Borderline encounters

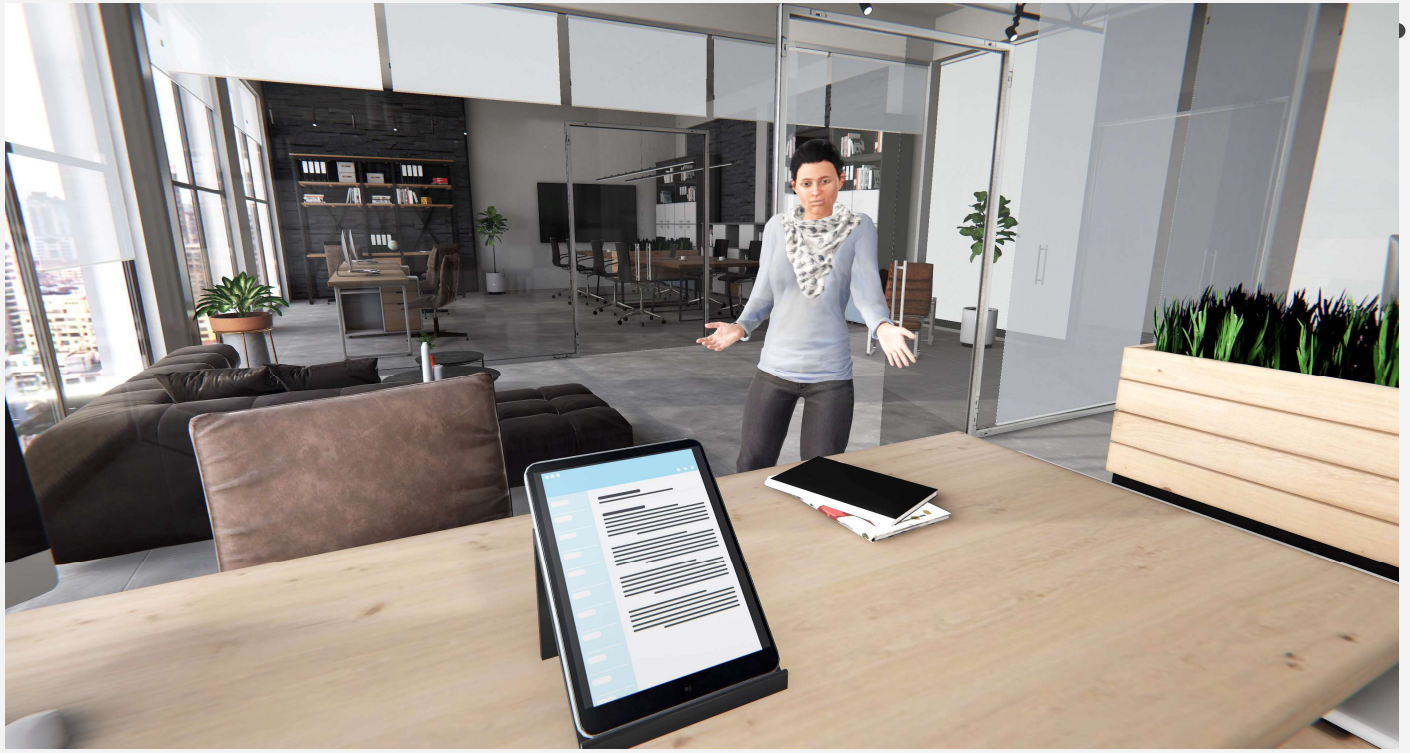
Evolving professional identities between human and machine learning processes

Klaus Neundlinger

institute for cultural excellence

Camelia Oancea

Birkbeck UNIVERSITY OF LONDON



https://www.facebook.com/Virtual-Skills-Lab-828754797504991/

https://projekte.ffg.at/projekt/3254984

THEORETICAL QUESTION

In which sense and to what extent the use of machine learning in the context of social skills training impacts and transforms the way human behavioral patterns emerge, diffuse and vary?

A *Tardian* view on learning

Gabriel Tarde (1843-1904):
Inter-activity shapes imitation and invention - > an idea, conviction or desire emerges and diffuses by imitation. But it also ***transforms*** in the process

Education is now commoditized and learning is increasingly more inter-active (e.g. edutainment).
It has also become ***AI-mediated***

Education, play, and the learning experience

Education in organizational L&D practice are ‘playful forms of experiential learning’ as a means for experiencing work as a meaningful activity.

Learning technologies based on VR and AI as the catalyst for diffusion of ideas and conviction.

KN1

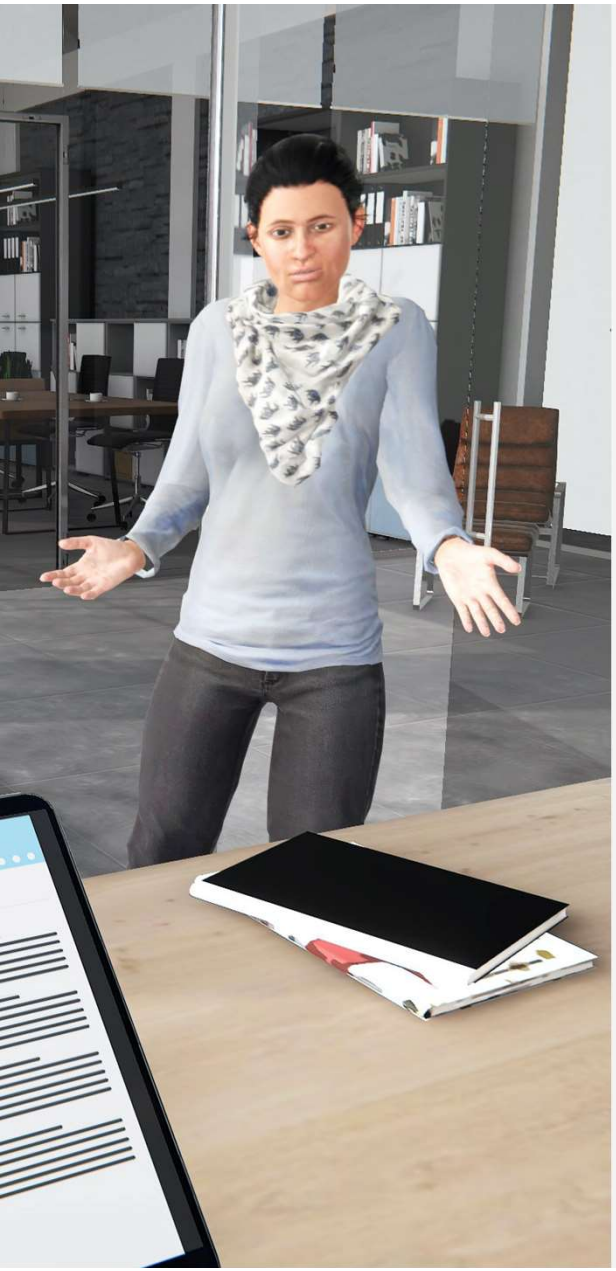
Playful training of social skills to leaders

Immersive and artificial intelligence-based training technologies create an experiential environment in which social skills can be trained in a playful way: They create a **cognitive, emotional and a bodily** learning experience:

- AI agents (equipped with emotion detection an conversational capabilities) appear as empathic interlocutors
- VR technologies create the *physical illusion of being present* in an environment.

Folie 6

KN1 Here we have a contradiction with the following slide - Instead of AI agents become empathic interlocutor
Klaus Neundlinger; 03.05.2021



AI/VR machines may be *empathy machines* but can they also be ***empathic machines***?

- Socially skilled interaction includes many layers of human expression shaped by factors the AI agent is agnostic of.
- Machines can at best simulate to act and react in an empathic way. But like the rubber-hand illusion, this simulation is limited to some predefined interaction sequences and contexts.
- Machines learn but they do not ***desire*** to learn

Q&A