

Revealing the Secret to Successful Virtual Meetings: How Personality, Social Skills, and More Impact Conversational Involvement

Sebastião Holtreman

s.demeloesilvablasquesdeholtreman@student.tudelft.nl

CSE3000

1. Background

- Due to the COVID-19[1] pandemic, video conferencing tools have rapidly gained popularity.
- This newfound popularity raised the need to understand how to maximize involvement in virtual meetings[2].
- Various factors have been investigated that influence involvement, however regarding conversational ability only in the treatment of certain medical conditions[3].
- Conversational ability is a perceived measure, factors such as likeability, listening skills, and audience engagement will be investigated given that the scales are valid.

2. Research Question

Do groups with a higher conversational ability have a higher level of involvement?

1. How does listening correlate to conversational ability in a virtual meeting?
2. How does likeability correlate to conversational ability?
3. How does the standard deviation of a participant's received conversational ability score correlate to the participant's conversational ability score?

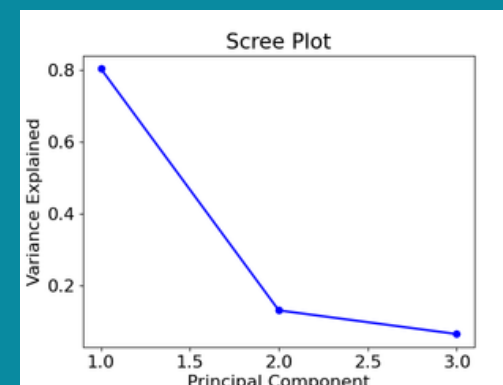
3. Method

1. **Data Annotation** 
 - Define Involvement
 - Annotate group involvement in meetings in 5s intervals
 - Interrater Reliability
2. **Data Exploration** 
 - Extract the likeability, listening, and conversational ability scores
 - Clean the data for analysis
3. **Data Analysis** 
 - Validate likeability, listening, and conversational ability
 - Explore correlations to answer the research questions

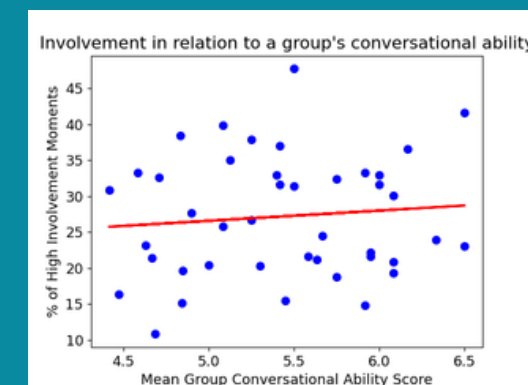
5. Future Work

- Involvement annotation rework
- Variety of participants
- Variety of platforms
- How to ensure that the scales for likeability, listening, and conversational ability are describing different constructs

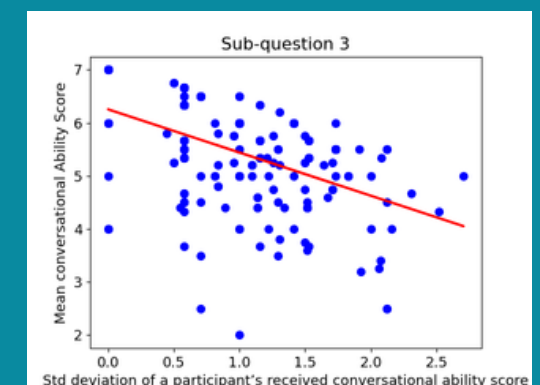
4. Results



- The scales are not valid.
- Likeability, listening and conversational ability are not independent.
- Sub-questions 1 and 2 can't be answered.



- No correlation.
- Results are not significant
- Involvement annotation and misunderstanding of conversational ability might be at cause.



- Audience engagement leads to a higher perceived conversational ability.
- When the audience has varying perceptions of a speaker's ability, it reflects a lack of convincing power in the speaker.

References

- [1] Kuldeep Dhama, Sharun Khan, Ruchi Tiwari, Shubhankar Sircar, Sudipta Bhat, Yashpal Singh Malik, Karam Pal Singh, Wanpen Chaicumpa, Katterine Bonilla-Aldana, and Alfonso Rodriguez-Morales. Coronavirus disease 2019–covid-19. Clinical microbiology reviews, 33(4):e00028–20, 2020
- [2] Catharine Oertel and Giampiero Salvi. A gaze-based method for relating group involvement to individual engagement in multimodal multiparty dialogue. pages 99–106. Association for Computing Machinery, 2013.
- [3] Robert Bell. Conversational involvement and loneliness. Communications Monographs, 52(3):218–235, 1985

Responsible Professor:
Catholijn Jonker
Supervisor: Masha
Tsfasman