Intra-Organizational Communication 2.0

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Motivation

Achieving effective communication is not always straightforward within an organisation.

Towards tackling intra-organizational communication (IOC) challenges, we propose an AI-mediated platform that helps employees identify appropriate colleagues who can help them answer a given organization-related query.

The proposed platform is based on 3 key principles.

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Principle 1: Natural Language Interaction

Principle Definition

Support of cognitively-light and user-friendly hybrid human-AI collaboration, through the interaction of employees with others and with the AI-mediation modules in (a specified form of controlled) natural language.

Our Approach

Queries submitted in Natural Language.

Translation policy, customized to the communication nuances of each organization, fine-tuned by Q/A Manager.

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Principle 2: Diversity Aware Matching

Principle Definition

Matching of employee queries to competent colleagues in a diversity aware manner, so that social and organizational biases / preconceptions are not reinforced, and a diverse perspective on subjective matters is promoted.

Our Approach

Matching Policy tuned to accommodate diversity

Matching counterbalanced with diversity-awareness measures according to legal, social, or ethical norms.

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Principle 3: Self-Improving System

Principle Definition

Incremental improvement of the AI-mediation policy in a participatory manner that involves the employees themselves, as the domain experts.

Our Approach

Update Module to facilitate self-improvement and self-sustainability.

User participation via feedback on matching quality.

Q/A Manager that can intervene and fine-tune the platform's policies.

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Demo

Challenges

- How to integrate contradictory feedback from multiple users?

- What should the Q/A Manager know? Logic? Linguistics? Organizational context?

- What should the ranking basis be? Point based? Argument based?

- What should user profiles include? Shallow and deep features?

- How do Generative AI models affect the need for such a solution?

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Thank you

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