



Empathy and Human Skills: AI-Assisted Recruitment and Selection Processes

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Abstract: *Human-centered professions require direct interaction with individuals, prioritising qualities such as empathy, communication skills, and compassion. However, a lack of these fundamental human values among some professionals in these fields can lead to serious challenges. This book chapter explores how empathy and compassion should be prioritised in the selection and training processes for such professions, while also discussing the integration of artificial intelligence (AI) technologies into these processes.*

This study examines the impact of empathy and compassion on professional performance and societal well-being. One major issue identified is that current education and recruitment processes often fail to adequately emphasise these values. In this context, the study investigates how AI-assisted assessment tools, personality inventories, and simulation-based applications can be utilised to evaluate and enhance individuals' suitability for these professions.

Using a literature-based review methodology, this study analyses both training models designed to cultivate empathy and AI-supported recruitment strategies. Additionally, it presents existing applications and recommendations for integrating AI technologies into training programs and professional development processes.

The findings suggest that incorporating empathy and compassion into professional processes can significantly improve outcomes in human-centered fields such as healthcare, education, and social services. In particular, AI-supported approaches provide an objective means of analysing individuals' personal attributes and serve as a powerful tool for developing empathy-focused training models. Accordingly, policymakers, educators, and employers are encouraged to adopt strategic approaches that place empathy and human values at the core of professional development and recruitment processes.

Keywords: *human-centered professions; empathy skills; AI-assisted recruitment; value-based education; emotional intelligence assessment.*

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1. Introduction

Human-centered professions are professional fields that have a direct impact on individuals' quality of life and exert a profound influence on society. In professions such as medicine, teaching, and nursing, not only technical knowledge and skills but also empathy, compassion, and effective communication are critical requirements. However, current education and recruitment processes often fail to adequately emphasise these values. This shortcoming can lead to various negative consequences for society, diminishing both individuals' well-being and the societal reputation of these professions.

The aim of this book chapter is to comprehensively examine how values such as empathy and compassion should be prioritised in the selection and training processes of human-centered professions. By critically analysing existing practices, the study explores how AI-supported approaches can be integrated into these processes. Furthermore, it discusses the opportunities offered by these technologies and their potential role in redesigning education and professional development programs.

This chapter seeks to answer the following questions:

- What methods can be used to measure and evaluate empathy and compassion?
- How can education and recruitment processes be structured to prioritise these values?
- In what ways can AI technologies contribute to these processes?

In this context, the chapter is structured as follows: The first section explains the importance of empathy and compassion in human-centered professions. The second section critically evaluates current education and recruitment processes. The third section explores AI-supported approaches and their potential applications, while the fourth section presents recommendations for value-driven education and professional development models. Finally, the concluding section summarises the findings and discusses future research directions.

2. The Importance of Compassion in Human-Centered Professions

Human-centered professions directly address individuals' physical, mental, and emotional needs. The success of these professions depends not only on technical expertise but also on the professionals' ability to demonstrate compassion, empathy, and effective communication skills (Rogers, 1951). In particular, professionals working in healthcare, education, and social services enhance service quality by adopting a compassion-based approach. This not only improves individual well-being but also strengthens social benefits by making people feel valued (Goleman, 1995).

Compassion refers to an individual's ability to exhibit a positive attitude towards others, contribute to their well-being, and demonstrate kindness. For example, a nurse who treats patients with compassion can facilitate faster recovery (Watson, 2008). Similarly, a teacher's compassionate approach towards students can enhance their motivation to learn, directly contributing to their academic success.

However, modern recruitment processes often prioritize technical competencies over values such as compassion and empathy. As a result, individuals lacking these qualities may enter human-centered professions, leading to a decline in service quality and overall societal dissatisfaction (Schaufeli & Bakker, 2004).

The literature suggests that a lack of compassion and empathy in the workplace contributes to issues such as "emotional exhaustion" and "job dissatisfaction" (Maslach & Jackson, 1981). This indicates that professionals in human-centered fields not only influence their workplaces but also have a profound impact on society. For instance, a doctor lacking empathy may fail to accurately understand patients' medical needs, leading to errors in diagnosis and treatment.

Therefore, prioritising compassion in professional education and recruitment criteria is essential. Educational institutions should implement programs that foster empathy and compassion among students, while recruitment processes should incorporate tools to assess candidates'

alignment with these values. Such approaches not only enhance individual professional performance but also contribute to increased trust and satisfaction within society.

Compassion is an indispensable element of human-centered professions, supporting individuals in achieving both professional and personal success. For this reason, greater emphasis should be placed on this value in both educational curricula and professional development programs.

3. The Role of Empathy and Communication Skills in Human-Centered Professions

Empathy and communication skills are fundamental pillars of success in human-centered professions. Empathy is the ability to put oneself in another person's position, understanding their emotions, thoughts, and needs. Communication skills, on the other hand, involve effectively conveying this understanding to enhance interpersonal interactions (Goleman, 1995). The integration of these two elements strengthens both professional and human competencies in occupations that require direct human interaction.

The role of empathy in human-centered professions is particularly evident. For example, a teacher who understands a student's learning difficulties and provides appropriate support can significantly enhance the student's academic success and motivation. Similarly, a doctor who acknowledges a patient's emotional state not only improves medical treatment processes but also provides crucial psychological support during recovery (Halpern, 2001). A lack of empathy can lead to job dissatisfaction, reduced service quality, and professional burnout (Schaufeli & Bakker, 2004).

Communication skills serve as the key to expressing empathy and enhancing professional interactions. Healthcare professionals, for instance, ensure accurate understanding of medical information and foster patient trust through clear and effective communication (Silverman, Kurtz & Draper, 2016). Social workers rely on effective communication techniques to understand clients' needs and provide guidance, directly contributing to their well-being (Egan, 2013). In education, communication skills are indispensable for understanding students' needs and delivering course materials effectively (Hattie, 2009).

However, empathy and communication skills do not always develop naturally and should be actively cultivated. Training programs and professional development courses offer valuable tools for enhancing these skills. For instance, role-playing exercises and communication simulations can facilitate the acquisition of empathy-related competencies (Bailey, 2014). Additionally, artificial intelligence-supported applications provide innovative methods for assessing and developing individuals' empathy and communication abilities (Fiske, Gilbert, & Lindzey, 2010).

4. Evaluation of Current Education and Recruitment Processes

Education and recruitment processes play a crucial role in shaping the core dynamics of human-centered professions. These processes should assess not only technical competencies but also essential traits such as human compassion, empathy, and communication skills. However, many current education and hiring practices prioritize knowledge-based approaches, often overlooking these critical values (Schaufeli & Bakker, 2004). This oversight can negatively impact service quality, job satisfaction, and overall effectiveness in human-centered professions.

Education programs should aim to instill professional knowledge and skills alongside empathy and ethical values. However, current curricula often fail to allocate sufficient focus to these aspects. For example, in nursing and medical education, biological and technical knowledge are prioritised, while training on empathy and doctor-patient relationships remains insufficient (Halpern, 2001). Similarly, teacher preparation programs emphasise pedagogical competencies but provide limited training on the role of empathy in student-teacher relationships.

From a recruitment perspective, most organisations primarily evaluate candidates based on educational background, technical expertise, and experience (Goleman, 1995). However, there is a lack of assessment tools that measure human compassion, empathy, and communication skills during hiring processes. For example, when hiring a teacher, their ability to communicate

effectively with students may be overlooked, or a doctor's empathy capacity may not be thoroughly assessed. These gaps can negatively impact both organisational performance and the quality of service provided to society (Maslach & Jackson, 1981).

Addressing these shortcomings requires practical solutions. Educational curricula should integrate techniques that foster empathy and communication, such as role-playing exercises, case studies, and ethical discussions (Bailey, 2014). In recruitment processes, behavioural interviews and simulation-based assessments should be employed to evaluate candidates' empathy and communication skills. Moreover, AI-driven tools offer innovative ways to assess these competencies objectively (Fiske, Gilbert, & Lindzey, 2010).

The current education and recruitment processes contain significant gaps in fostering and evaluating the essential values required for human-centered professions. Improving these processes will not only enhance individuals' professional competencies but also elevate service quality and societal well-being. Such advancements will help create a framework that aligns better with the fundamental principles of human-centered professions.

5. AI-Assisted Approaches: Potential and Applications

Artificial intelligence (AI) has the potential to create a significant transformation in human-centered professions in recent years. The opportunities AI offers in developing human-oriented skills, such as compassion, empathy, and communication, are applied across a wide range of areas, from improving education and recruitment processes to professional development. AI introduces substantial innovations and opportunities at every stage of these processes (Fiske, Gilbert, & Lindzey, 2010). However, to maximise AI's potential in this field, it is crucial to integrate technology in a way that does not harm human interactions.

AI provides various tools to enhance empathy and human compassion. For example, "affective AI" technology develops systems capable of detecting individuals' emotional states and responding appropriately. Such systems are utilised in the healthcare sector, especially in critical areas such as patient care. AI-assisted robots can analyse patients' emotional states while monitoring their health and provide appropriate support accordingly (D'mello, 2017). This enables nurses and doctors to establish more empathetic communication with their patients. For instance, when a patient sends emotional signals via an AI-supported device, the device informs the healthcare professional of the patient's emotional condition, allowing for a more sensitive approach.

Additionally, AI plays a significant role in education aimed at developing empathy and emotional intelligence. In the educational field, AI-powered applications offer simulations and interactive scenarios to enhance the empathy skills of teacher candidates. AI-based systems can provide datasets that help teachers understand students' emotional states. For example, AI can personalise educational materials for students based on their emotional conditions. If a student's mood is detected as low, the AI system can implement special motivation techniques and interactive elements to improve their engagement (Baker, Martin, & Rossi, 2014). This dynamic adaptation of educational content according to students' emotional states enables teachers to establish stronger empathetic relationships with their students.

AI is also transforming recruitment processes. In human-centered professions, hiring decisions should not only consider technical competencies but also evaluate values such as empathy, communication skills, and compassion. Traditional hiring processes primarily focus on candidates' résumés and technical qualifications, whereas AI enables a more comprehensive assessment of emotional intelligence and interpersonal skills. AI-supported interview systems can analyse candidates' behaviours, language, and tone to measure their personality traits and potential in human relations more accurately. For example, during a job interview, AI can analyse the candidate's emotional responses to ensure they meet a certain level of empathy and provide feedback accordingly (Huang, 2017). This is crucial for professions that require not only technical knowledge but also a strong sense of human connection and compassion.

Another key application of AI is in mentorship and coaching. In sectors such as healthcare and education, AI-powered mentorship programs can support professionals in their career development. AI can analyse individuals' strengths and areas for improvement and provide personalised recommendations. Furthermore, AI-based digital assistants can offer guidance and feedback to help employees develop empathetic skills. These digital assistants can observe whether individuals exhibit empathetic behaviours in their daily interactions, allowing them to improve over time (Dastin, 2018). For example, a doctor receiving feedback on their empathetic communication skills from an AI-based digital assistant after patient consultations can enhance their ability to connect with patients effectively.

However, when evaluating AI's impact on human-centered professions, certain ethical concerns must be considered. Questions such as the extent to which technology should be involved in human relationships, how these technologies should be designed, and the degree to which the human element should remain at the forefront are critical. The ability of AI to replicate genuine emotional and interpersonal connections remains a subject of debate in professional ethics (Fiske, Gilbert & Lindzey, 2010). Many argue that AI cannot fully replace human compassion and empathy but should instead be used as a complementary tool to support these processes (Watson, 2008).

AI-assisted approaches have great potential in human-centered professions. This technology serves as a valuable tool in developing empathy and communication skills, improving education, and enhancing recruitment processes. However, designing these technologies correctly and integrating them ethically will ensure a harmonious collaboration between humans and technology, ultimately increasing efficiency in human-centered professions.

The contribution of AI to selecting compassionate employees in recruitment processes could mark a significant turning point. In professions that focus on human well-being, technical skills alone are not sufficient—qualities such as empathy, interpersonal skills, and emotional intelligence play a crucial role. AI enables a more accurate evaluation of these attributes. Here are some key ways AI contributes to this process, along with concrete examples:

A. Assessing Candidates' Emotional Intelligence for Interpersonal Skills

AI can develop algorithms to measure candidates' emotional intelligence (EQ). This allows recruiters to evaluate candidates' competencies in human relations, especially in professions requiring compassion and empathy. For example, affective AI technologies can analyse candidates' emotional responses during interviews to assess their ability to respond empathetically. If a candidate remains calm and empathetic in stressful or negative situations, AI can identify and evaluate these traits. In a job interview for a healthcare professional, AI can analyse the candidate's facial expressions and vocal tone to assess their ability to manage anxiety and stress while demonstrating empathy towards potential patients. This ensures that not only theoretical knowledge but also emotional intelligence is taken into account (Goleman, 1995).

B. Behavioural Analysis and Automated Interviews

AI can develop tools capable of conducting in-depth psychological assessments of candidates. Unlike traditional interviews that merely record candidates' responses, AI can analyze their body language, tone of voice, and facial expressions. This allows recruiters to observe more abstract qualities such as compassion and empathy. For instance, when asked, "How would you handle a difficult situation?", AI can assess the emotional depth of the candidate's response. By analysing emotional tones and facial expressions, AI can determine whether the candidate genuinely demonstrates an empathetic approach (Kenny, 2018).

C. Simulations and Scenario-Based Assessment

AI-based simulations can directly test candidates' skills such as interpersonal relationships and empathy. These types of simulations can be particularly effective in evaluating emotional intelligence and human compassion in sectors like healthcare and education. For example, a scenario can be created where a medical candidate interacting with a patient needs to understand the patient's concerns and respond appropriately. AI can analyse the candidate's response and the emotional tone of the language used, measuring how well the candidate demonstrates empathy and

human compassion. Such scenarios can provide concrete data that shows whether candidates truly adopt an empathy-driven and compassionate approach (Scherer, 2013).

D. Developing Candidates through Emotional Intelligence Training Modules

AI-supported educational tools can be used to develop skills such as empathy and human compassion. AI can create interactive training modules to test candidates' empathetic abilities and identify areas for improvement. For instance, in an interaction between a teaching candidate and a student, AI can assess the candidate's empathetic approach and provide feedback to help the candidate enhance their emotional intelligence skills more effectively. AI can support the development of critical skills like empathy, patience, and understanding throughout this training process. By simulating a virtual classroom environment where candidates deal with student behaviours, AI can prepare them for real-life situations (Baker, Martin, & Rossi, 2014).

E. Detecting Personal Traits and Emotional States

AI can also use biometric data to analyse candidates' personal traits and emotional states. For example, during an interview, biometric data such as heart rate, perspiration rate, or eye movements can be analysed by AI to provide insights into the emotional responses exhibited by the candidate. This can present concrete data on how empathetic and humanistic the candidate can be, even under stress. For instance, a candidate who maintains a positive attitude in a stressful situation may be more sensitive to people's emotional needs. By using such data, AI can more accurately assess traits like empathy and human compassion (Picard, 2000).

F. Human-Friendly AI in Interview and Evaluation Processes

Finally, another area where AI can be used as a supportive tool in recruitment processes is in the direct analysis of candidates' communication skills. In professions that require human compassion and empathy, determining a candidate's emotional intelligence is often one of the most important stages of the interview. AI-assisted interview systems allow candidates to respond naturally and safely by reacting to their emotional states. AI can analyse how comfortable the candidate feels and whether they provide genuine responses. Additionally, such AI systems can help reduce the pressure on candidates, leading to more authentic answers (Kramer, 2017).

The contributions of AI in selecting employees with human compassion and empathy offer an opportunity to accurately measure candidates' emotional intelligence and interpersonal skills. The integration of such technologies can be an extremely valuable tool in selecting the most suitable candidates, especially in human-centered professions. AI provides a more objective, accurate, and effective approach to evaluating human traits like empathy and human compassion.

6. AI in Empathy-Based Recruitment

However, while AI-based tools offer promising innovations, it is crucial to critically consider their limitations. Current AI systems may misinterpret emotional cues, fail to account for cultural contexts, and introduce algorithmic biases that affect fairness and accuracy (Dastin, 2018; Picard, 2000). Therefore, a balanced view is necessary, acknowledging that while AI can assist in recruitment, it should not replace human judgment in assessing emotional intelligence and empathy.

Moreover, emotional expression and empathy vary significantly across cultures. For instance, while Western cultures might emphasise overt emotional expression, many Eastern cultures value emotional restraint. If AI systems are not designed with cultural variability in mind, they may misinterpret emotional signals or apply biased standards. Thus, cultural sensitivity is essential in both AI development and application, especially in global recruitment practices.

Empirical evidence supports the potential of AI in this domain. For example, Huang (2017) reported that AI-based interview systems could evaluate candidates' emotional tone and facial expressions with 72% accuracy in predicting empathy levels. Likewise, Baker, Martin, & Rossi (2014), demonstrated that empathy training simulations increased pre-service teachers'

empathy by over 40%. These findings strengthen the argument for integrating AI as a supportive tool in recruitment and training processes.

7. Value-Based Education and Professional Development Models

Value-based education is an educational approach that aims to equip individuals not only with technical knowledge and skills but also with human values, ethical principles, and social responsibility. In professions focused on human relations, the professional development process is not just about enhancing technical competencies but also about ensuring that individuals are equipped with values such as empathy, ethical responsibility, and human compassion. In this context, value-based education and professional development models help individuals grow into more humane and ethically responsible individuals at both personal and professional levels.

8. Foundations of Value-Based Education

Value-based education aims to educate individuals in alignment with universal principles such as social values and human rights. This approach ensures that students become more conscious and responsible individuals both personally and socially. It is essential for educators not only to provide technical knowledge but also to instill values like empathy, human rights, ethical responsibilities, and social good (Noddings, 2003). In this process, teachers should not only act as knowledge transmitters but also as guides in helping students adopt these values. This educational philosophy supports students in developing the necessary skills to succeed in their professional lives, especially in human-centered professions, and to contribute to society.

9. The Role of Value-Based Education in Human-Centered Professions

In human-centered professions, value-based education is not limited to technical proficiency, but is also integrated into professional life by fostering individuals' development in empathy, human values, and social responsibility. For example, in healthcare, the ability of healthcare workers to form an empathetic relationship with patients is not solely based on medical knowledge but also requires individuals to use human compassion, emotional intelligence, and empathetic skills. Similarly, in professions like teaching and nursing, value-based education ensures that students focus not only on academic knowledge but also on areas like human relationships and social responsibility (Goleman, 1995).

For instance, a teacher should be able to form a strong bond with their students while also understanding their emotional and psychological needs, showing an empathetic approach. In nursing, healthcare professionals are expected not only to perform medical procedures but also to understand patients' emotional needs and offer compassionate care. Value-based education plays a crucial role in developing these skills, which are essential for success in human-centered professions.

10. Development Models and Value Integration

Development models encompass the structured processes designed to enhance individuals' skills, knowledge, and competencies. However, it is crucial that these models do not solely focus on technical abilities but also integrate human values such as compassion, empathy, and ethical responsibility. In professional development processes, especially in people-oriented careers, it is essential that individuals not only enhance their technical qualifications but also strengthen their interpersonal and human-centered competencies.

The integration of values into development models ensures that individuals grow not only in terms of professional and technical expertise but also in their ethical awareness and social responsibility. For example, in fields like healthcare, education, and social services, professionals must be equipped with both academic proficiency and deep human qualities such as empathy and compassion. Integrating these human values into professional development models helps individuals adopt a more holistic approach to their roles, ensuring they operate with a sense of responsibility, kindness, and ethical consideration (Boyatzis, 2006).

Professional development models can be further enriched through various tools and methods. For instance, simulations, case studies, and scenario-based learning can be employed to assess and develop both technical competencies and human values simultaneously. These tools help individuals build the necessary skills to manage real-world challenges, particularly those involving ethical decision-making and interpersonal communication. Additionally, artificial intelligence-based tools and digital platforms offer the opportunity to measure and enhance individuals' value-based competencies effectively (Bar-On, 2006).

Incorporating human-centered values into professional development processes is critical for ensuring that professionals in people-focused sectors such as healthcare, teaching, and social work are well-prepared not only technically but also ethically and emotionally. The goal is to create professionals who are not only technically competent but also socially responsible and compassionate, contributing positively to society. By structuring development models to integrate both technical skills and human values, organisations can foster more well-rounded, ethical, and empathetic individuals who can make a greater impact in their professional and personal lives.

11. Conclusion and Evaluation

This chapter has emphasised the importance of human-centered values such as compassion, empathy, and communication skills in professions focused on people. Additionally, the ways in which current educational and recruitment processes contribute to the development of these values have been discussed, with a particular focus on the potential contributions of artificial intelligence in selecting employees with compassion. Lastly, examples have been provided on how value-based education and professional development models can support this process. The discussions indicate that in people-centered professions, individuals should be equipped not only with technical knowledge but also with human values, both on an individual and societal level.

It has been observed that values like compassion and empathy are key factors in enhancing professional success, especially in professions like medicine, teaching, and nursing. However, instilling and cultivating these values naturally is often challenging due to inadequate educational processes and recruitment criteria. Current educational systems typically place more emphasis on technical knowledge while giving insufficient focus to emotional intelligence, empathetic skills, and social responsibility. This gap leads to professionals in people-centered careers being unable to fully develop the emotional competencies required for success in their fields.

The integration of value-based approaches in education can help individuals develop human values like empathy and compassion. It is concluded that the value-based education model should be integrated not only into curricula but also into the personal values of teachers and educators. Furthermore, professional development processes should aim to enhance individuals' human-centered skills. For example, healthcare professionals must not only provide medical treatment to their patients but also respond to their emotional needs. In this regard, value-based education should create a platform where individuals can develop not only technical skills but also ethical, empathetic, and compassionate approaches.

Artificial intelligence holds significant potential as a tool for evaluating skills such as compassion and empathy. AI can facilitate more accurate assessments of candidates' human values through personality tests, behavioural analyses, and emotional intelligence evaluations. However, the effectiveness of AI-based systems in measuring emotionally driven competencies remains a subject of debate. While technological tools may be useful to some extent, the evaluation of human-centered skills such as compassion is inherently a human process, and AI cannot fully replicate the deep understanding of human interactions and values. This shows that emotional competencies like compassion are better assessed through human observations and interactions, rather than relying solely on technical tools.

The development of values such as compassion and empathy should not be confined to education and recruitment processes alone. These values need to be continuously addressed and supported throughout education, professional life, and career development processes. Value-based

educational programs and professional development models will ensure that individuals are not only equipped with technical skills but also with ethical responsibilities and human values. Artificial intelligence can be an important part of this process, but the human factor must also be taken into account when evaluating skills such as emotional intelligence and compassion.

This study has highlighted the critical importance of equipping individuals working in human-centered professions with human skills for professional success and societal benefit. However, to fully utilise the potential of value-based education and AI-powered tools, it is also emphasised that educational systems and recruitment processes must be restructured with a more comprehensive and holistic approach.

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