Ch 14: Communication and Collaboration models

1. Face-to-Face Communication
   a. It involves speech, hearing, body language and eye-gaze.
   b. A person has to be familiar with existing norms, to learn a new norm.
   c. Another factor is the personal space, this varies based on the context, environment, diversity and culture.
   d. The above factor comes into pitcher, when there is a video conference between two individuals from different background.
   e. The factor of eye gaze is important during a video conference as the cameras are usually mounted away from the monitor and it is important to have eye contact during a conversation.
   f. Back channels help giving the listener some clues or more information about the conversation.
   g. The role of interruptions like 'um's and 'ah's are very important as they can be used by participants in a conversation to claim the turn.
2. Conversation
   a. Transcripts can be used as a heavily annotated conversation structure, but still lacks the back channel information.
   b. Another structure is of turn-taking, this can be interpreted as Adjacency pairs, e.g.: A-x, B-x, A-y, B-y
   c. Context varies according to the conversation.
   d. The focus of the context can also varies, this means that it is difficult to keep track of context using adjacency pairs.
   e. Break-downs during conversations is often a case and can be noticed by analyzing the transcripts.
   f. Reaching a common ground or grounding is very essential to understand the shared context.
   g. Speech act theory is based on the statements and its propositional meaning.
   h. A state diagram of the above can be constructed considering these acts as illocutionary points in the diagram. This is called Conversation for Action.
3. Text-Based Communication
   a. 4 types of communication
      i. discrete e.g. email
      ii. linear e.g. single transcript
      iii. non-linear e.g. linked through hypertext fashion
      iv. spatial e.g. messages arranged in 2D surface
   b. Difference between this and face-to-face communication is that it has lack of back channels and states
   c. Turn-taking is the fundamental structure used here.
4. Group working

    a. The roles and relationship between the group individuals are different and may change during the conversation.

    b. Physical layout is important to consider here to maintain the factors in face-to-face communication.

5. Summary

    a. face-to-face communication is complex. Personal space maintenance are disrupted by using video links. But we can use the back channels.

    b. Context is usually the most important during the conversation.

    c. Text-based conversation can be enhanced by using multiplexing messages.

Ch16: Dialog Notations and Design

1. Meaning

    a. Three types in computer language

        i. Lexical: Lowest level e.g. icons

        ii. Syntactic: e.g. grammar of sentence construction

        iii. Semantic: e.g. the meaning of the conversation

2. It is important to have structured conversation as it is easy to analyze the transcript and semantics.