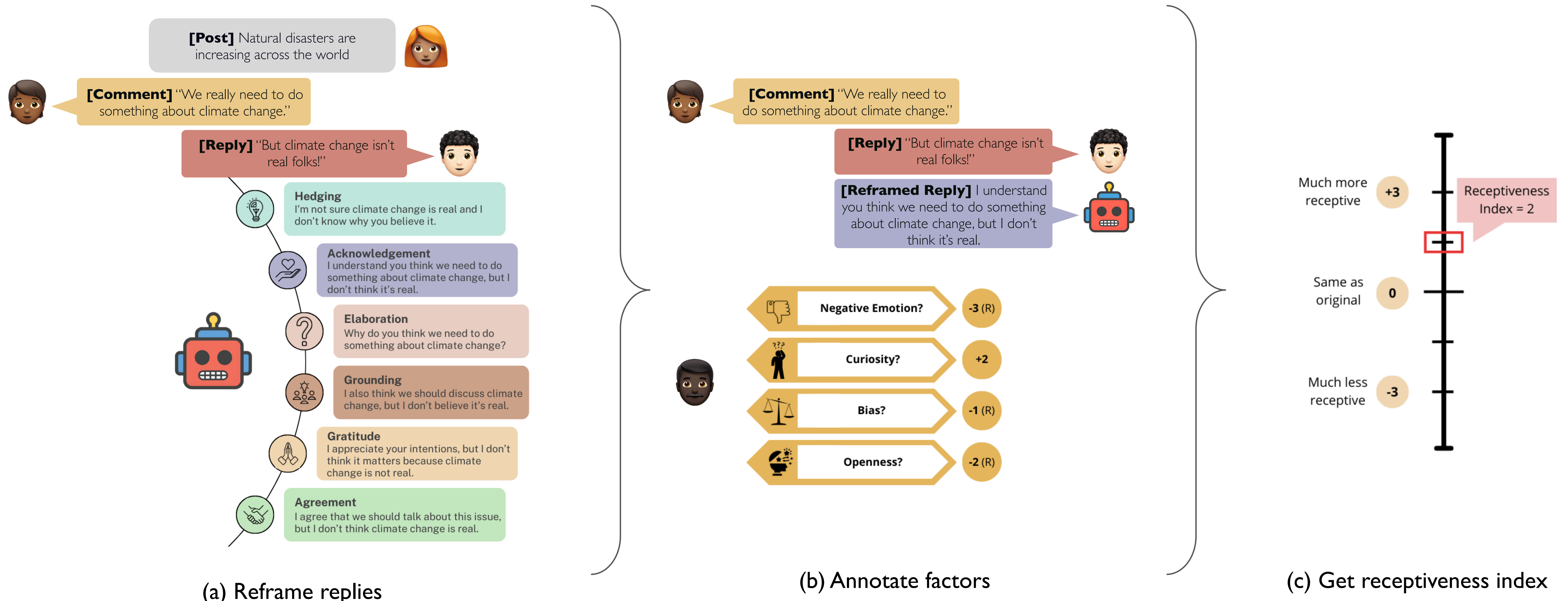


# Promoting Constructive Deliberation: Reframing for Receptiveness

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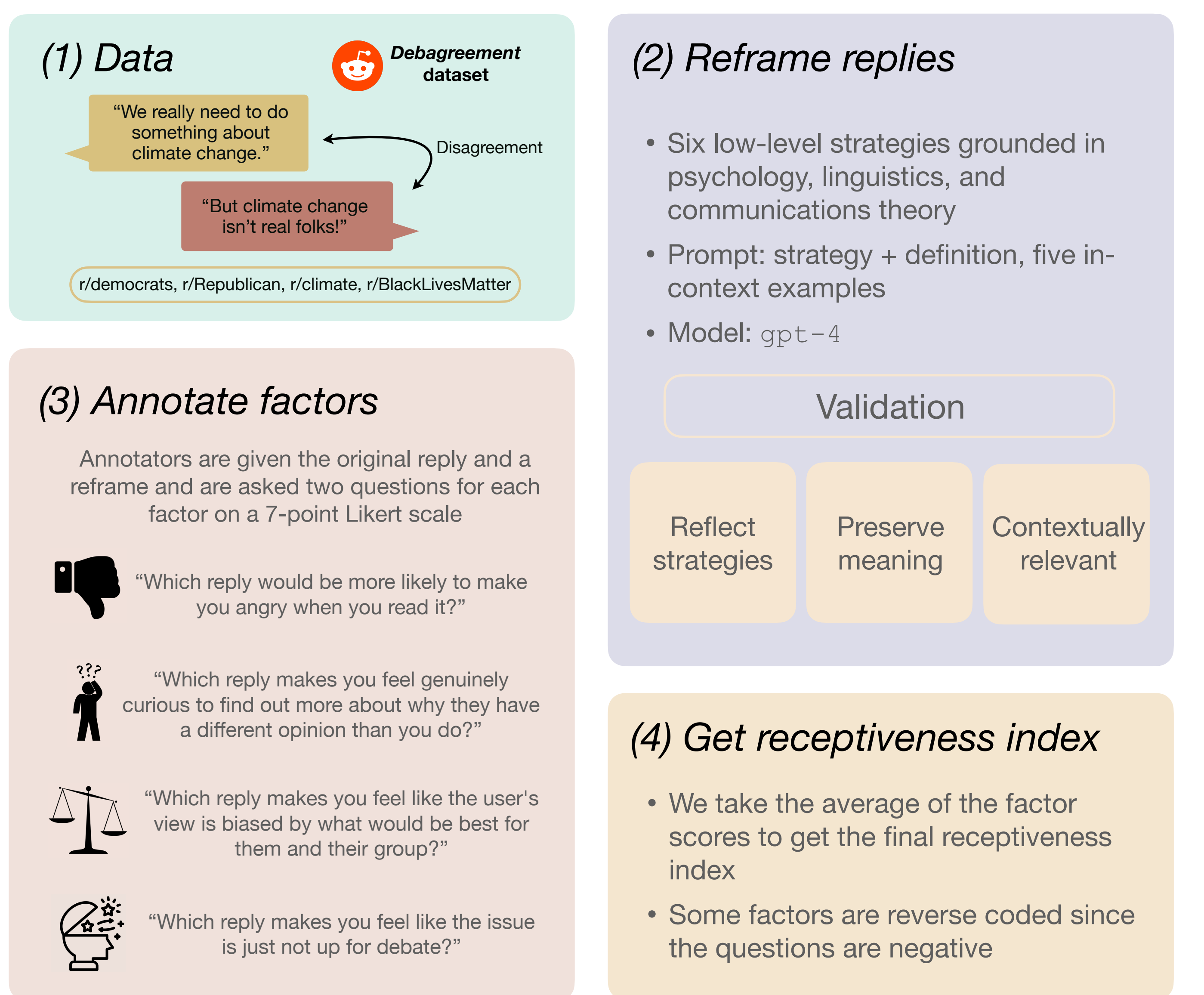


To promote constructive discussion of controversial topics online, we propose **automatic reframing** of disagreeing responses to **signal receptiveness** to a preceding comment, through a computational framework grounded in social science theory.

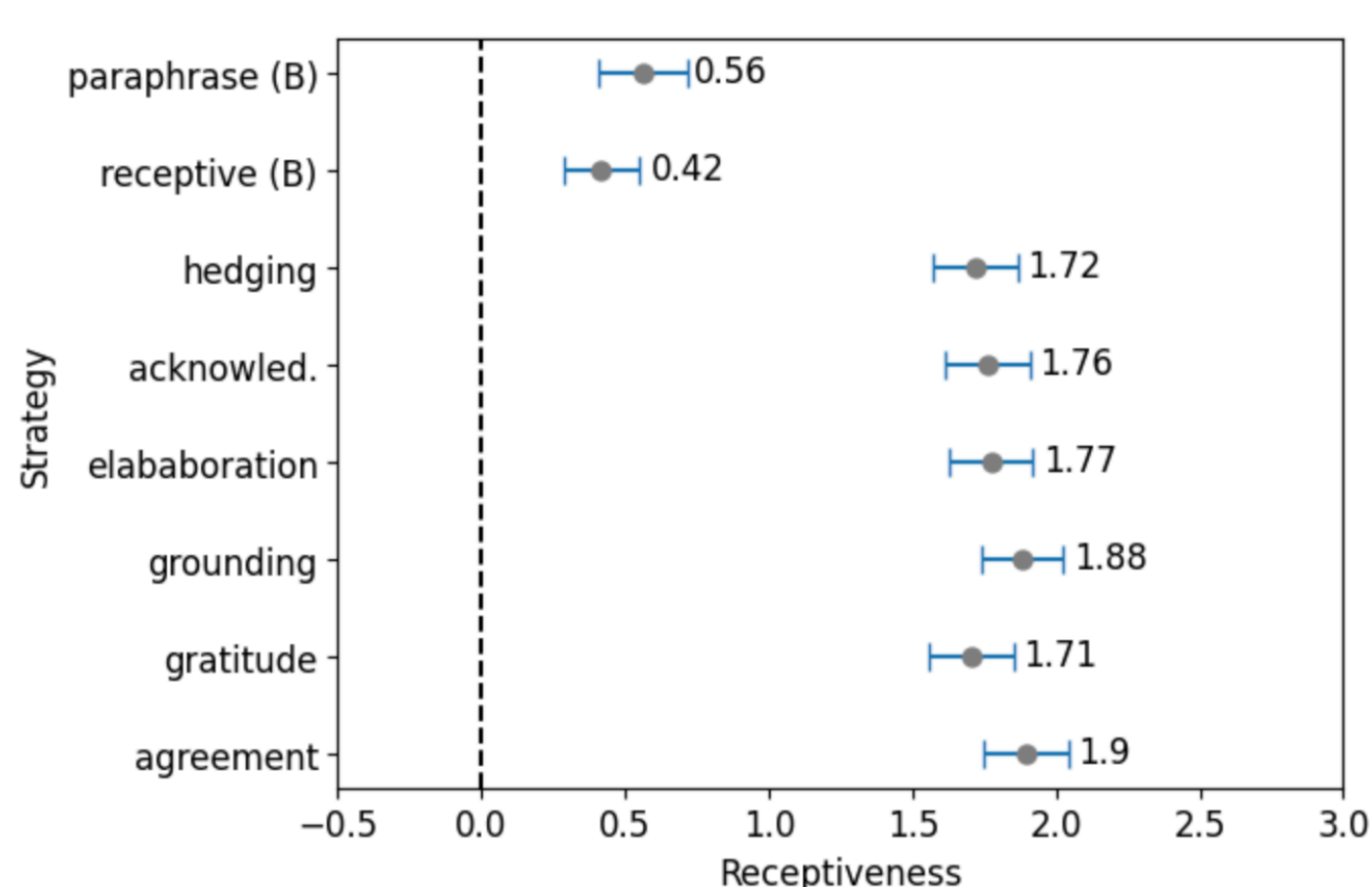
## Why is this important?

The Problem	<ul style="list-style-type: none"> <li>Online discussion amongst opposing views is often hostile and confrontational, provoking isolation &amp; polarization</li> <li>Current methods primarily focus on <i>preventing harms</i> rather than <i>promoting pro-social</i> content</li> </ul>
Conversational Receptiveness	<ul style="list-style-type: none"> <li>Conversational receptiveness refers to the “extent to which participants in disagreement communicate their willingness to engage with each other’s views” (Yeomans et al., 2020)</li> </ul>
Content Moderation & Polarization	<ul style="list-style-type: none"> <li>Reframing for receptiveness can be used for more scalable, creative, and teachable content moderation</li> <li><i>Constructive</i> debate with opposing views has been shown to actually <i>reduce</i> polarization (Levendusky &amp; Stecula, 2021)</li> </ul>

## Approach



## Findings & Takeaways

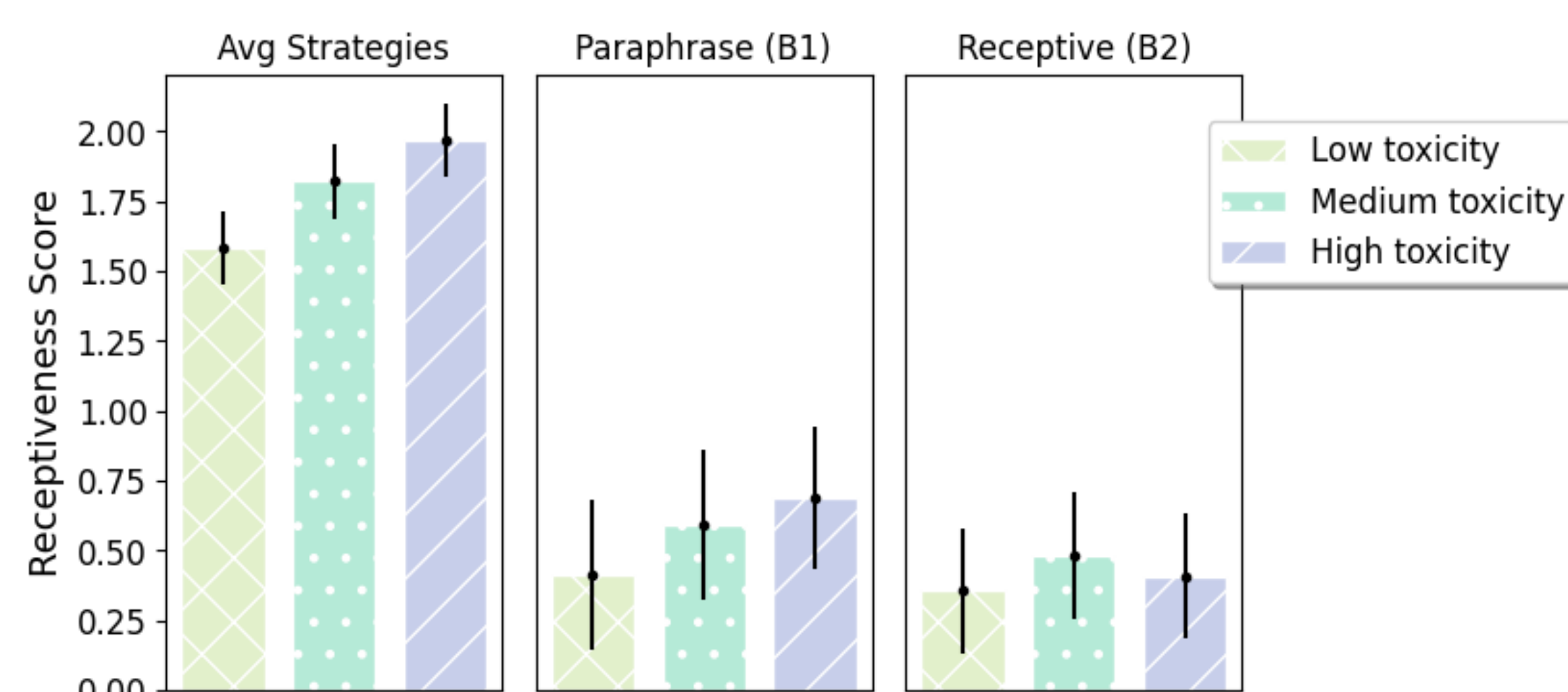


Our reframes are perceived to be **significantly more receptive** than the baselines

Strategy	Receptiveness Score				
	F1	F2	F3	F4	Avg.
Hedging	1.79	1.59	1.02	1.75	1.54
Acknowledge	1.72	1.66	1.06	1.79	1.56
Elaboration	1.85	1.71	1.09	1.78	1.61
Grounding	1.86	1.72	1.11	1.90	1.65
Gratitude	1.81	1.65	1.00	1.71	1.54
Agreement	1.98	1.81	1.17	1.89	1.71
Avg.	1.84	1.69	1.07	1.80	1.60

F1: Emotion, F2: Curiosity, F3: Bias, F4: Openness

Our reframes decrease negative emotions, increase curiosity and openness, but **do less well** at reducing bias.



Our receptive reframes have **higher impact on more toxic comments**. Toxicity doesn't affect baseline reframes.

Paper



Data



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