



## **Challenge #2: Developing an Empathy Module for A.G.A.**



## Why did we select this challenge?

- Empathy is what's going to give AI the 'heart'!
- Long-term goals:
  - infused **humanity & values** into AI to do good for the betterment of our world
  - Human interactions are getting rarer as technology advances --we want to AI interaction not only on transactional level, but also supportive **on emotional level**

## How did you interpret the challenge?

After seeing all three challenges, we could see there's a red thread, the connection in between each challenges.

We want to create a solution that also be used to in conjunction with #3 challenge, conflict resolution.



## What aspects were most important to you?

AI solution can **support human (user) to process raw emotions** when conflict arises, and de-escalate situation for conflict mediation.

- Give user a safe space to vent and process their feeling
- Ability to separate emotion from context:
  - **Emotional level (Minimum Loveable Product - MLP):**  
Give user comfort, feeling of being heard, and reduce the level of negative emotion
  - **Context extraction (Nice to Have):**  
Aggregated & objective (emotion-free) summary/context to support conflict mediation/resolution



# INTRODUCING: EmpathEase

## *Emotion Processing Partner with AI-Powered Empathy*

- **Core capability:** *Sentiment Analysis & Live Responses*
- **Demo Objective:** *Navigate Office Conflicts using AI to **De-escalate** Negative Emotions*

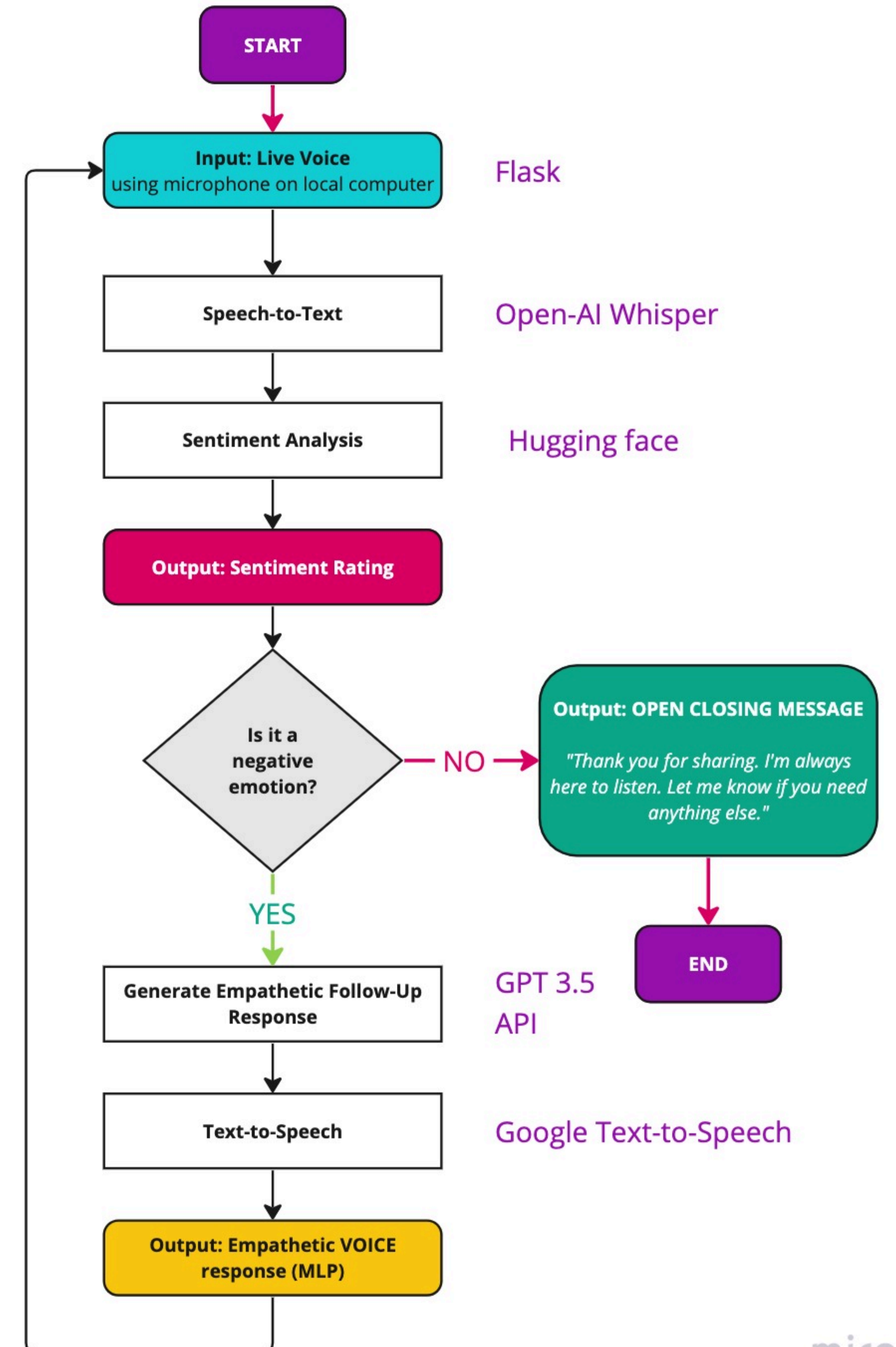
## **Use case:**

1. Immediate venting after receiving negative feedback or have conflict among coworkers or bosses
2. Safe space to process emotions before responding to a conflict.
3. *Potential future use case: Tool for HR to recommend before formal mediation.*



# STORYBOARD

1. A hard working employee is triggered and has negative emotion towards her manager
2. Feels unappreciated and unfair
3. Wants a guaranteed safe space to vent and process her emotions.





**DEMO: Julia is triggered by a recent event and has a negative emotions towards her manager.**

*Venting Scenario for Julia:*

1. *(Sighs deeply)* "I can't believe how my manager treat me so badly today. He humiliated me in front of the whole team!"
2. "I feel so undermined and under appreciated."
3. " I just needed to vent. It's frustrating."
4. "Thank you for listening and your support."