Supporting Social Deliberative Skills in Online Contexts: The 4th Party in OnlineDialog, Deliberation, and Dispute Resolution

Tom Murray, Beverly Woolf, Xiaoxi Xu, Lee Osterweil, Lori Clarke, Ethan Katsh, Leah Wing

University of Massachusetts, Amherst, MA; Computer Science, Legal Studies

Background

Dialog/Deliberation & Dispute/Conflict Resolution

- Civic engagement/public dialogue
- International & inter-group conflict
- Labor management, consumer disputes
- Alternative dispute resolution
- Interpersonal disputes/mediation
- Deliberative decision making (school, work, home)

Social Deliberative Skills

- Perspective taking & cognitive empathy
- Perspective seeking (curiosity/inquiry)
- Self-reflection: on one’s biases, intentions, emotional state
- Meta-dialog: Reflect on the quality of the dialog
- Epistemic skill: e.g., treating facts/data differently from opinions/hypotheses
- Tolerance for uncertainty, ambiguity, disagreement, paradox...

Tools

Deeper Dialogue Forum

Facilitators Dashboard

Text Coding Tool

Sample Dialogue Text

"The seller is fraudulent and should be removed from eBay. Why is this seller allowed to continue?"

"A recent study has shown that cannabis use is associated with an increased risk of heart disease. What are the implications of this research for policy makers?"

Analysis

Text Analysis Domains

- Domains: segments, participants
- Cohen’s Kappa

Auto-classification of Social Deliberative Skills

SVM supervised learning to discriminate social deliberative speech acts

Classroom Dialogue: Comparing Software features

ODR Settlement classification & prediction

Topic Divergence Model (3 discovered topics)

Dialogue: Analysis Across Phases

Faculty Dialogue: Cohere metric analysis

Sample Dialogue.

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