

In the Age of AI, Empathy is More Important than Ever

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6. May 2021

Fedederico (42) om sine norske livreddere: – Jeg er dypt takknemlig

Da ansatte på Haukeland reddet livet mitt, fikk jeg innblikk i et svært velfungerende helsevesen.

Publisert 31. mai







Mads Malm Svenningsson, MD



[HOME](#) > [HEALTH](#)

The newest version of ChatGPT passed the US medical licensing exam with flying colors — and diagnosed a 1 in 100,000 condition in seconds

Hilary Brueck Apr 6, 2023, 10:03 PM CEST



The New York Times

When Doctors Use a Chatbot to Improve Their Bedside Manner

Despite the drawbacks of turning to artificial intelligence in medicine, some physicians find that ChatGPT improves their ability to communicate empathetically with patients.



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[JBI Database System Rev Implement Rep.](#) 2019 Feb; 17(2): 209–247.

Published online 2018 Nov 27. doi: [10.11124/JBISRI-2017-003549](#)

PMCID: PMC6382052

PMID: [30730854](#)

Neurophysiology of human touch and eye gaze in therapeutic relationships and healing: a scoping review

[Fiona Kerr](#),^{1,3,4,5} [Rick Wiechula](#),^{1,2} [Rebecca Feo](#),^{1,2} [Tim Schultz](#),^{1,2} and [Alison Kitson](#)^{1,2}

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One of the most powerful human interactions is face-to-face contact involving eye gaze. The interaction between trusted individuals creates a *neural duet* between brains due to the reciprocal firing of the brain's social networking areas, with a powerful effect on the level of trust and empathy as well as a positive attitudinal shift.⁴⁵ Face-to-face contact involves the activation of mirror and spindle neurons.^{33,46-48} When interacting with trusted others a number of chemicals are released including oxytocin and vasopressin,^{49,50} both of which help to lower the physiological stress response and aid growth and wound healing.⁵¹ Social interaction becomes an interactive process of positive feedback whereby increased levels of oxytocin in turn encourage even greater levels of gaze to the eye region of human faces.⁵⁰ This dynamic further increases the level of trust and empathy between the interacting parties.

Now look into each other's eyes—
silently—for 4 straight minutes

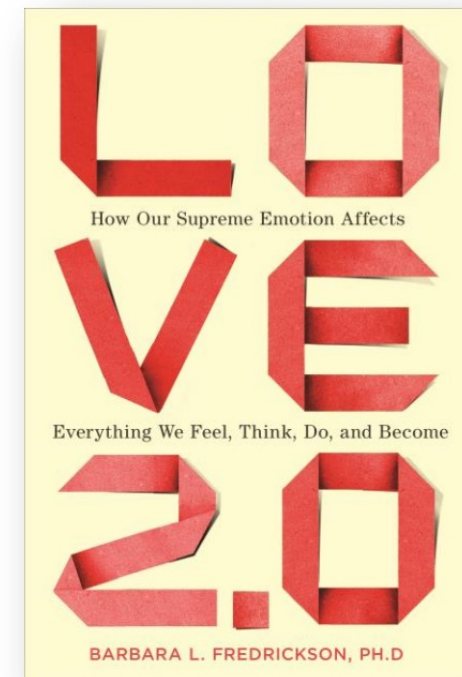
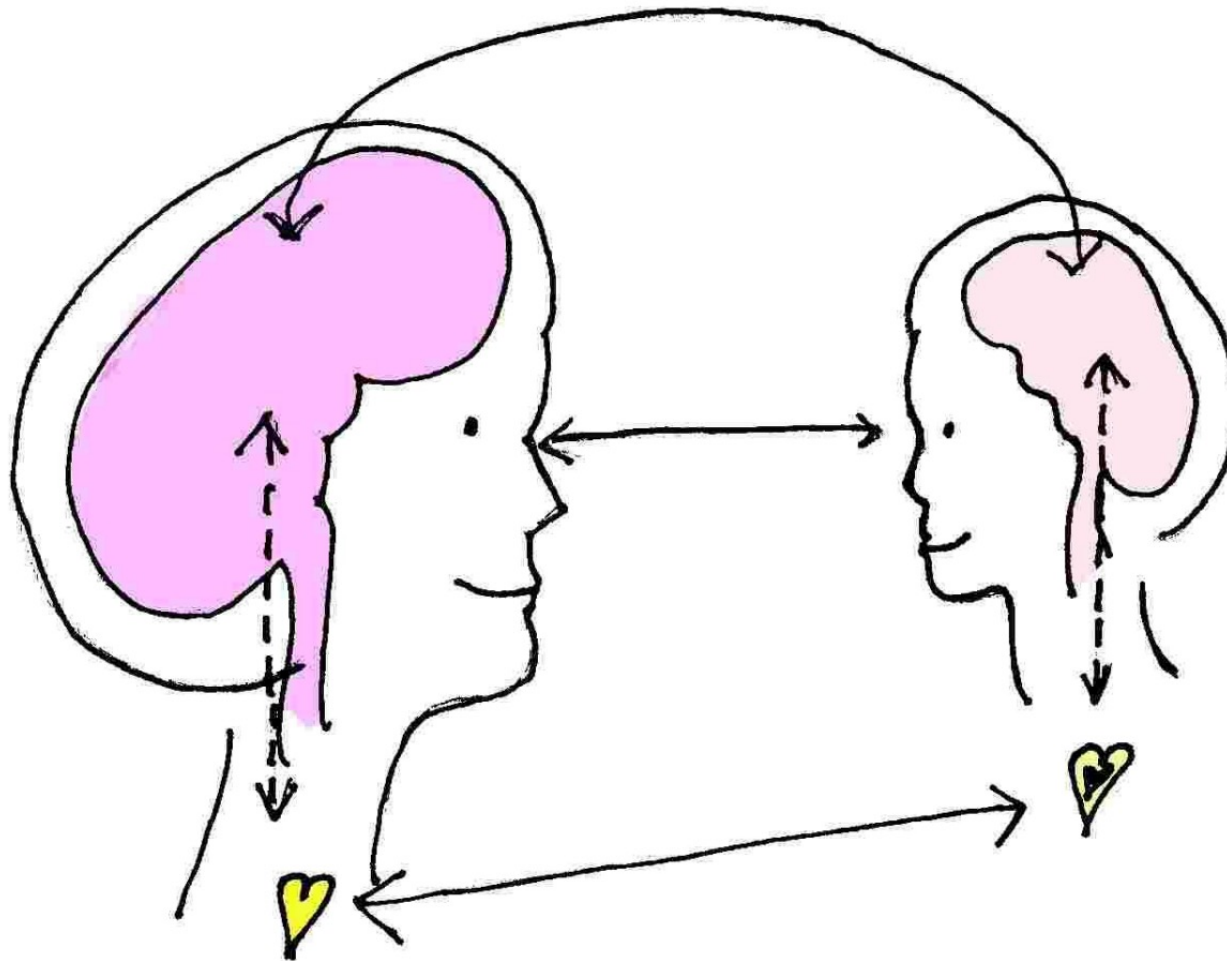


STUDIES SAY 4 MINUTES OF UNINTERRUPTED
EYE CONTACT INCREASES INTIMACY









3 Lessons Mads Taught Me

Lesson # 1

It's usually not about what you say,
but about how you say it.

Lesson # 2

Sometimes it's not about what you say,
but about what you **don't** say.

Lesson # 3

Benefit from technology *and*
develop your exclusively human
ability to connect deeply with others.

Reach Out!

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