

Meeting Trainer: No Country for Angry Men

How to build a Social Computer

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Introduction

Meetings are the backbones for businesses.

Meeting attendees cannot reveal their emotions openly (e.g. anger, disappointment, stress, shame), since superordinates or other high rank company members might be attending as well. [1]

Emotions are often hidden in meeting situations

Emotions are covered by Surface Acting



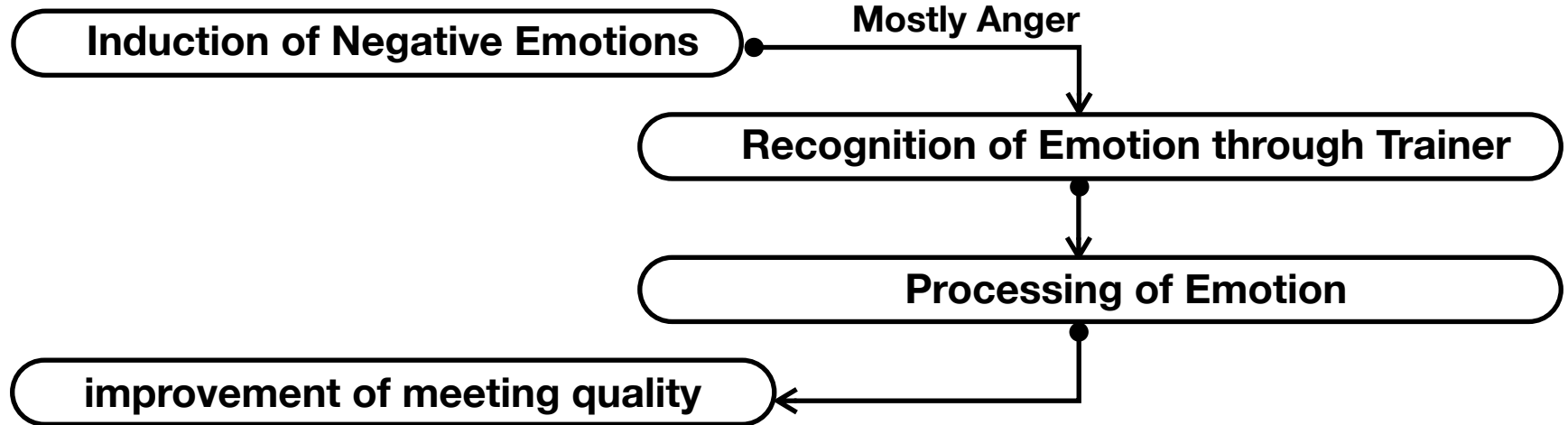
<https://iikedthatfilm.files.wordpress.com/2014/01/no-country-for-old-men-3.jpg>

The Idea

Objective: To try and train people for the benefit of both themselves and the meeting outcome to overcome

Anger in Stressful

Irritating meeting Situations



The Meeting Situation

Team meeting, led by a virtual superordinate of the trainee (T)

Harassment of T to induce anger [2]

- Asking Difficult Questions under High Time Pressure
- Interruptions During Answer
- Mockery and Insults

Variation of environmental parameters [3]

- Number of Attendees, Lighting, Room Space, ...

The Trainer

Analysis of emotion by sensory data

- Forward posture and glare expressions with anger

Trainer Pop-Up at the side of the screen

- information about suppressed emotion
- explanation of anger inducing situation
 - provocation to test the self-control of T
- proposition of alternative strategies
 - humorous answers to reduce tension [4]

The Plan

Design a Good Dialogue

(including superordinate, T and the Trainer)

- Easy to understand
- Strong enough to induce (only) anger
- With “analysis” options for Trainer’s Explanations

Conduct a Small Pilot Study

- No guarantee that only anger is induced
- Real-life role-play with the finished dialogue
- Rating of experienced emotion after every key situation

The Plan

Create the Virtual Environment [5,6]

(including superordinate, T and the Trainer)

- Variation of situational factors (e.g. lighting)
- integration of sensory data for highly rated emotions (depth and voice sensors)
- Inclusion of the Trainer

Conduct the Main Study

- Future Works...

Alternatives

1. Anger inducing psychological questionnaire [7] before training session > more reliable anger induction, but 17 minutes only questionnaire
2. Training of laughter situations^[4] for understanding of as well as skilful use of laughter in meeting situations

Discussion

Which emotions do you expect to appear after being harassed in a meeting situations?

Why?

Discussion

Would you rather risk biasing the trainees by actively inducing anger

or

Would you rather risk inducing other negative emotions as well?

Thank you for your time!
The End... For Now

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References

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