

Emotion / Trust

I don't like you

What is emotion?

- No one knows
 - A state of mind?
 - A response to stimulus?
 - A chemical reaction?
 - A genetic disposition?
 - A nature/nurture result?
 - A natural response
 - Sometimes referred to as *affect* (n.)
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Emotion and tech

- We know it exists
 - How can it be developed?
 - Can design contribute to an emotional response?
 - If so, how?
 - What elements can we use?
 - What design conventions can we use?
 - What human characteristics can we exploit?
 - How far does an emotional attachment go, especially compared to non-tech attachment?
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Emotion and tech



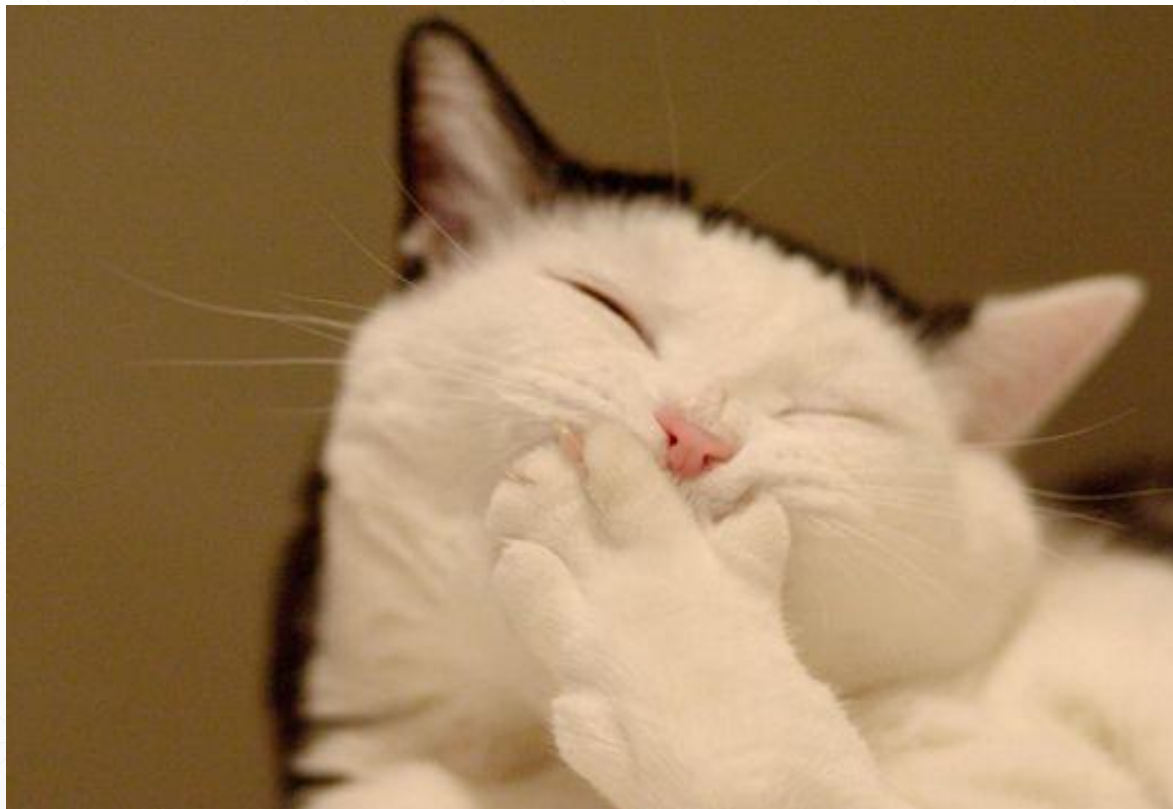
Emotion and tech



Emotion and tech



Emotion and tech

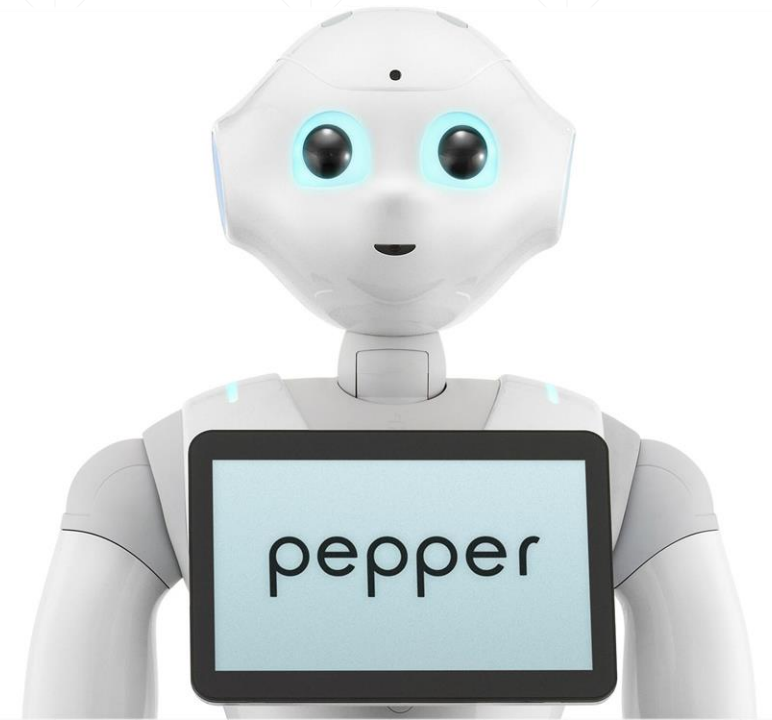


Emotion and tech



Emotion and robots

- Pepper
 - Designed to interact with humans on an emotional level
 - Can react to emotional cues
 - Can react to environment
 - Capable of evolving emotionally
 - (Supposedly)
 - Deliberately designed

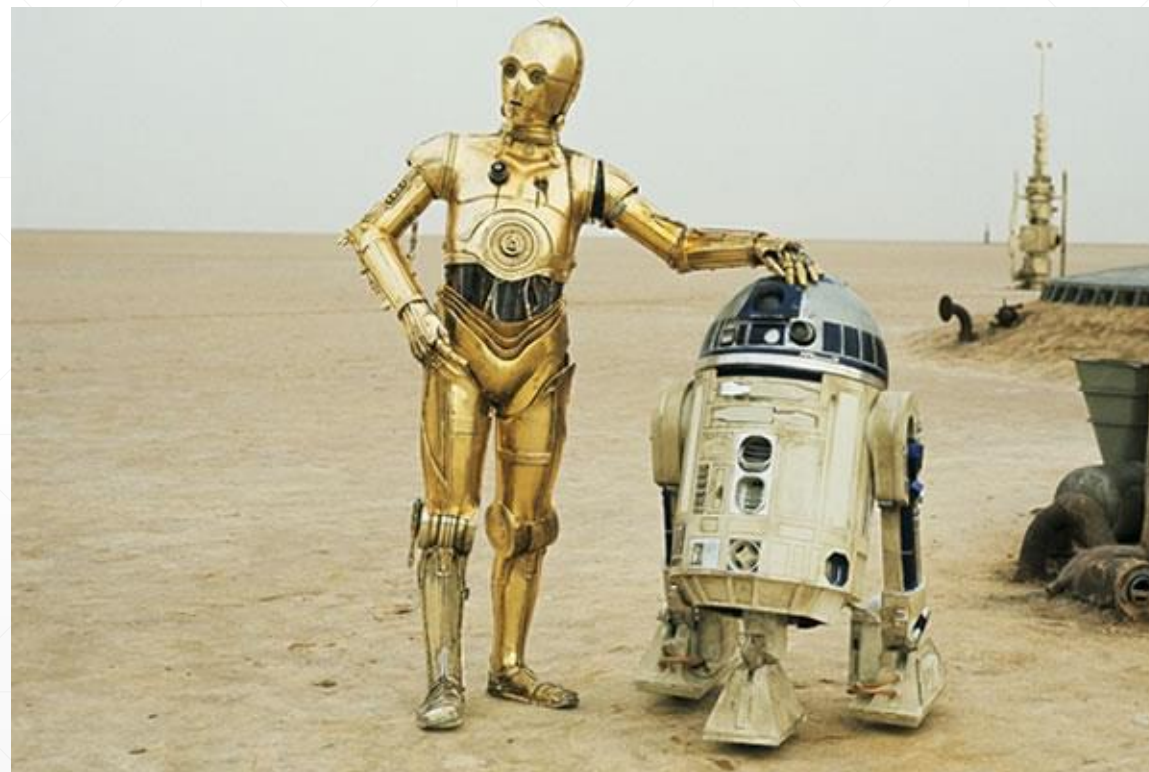


Emotion and robots

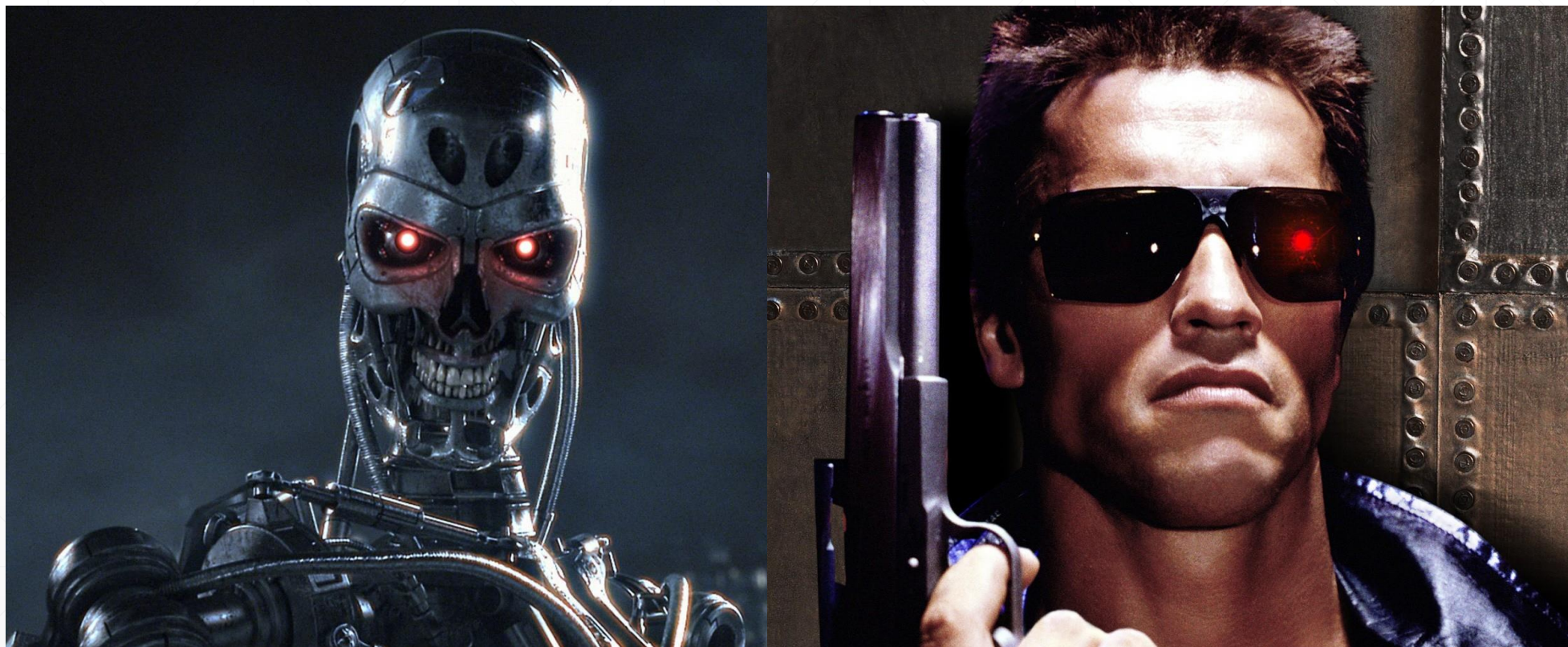
- Jibo
 - Designed to interact with humans on an emotional level
 - Can react to emotional cues
 - Can react to environment
 - Capable of evolving emotionally
 - (Supposedly)
 - Deliberately designed



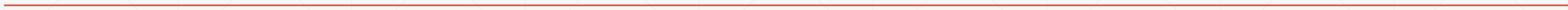
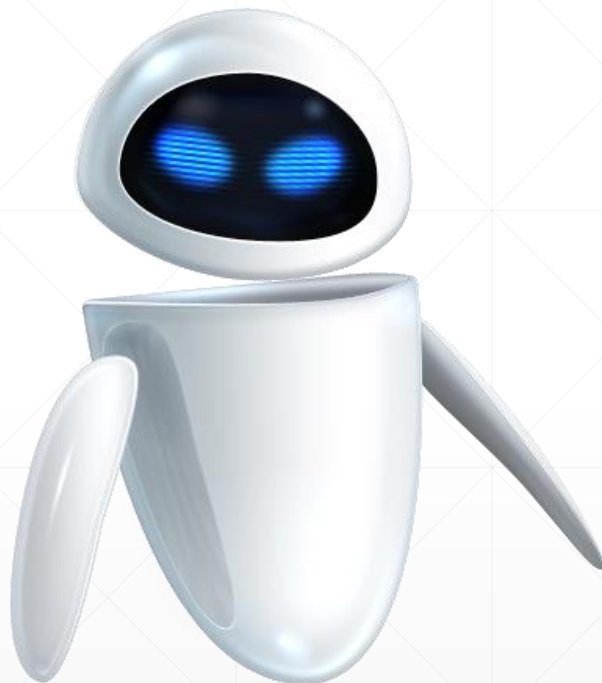
Emotion and robots



Emotion and robots



Emotion and robots

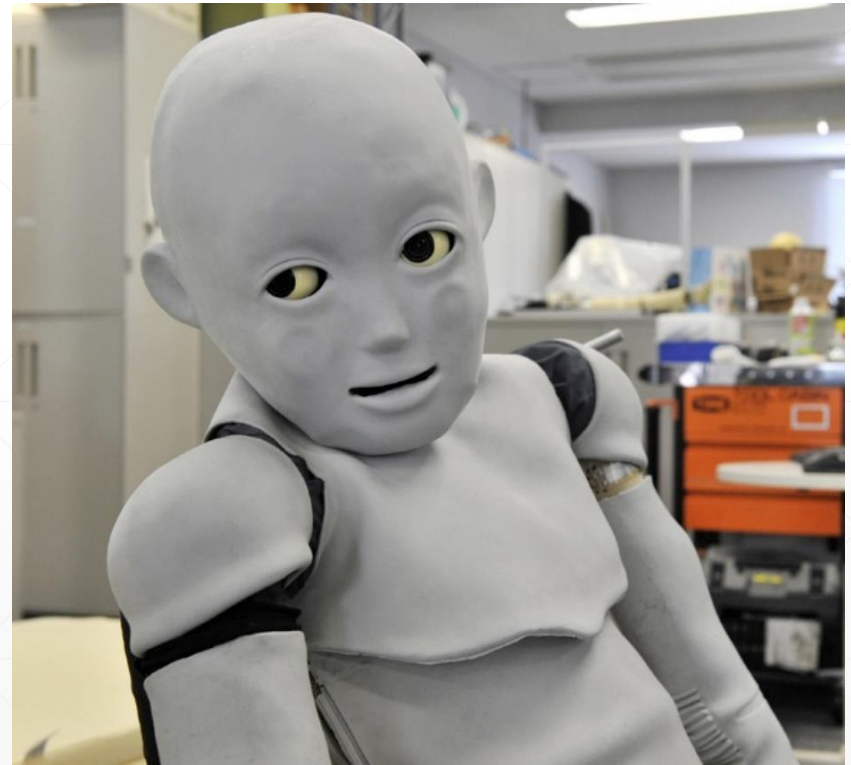


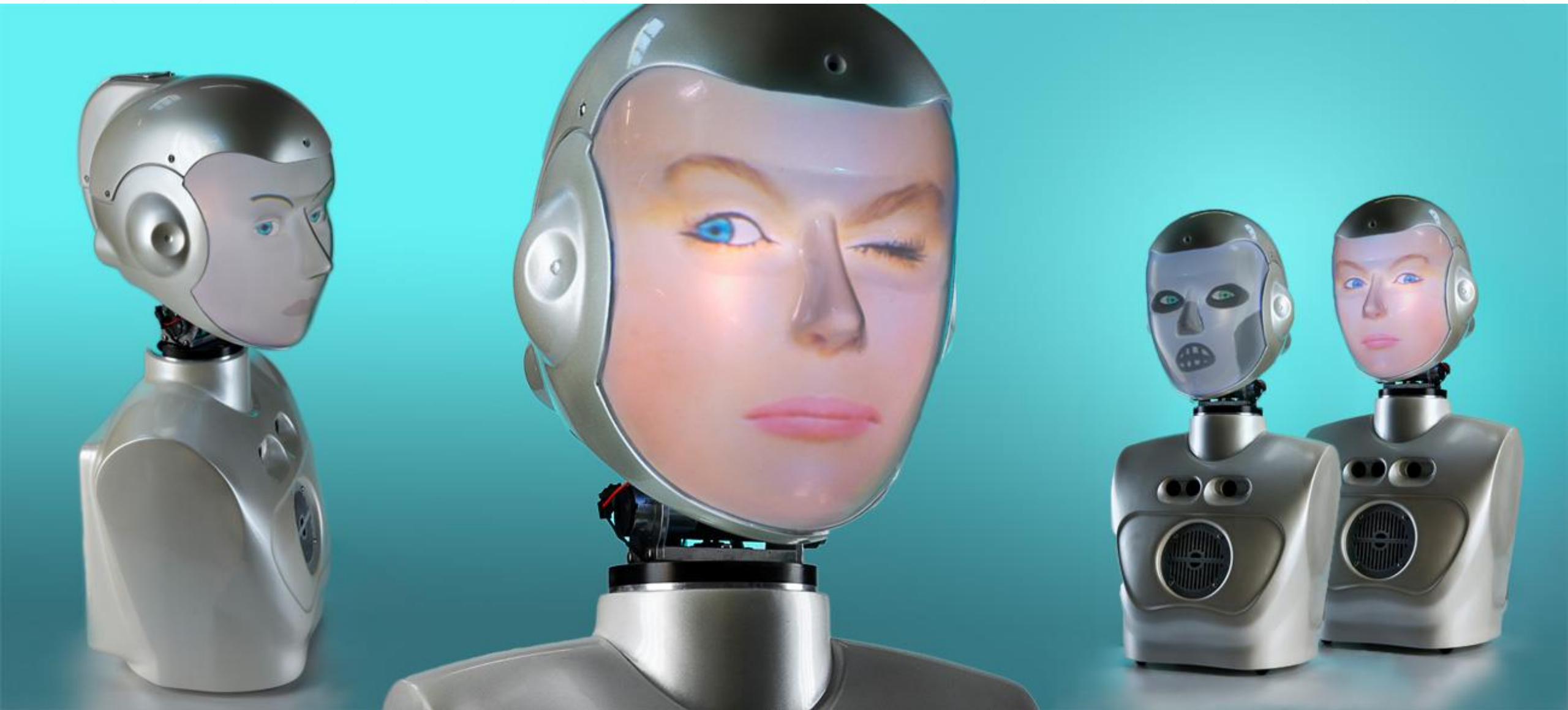
Emotion and robots



Emotion and robots

- Must be aware of the uncanny valley
- Have to sacrifice realism for emotion
- Otherwise, repulsion





Trust

- Developer familiarity
 - Personal history
 - Consistent, valid results
 - Personality / Relatedness
 - Configurability
 - Friends / Family / Others
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