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Master's Thesis Academic Year 2009

**STIMULATION OF EMPATHY  
OVER GLOBAL COMMUNICATION PLATFORM**

Keio University Graduate School of Media Design  
Yumiko Murai

## **Abstract of Master's Thesis Academic Year 2009**

### **STIMULATION OF EMPATHY OVER GLOBAL COMMUNICATION PLATFORM**

The research question of this paper focuses on how to stimulate empathy over remote communication platform. Due to the development of communication technology, it has become increasingly important for people to learn about how to collaborate remotely in a distance communication environment. Although remote communication technology has been widely adopted, the suitable communication method in the global communication environment has not yet been normalized. This paper aims to propose a remote communication platform that stimulates participant's empathy on the remote environment. Defining the communication between performers collaborating on performing arts production as an example of empathy, an remote communication platform called "Music PLAZA" is designed and investigated to host the collaborative production. The design includes lessons learned from the past distance learning sessions. Through the trial, 20 elements were found important for the remote communication platform that stimulates empathy of participants. As operational solutions, minute operating arrangements, communication channel for emergency, interpretations, similar environment, and follow-up channel are found important. Also as technical solutions, facial expressions, self-view video, well-controlled video recording, environmental sound, and balanced quality of video and audio are things to be careful. Lastly, ice break session, cultural exchange, common task in advance, master of ceremony, non-verbal communication, short talk, attractive content, independent task, self-speech, and delay-oriented task are found effective when designing the program.

#### **Key Word**

Communication Technology, Empathy, Global Communication, Distance Communication, Performing Arts

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