Background

There may be communication problems at workplaces with diverse people, such as being unable to communicate ambiguous words and actions. Misleading conversations with business instructions using ambiguous words during meetings can sometimes lead to serious problems.

Summary

The navigator helps speakers avoid using ambiguous expressions by detecting them and presenting clear alternatives that are easily conveyed to the listener. This will contribute to the smooth execution of business by reducing miscommunication due to ambiguous expressions.

Awareness support by ambiguous-expression detection

➢ Speech recognition and ambiguous-expression detection.
➢ Present the detection result to the user.

Support for correcting ambiguous expressions

➢ Provide specific alternatives and ways to express the indicated words.
➢ Support for the speaker's self-correction of ambiguous expressions.

【more】
(1) Indicate specific quantities.
(2) Indicate what to compare.

Office Communication Navigator with Ambiguity-detection Technology

"More" is ambiguous.

Ms. A "xxx"
Mr. B "yyy"
Ms. A "zzz"

Ambiguous dictionary

➢ Encourages awareness of ambiguous expressions during communication and offers suggestions for paraphrasing.
➢ To improve meeting satisfaction by preventing meetings to continue when attendees do not understand the content.

User update the ambiguous dictionary

The ambiguous dictionary is constantly updated from user feedback while using it in actual meetings in which employees with autism spectrum disorder attend.

Features

■ Improving awareness of ambiguous statements by speakers by using ambiguity-detection technology
■ Support of speaker's self-correction of ambiguous words by presenting specific alternatives
■ The ambiguous dictionary was continuously used in meetings attended by employees with autism spectrum disorder then updated from user feedback

Future_benefits

Besides ambiguous-expression detection, the Office Communication Navigator project will conduct research to reduce misunderstanding and improve meeting satisfaction.

Exhibiting Company

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