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OER 2.3.1

Demystifying Conversational AI Empathy and Deconstructing Psychological Biases

Identifier	OER 2.3.1
Title	Demystifying Conversational AI Empathy and Deconstructing Psychological Biases
Creator	Panevėžys "Vyturys" Progymnasium - Lithuania
Description	The resource addresses the everyday tendency to attribute mental states, intentions and emotions to artificial systems. It explains anthropomorphisation through the CASA paradigm and mindlessness theory (Nass & Moon, 2000) and deconstructs the illusion of synthetic empathy. The practical focus is on translating vigilance into three classroom routines: terminological hygiene, source triangulation and error decomposition.
Keywords	anthropomorphisation; CASA paradigm; mindlessness; synthetic empathy; epistemic asymmetry; source triangulation; AI literacy; critical use
Language	EN (English)
Affiliation	Panevėžys "Vyturys" Progymnasium - Lithuania
Contributor	STIAEM Transnational Scientific Board (peer review, Rhodes validation protocol)
Media Format	Text; Infographics
Genre	Training Manual; Educational Guide
URL	https://www.stiaemproject.eu/?oer_download=OER-2.3.1
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References	Cosgrove, J., & Cachia, R. (2025). DigComp 3.0: Quadro europeo delle competenze digitali (Quinta edizione, traduzione in italiano). Publications Office of the European Union. https://data.europa.eu/doi/10.2760/0001149 Miao, F., & Cukurova, M. (2024). AI competency framework for teachers. UNESCO. https://doi.org/10.54675/ZJTE2084 Nass, C., & Moon, Y. (2000). Machines and mindlessness: Social responses to computers. Journal of Social Issues, 56(1), 81-103. https://doi.org/10.1111/0022-4537.00153 Redecker, C. (2017). European framework for the digital competence of educators: DigCompEdu (Y. Punie, Ed.). Publications Office of the European Union. https://joint-research-centre.ec.europa.eu/scientific-activities/key-competences-lifelong-learning/digcompedu_en UNESCO. (2024). AI competency framework for students. UNESCO. https://unesdoc.unesco.org/ark:/48223/pf0000391107
Educational Level	Secondary School
Associated Module / MOOC Video Lesson	Module 2 - AI Fundamentals and LLM Mechanics / Video 2.3 - Anthropomorphisation & DigCompEdu
Learning Objectives	Recognise anthropomorphisation and explain it through the CASA paradigm and mindlessness theory (Nass & Moon, 2000);

	deconstruct the illusion of synthetic empathy, distinguishing surface simulation from experience; translate vigilance into three classroom routines: terminological hygiene, source triangulation, error decomposition.
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