

Self-management of criticism in dialogue

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Abstract

Dialogue plays a crucial role in decision making, and its management is an important function for a group decision-support system. Effective dialogue management requires that levels of criticism are regulated. A signal detection model of individual performance can be used by an automatic mediator to facilitate self-management of criticism. The mediator receives confidential offers of criticism from individuals and combines them using model parameters in order to predict whether a given criticism will be sustained by group consensus. The accuracy of these predictions controls the levels of reward offered for successful criticisms. Inadequate reward tends towards a lack of criticism, while excessive reward tends towards every statement being disputed. Dynamic regulation of reward levels guides the group between these two extremes, thereby facilitating adequate criticism and improved group performance.