A Comparison of Praising Skills in Face-to-Face and Remote Dialogues

Toshiki Onishi[1], Asahi Ogushi[1], Yohei Tahara[1], Ryo Ishii[2], Atsushi Fukayama[2], Takao Nakamura[2] and Akihiro Miyata[1]   [1]Nihon University, Japan   [2]NTT Corporation, Japan

Miyata Lab

Introduction

Praising behavior is considered an important method of communication in daily life and social activities. However, we have not been able to clarify how to use verbal and nonverbal behaviors for successfully praise. In addition, the influence of the COVID-19 pandemic has increased the opportunities for remote communication. We consider that praising skills are also important in such situations. However, a corpus for the study of praising skills is not available. Based on the above, we develop corpuses of face-to-face and remote dialogues, and compare face-to-face and remote dialogues in praising behaviors.

Methods

Step 1 Developing corpuses of face-to-face and remote dialogues.
Step 2 Comparing behaviors for successfully praising in face-to-face and remote dialogues.
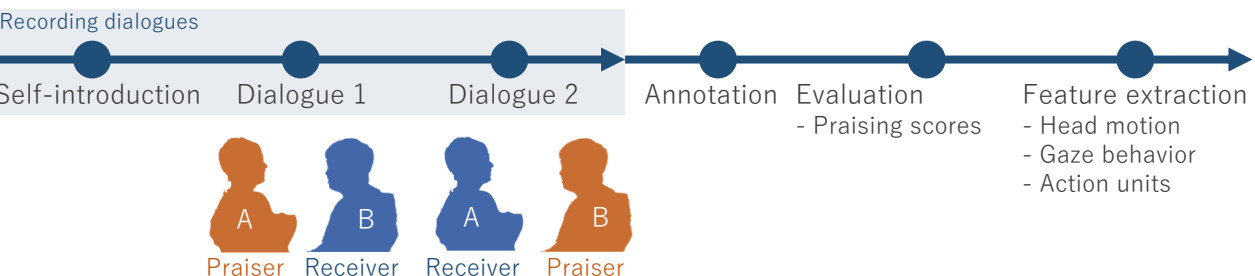
Dialogue corpus

We developed corpus of face-to-face and remote two-party dialogues with ratings of praising skills.
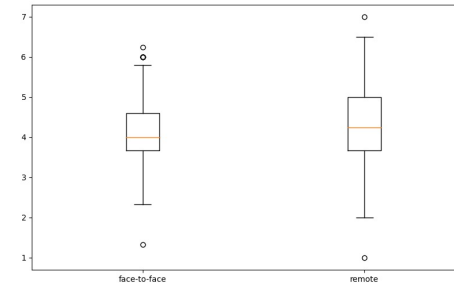
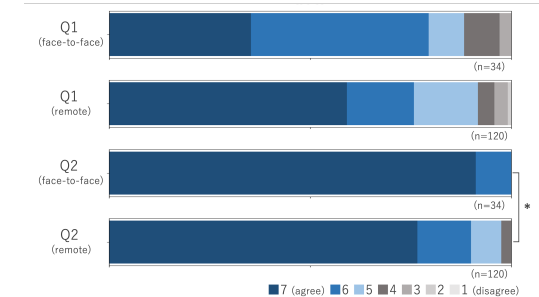
Face-to-face dialogue corpus

Remote dialogue corpus

Recording dialogues

Self-introduction — Dialogue 1 — Dialogue 2 — Annotation — Evaluation
- Praising scores
— Feature extraction
- Head motion
- Gaze behavior
- Action units

A — Praiser   B — Receiver   A — Receiver   B — Praiser

Results

① We compared praising scores between face-to-face and remote dialogues.

The distribution of praising scores

Q1: The partner praised me even if my actions were trivial.
Q2: The partner accepted what I had to say without criticism.

Q1 (face-to-face) (n=34)
Q1 (remote) (n=120)
Q2 (face-to-face) (n=34) *
Q2 (remote) (n=120)

■ 7 (agree) ■ 6 ■ 5 ■ 4 ■ 3 ■ 2 ■ 1 (disagree)

The results of Q1 and Q2

② We compared the differences in head motion, gaze behavior, and facial expression between face-to-face and remote dialogues in high-rated praising scenes.

The dominant features in face-to-face dialogue

Feature	Content
AU09	Wrinkling the nose
AU26	Lowering the chin and opening the lips

The dominant features in remote dialogue

Feature	Content
gaze_Ay	Moving the head to the left or right
AU04	Lowering the eyebrows
AU06	Lifting the cheeks
AU23	Closing the lips tightly
AU45	Blinking

Conclusion

We discussed the differences between face-to-face and remote corpuses, focusing on the evaluation of praising skills and nonverbal behaviors. The results showed that the distribution of praising scores was similar in face-to-face and remote dialogues. In addition, we confirmed differences in praising behavior in face-to-face and remote dialogues.