [Breazeal 2005] Cynthia Breazeal, Cory D Kidd, Andrea Lockerd Thomaz, Guy Hoffman and Matt Berlin. *Effects of nonverbal communication on efficiency and robustness in human-robot teamwork*. In Intelligent Robots and Systems, 2005.(IROS 2005). 2005 IEEE/RSJ International Conference on, pages 708–713. IEEE, 2005. (Cited in page 3.)
- [Butterworth 1991] George Butterworth. *The ontogeny and phylogeny of joint visual attention*. 1991. (Cited in page 2.)
- [Castiello 2003] Umberto Castiello. *Understanding other people's actions: intention and attention*. Journal of Experimental Psychology: Human Perception and Performance, vol. 29, no. 2, page 416, 2003. (Cited in page 3.)

- [Cook 1977] Mark Cook. *Gaze and Mutual Gaze in Social Encounters: How long—and when—we look others" in the eye" is one of the main signals in nonverbal communication.* American Scientist, vol. 65, no. 3, pages 328–333, 1977. (Cited in page 2.)
- [DePaulo 1992] Bella M DePaulo. *Nonverbal behavior and self-presentation.* Psychological bulletin, vol. 111, no. 2, page 203, 1992. (Cited in pages 1 and 2.)
- [Ekman 1969] Paul Ekman and Wallace V Friesen. *The repertoire of nonverbal behavior: Categories, origins, usage, and coding.* semiotica, vol. 1, no. 1, pages 49–98, 1969. (Cited in pages 1 and 2.)
- [Emery 2000] Nathan J Emery. *The eyes have it: the neuroethology, function and evolution of social gaze.* Neuroscience & Biobehavioral Reviews, vol. 24, no. 6, pages 581–604, 2000. (Cited in page 2.)
- [Fischer 2016] Kerstin Fischer, Lars C Jensen, Stefan-Daniel Suvei and Leon Bodenhagen. *Between legibility and contact: The role of gaze in robot approach.* In Robot and Human Interactive Communication (RO-MAN), 2016 25th IEEE International Symposium on, pages 646–651. IEEE, 2016. (Cited in page 4.)
- [Furlanetto 2013] Tiziano Furlanetto, Andrea Cavallo, Valeria Manera, Barbara Tversky and Cristina Becchio. *Through your eyes: incongruence of gaze and action increases spontaneous perspective taking.* Frontiers in human neuroscience, vol. 7, 2013. (Cited in page 3.)
- [Gharbi 2015] Mamoun Gharbi, Pierre-Vincent Paubel, Aurélie Clodic, Ophélie Carreras, Rachid Alami and Jean-Marie Cellier. *Toward a better understanding of the communication cues involved in a human-robot object transfer.* In Robot and Human Interactive Communication (RO-MAN), 2015 24th IEEE International Symposium on, pages 319–324. IEEE, 2015. (Cited in pages 3 and 4.)
- [Goffman 1979] Erving Goffman. *Footing.* Semiotica, vol. 25, no. 1-2, pages 1–30, 1979. (Cited in page 3.)
- [Häring 2012] Markus Häring, Jessica Eichberg and Elisabeth André. *Studies on grounding with gaze and pointing gestures in human-robot-interaction.* Social Robotics, pages 378–387, 2012. (Cited in page 3.)
- [Hemsley 1978] Gordon D Hemsley and Anthony N Doob. *The effect of looking behavior on perceptions of a communicator's credibility.* Journal of Applied Social Psychology, vol. 8, no. 2, pages 136–142, 1978. (Cited in page 3.)
- [Imai 2002] Michita Imai, Takayuki Kanda, Testuo Ono, Hiroshi Ishiguro and Kenji Mase. *Robot mediated round table: Analysis of the effect of robot's gaze.* In Robot and Human Interactive Communication, 2002. Proceedings. 11th

- IEEE International Workshop on, pages 411–416. IEEE, 2002. (Cited in pages 2 and 3.)
- [Kendon 1967] Adam Kendon. *Some functions of gaze-direction in social interaction*. Acta psychologica, vol. 26, pages 22–63, 1967. (Cited in page 3.)
- [Khambaita 2016] Harmish Khambaita, Jorge Rios-Martinez and Rachid Alami. *Head-Body Motion Coordination for Human Aware Robot Navigation*. In Proc. International Workshop on Human-Friendly Robotics (HFR), 2016. (Cited in page 4.)
- [Kleinke 1986] Chris L Kleinke. *Gaze and eye contact: a research review*. Psychological bulletin, vol. 100, no. 1, page 78, 1986. (Cited in page 3.)
- [LaBarre 1947] Weston LaBarre. *The cultural basis of emotions and gestures*. Journal of personality, vol. 16, no. 1, pages 49–68, 1947. (Cited in page 2.)
- [Lallée 2013] Stéphane Lallée, Katharina Hamann, Jasmin Steinwender, Felix Warneken, Uriel Martínez, Hector Barron-Gonzales, Ugo Pattacini, Ilaria Gori, Marc Petit, Giorgio Metta et al. *Cooperative human robot interaction systems: IV. Communication of shared plans with Naïve humans using gaze and speech*. In IROS, IEEE/RSJ, 2013. (Cited in pages 3 and 5.)
- [Mehrabian 1969] Albert Mehrabian. *Significance of posture and position in the communication of attitude and status relationships*. Psychological Bulletin, vol. 71, no. 5, page 359, 1969. (Cited in page 2.)
- [Moon 2014] AJung Moon, Daniel M Troniak, Brian Gleeson, Matthew KXJ Pan, Minhua Zheng, Benjamin A Blumer, Karon MacLean and Elizabeth A Croft. *Meet me where i'm gazing: how shared attention gaze affects human-robot handover timing*. In Proceedings of the 2014 ACM/IEEE international conference on Human-robot interaction, pages 334–341. ACM, 2014. (Cited in pages 3 and 4.)
- [Mutlu 2009a] Bilge Mutlu. *Designing gaze behavior for humanlike robots*. PhD thesis, Carnegie Mellon University, 2009. (Cited in page 2.)
- [Mutlu 2009b] Bilge Mutlu, Toshiyuki Shiwa, Takayuki Kanda, Hiroshi Ishiguro and Norihiro Hagita. *Footing in human-robot conversations: how robots might shape participant roles using gaze cues*. In Proceedings of the 4th ACM/IEEE international conference on Human robot interaction, pages 61–68. ACM, 2009. (Cited in pages 3 and 4.)
- [Neider 2010] Mark B Neider, Xin Chen, Christopher A Dickinson, Susan E Brennan and Gregory J Zelinsky. *Coordinating spatial referencing using shared gaze*. Psychonomic bulletin & review, vol. 17, no. 5, pages 718–724, 2010. (Cited in page 3.)

- [Pierno 2006] Andrea C Pierno, Cristina Becchio, Matthew B Wall, Andrew T Smith, Luca Turella and Umberto Castiello. *When gaze turns into grasp.* Journal of Cognitive Neuroscience, vol. 18, no. 12, pages 2130–2137, 2006. (Cited in page 3.)
- [Salem 2011] Maha Salem, Katharina Rohlfing, Stefan Kopp and Frank Joublin. *A friendly gesture: Investigating the effect of multimodal robot behavior in human-robot interaction.* In RO-MAN, 2011 IEEE, pages 247–252. IEEE, 2011. (Cited in page 3.)
- [Skantze 2014] Gabriel Skantze, Anna Hjalmarsson and Catharine Oertel. *Turn-taking, feedback and joint attention in situated human-robot interaction.* Speech Communication, vol. 65, pages 50–66, 2014. (Cited in pages 3 and 4.)
- [Staudte 2011] Maria Staudte and Matthew W Crocker. *Investigating joint attention mechanisms through spoken human-robot interaction.* Cognition, vol. 120, no. 2, pages 268–291, 2011. (Cited in pages 3 and 4.)
- [Vesper 2010] Cordula Vesper, Stephen Butterfill, Günther Knoblich and Natalie Sebanz. *A minimal architecture for joint action.* Neural Networks, vol. 23, no. 8, pages 998–1003, 2010. (Cited in pages 2, 3, and 4.)
- [Von Cranach 1973] M Von Cranach and J Heinrich Ellgring. *The perception of looking behaviour.* Social Commun. and Movement, 1973. (Cited in page 2.)
- [Woods 2006] Sarah Woods, Michael Walters, Kheng Lee Koay and Kerstin Dautenhahn. *Comparing human robot interaction scenarios using live and video based methods: towards a novel methodological approach.* In Advanced Motion Control, 2006. 9th IEEE International Workshop on, pages 750–755. IEEE, 2006. (Cited in page 5.)
- [Zaga 2017] Cristina Zaga, Roelof AJ de Vries, Jamy Li, Khiet P Truong and Vanessa Evers. *A Simple Nod of the Head: The Effect of Minimal Robot Movements on Children’s Perception of a Low-Anthropomorphic Robot.* In Proceedings of the 2017 CHI Conference on Human Factors in Computing Systems, pages 336–341. ACM, 2017. (Cited in page 3.)