

EMPATHY, EMPATHIC INFORMATION SYSTEMS AND NEW DIRECTIONS FOR LEARNING

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Abstract

Empathy in the area of Information Systems has to do with empowering technology through focused emphasis on user feedback and user interaction. Therefore Empathic Information Systems have to do with applying software, information and communication technologies to enable empathic interactions.

This keynote will represent the above concepts, and will give an overview of the latest developments in this field through presenting several technologies and describing several cases in various areas that are being developed under an EU research project.

Further, this keynote will focus on an e-Learning specific empathic environment being currently elaborated within the EU research project. The specific e-Learning case will be presented, with its characteristics, shortcomings and a reflection will be made about its possibilities.