



chatGPT for dialogue generation

NZSTI CONFERENCE

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The need

- Obtaining the NAATI accreditation
- As many Interpreting Practice dialogues as possible
- Varying dialogues spanning over diverse topics; avoiding reuse
- LOTE segments in various languages

Technology a threat or a tool?

- Advent of AI = Our profession is doomed ???
- AI chatbots – chatGPT, MS Copilot, Claude, Perplexity, Jasper...
- chatGPT fits the purpose... for now
- Tackling and harnessing Technology 🤔 dabble with it / use it
- Technology will keep evolving, so what do we do?

Gradual evolution

- Only English segments with LOTE segments translated separately (using any MT)
- “Asking” chatGPT to generate the EN-speaker segments in EN and LOTE-speaker segments in LOTE
- Using specific prompts – number of words / numbers of segments
- Refinements

The Scenarios

- Where the human brain and creativity still surpass AI



- Sheer imagination or from real-life interpreting experiences

Sample Dialogues

Dialogue between a heavy smoker, Mr Chen and a therapist, Peter, in New Zealand. The smoker suffers from coronary heart disease. Mr Chen mentions his struggle with quitting smoking and the options that he tried and failed. He is seeking advice from Peter to help him quit smoking. Peter wants to extract as much information as he can get from Mr Chen to be able to provide meaningful advice and workable plan to help Mr Chen with his smoking cessation efforts.

The dialogue needs to be at least 15 segments of conversation for each of the 2 speakers, with each segment comprising of at least 3 sentences.

The dialogue segments spoken by Peter need to be in English.

The dialogue segments spoken by Mr Chen need to be in Mandarin.

Peter:

Hello, Mr. Chen. I'm glad you've decided to seek help with quitting smoking. It's a challenging journey, but with the right approach, we can make it easier for you. Can you tell me a bit about your smoking history and what you've tried so far to quit?

Mr. Chen:

彼得，我已经抽烟超过三十年了。我知道这对我的健康非常不好，尤其是我现在患有冠心病。我尝试过戒烟，比如用尼古丁贴片和口香糖，但都失败了。

Peter:

Thank you for sharing that with me. It sounds like you've made some strong efforts to quit, but it hasn't been easy. Can you tell me more about what happened when you tried the nicotine patches and gum? What was the experience like, and why do you think it didn't work for you?

Mr. Chen:

我觉得尼古丁贴片对我来说效果不大。我用了一段时间，但总是忍不住想吸烟。至于口香糖，味道不好，而且也不能完全抑制我的烟瘾。我感觉压力大的时候，特别难以控制。

Peter:

It's not uncommon for people to struggle with nicotine replacement therapies if the cravings are particularly strong, especially during stressful times. You mentioned that stress makes it harder to resist the urge to smoke. Can you tell me more about the situations or feelings that lead you to light up a cigarette?

Mr. Chen:

当我感到压力大或者烦躁的时候，我就会忍不住抽烟。工作压力很大，有时候我不知道怎么放松。吸烟让我暂时感觉好一点，但我知道这不是解决问题的办法。

Peter:

That's completely understandable, Mr. Chen. It sounds like smoking has become a way for you to cope with stress, even though you know it's not a long-term solution. Have you ever tried any other methods to manage stress, like relaxation techniques, exercise, or counseling?

Mr. Chen:

我试过运动，但每次都坚持不了多久。放松技巧我也听说过，但没有真正尝试过。至于咨询，我觉得自己可以控制，不需要外界的帮助，所以没去看过。

Peter:

I appreciate your honesty. Many people find it difficult to stick with new habits, especially when dealing with something as addictive as smoking. The key here is to find strategies that work for you and to take small, manageable steps. Have you considered trying a combination of approaches, like medication along with behavioral support?

Mr. Chen:

药物我听说过，比如有些人用抗抑郁药来帮助戒烟。但我有点担心副作用。行为支持是什么样的？是指咨询还是其他的方法？

Peter:

Behavioral support can include counseling, therapy, or support groups where you can talk about your challenges and develop coping strategies. Combining this with medication like bupropion or varenicline, which can reduce cravings and withdrawal symptoms, has been effective for many people. We can discuss these options in more detail to see what might suit you best.

Mr. Chen:

听起来是个不错的主意。之前我没有考虑过这些药物，因为害怕会有不好的反应。如果你能帮我找到适合我的方法，我愿意尝试。

Peter:

That's a great step forward, Mr. Chen. We can start by looking at your overall health, your experiences with stress, and your smoking triggers to create a personalized plan. I'll also provide you with information on the medications, including possible side effects, so you can make an informed decision.

Mr. Chen:

我很感激你的帮助。我知道戒烟不容易，但如果有一个计划和支持，我相信我能做到。我真的希望能为我的家人和健康做出改变。

Peter:

It's inspiring to hear that you're committed to making this change, Mr. Chen. Your motivation to improve your health and be there for your family is a strong foundation to build on. Let's also talk about setting realistic goals and finding ways to stay motivated throughout the process.

Mr. Chen:

是的，我同意。设定小目标可能会让我更容易坚持下去。我觉得如果我能逐步减少吸烟，可能会更容易最终戒掉。

Peter:

That's an excellent approach. Gradually reducing your smoking can make the process less overwhelming and help your body adjust. We'll also explore ways to manage cravings and stress during this time. It's about finding what works best for you, and I'm here to support you every step of the way.

Mr. Chen:

谢谢你，彼得。知道有你这样的专业人士帮助我，我觉得自己有信心能成功。我们什么时候开始这个计划？

Peter:

We can start as soon as you're ready, Mr. Chen. I suggest we meet regularly to track your progress,

adjust the plan as needed, and tackle any challenges that come up. I'll also provide you with resources to support your journey outside of our sessions. How does that sound?

Mr. Chen:

听起来很好。我愿意尽快开始。我已经受够了吸烟对我的影响，是时候做出改变了。

Peter:

That's the spirit, Mr. Chen. We'll take this one step at a time, and I'm confident that with your determination and the right support, you can succeed. Let's work together to make this positive change happen.

Generate a Dialogue between Diego and a staff member, Tom, of the New Zealand Housing Department (Housing NZ). Diego explains his and his family's situation to Tom, desperately seeking Tom's help in finding a Housing NZ rental property to accommodate Diego, his wife, and children. Tom explains the policies of Housing NZ as well as the available housing schemes, the eligibility criteria, and possible waiting times. The conversation gets a bit heated when Diego expresses his frustration as 2 of his children suffer from some chronic health issues and the family's dire and urgent need for suitable accommodation.

The dialogue segments spoken by Tom need to be in English.

The dialogue segments spoken by Diego need to be in Spanish.

The dialogue needs to have 12 segments for each of the 2 speakers with each segment consisting of at least 3 sentences.

Tom:

Hello, Diego. How can I assist you today?

Diego:

Tom, necesito su ayuda. Mi familia y yo estamos en una situación muy difícil. Tenemos dos hijos con problemas de salud crónicos y el lugar donde vivimos ahora no es adecuado para ellos.

Tom:

I'm really sorry to hear that, Diego. Housing NZ does have policies in place to assist families like yours, but there are some processes and criteria we need to go through. We assess the needs of each family based on their circumstances, including health issues, the number of people in the household, and income.

Diego:

Entiendo que hay un proceso, pero no tenemos tiempo para esperar. Mis hijos necesitan un ambiente más saludable ahora. Cada día que pasa, su salud empeora.

Tom:

I completely understand your urgency, especially with your children's health at risk. However, we do have a waiting list, and the availability of suitable properties can be limited, especially in high-demand areas. We prioritize the most urgent cases, but unfortunately, the process can take some time.

Diego:

No es justo, Tom. Estamos haciendo todo lo posible para mantener a nuestros hijos sanos, pero el lugar donde vivimos lo hace imposible. Necesitamos un lugar adecuado inmediatamente.

Tom:

Diego, I can see how frustrating this must be for you. Housing NZ tries to accommodate families in urgent need, but the demand is high, and we need to ensure fairness in how we allocate properties. While you're waiting, there are other forms of support available, such as temporary accommodation and health services, which might ease some of your burdens.

Diego:

No es suficiente. Mis hijos no pueden esperar en un lugar temporal, necesitan estabilidad. Ya hemos pasado por tanto, y todo lo que queremos es un hogar donde puedan recuperarse.

Tom:

I understand that stability is crucial, especially for your children. While I can't promise immediate accommodation, I will make sure your situation is flagged as urgent. Additionally, I'll review your application personally to ensure all the medical details are properly documented, which could help in prioritizing your case.

Diego:

Aprecio que quiera ayudar, pero las palabras no son suficientes. Mi esposa y yo estamos desesperados, no sabemos cuánto tiempo más podemos seguir así. Necesitamos soluciones, no promesas.

Tom:

Diego, I can assure you that your case is being taken seriously. The system is designed to help those in need, but it does have its limitations. I'll also look into alternative housing options that might be available through other agencies, which could provide a quicker resolution.

Diego:

Lo único que pedimos es un lugar seguro para nuestros hijos. No estamos pidiendo lujos, solo un lugar donde puedan vivir sin preocuparse por su salud todos los días. ¿Qué más podemos hacer para que nuestra situación sea atendida más rápidamente?

Tom:

I hear your concerns, Diego, and I'll do everything within my power to help. You can submit additional medical documents to further emphasize the urgency of your case. In the meantime, I'll connect you with a social worker who can offer additional support and possibly speed up the process.

Diego:

Gracias, Tom, pero no sé cuánto tiempo más podremos esperar. Cada día que pasa, siento que estamos más lejos de encontrar una solución. Mis hijos merecen algo mejor, y estamos dispuestos a hacer lo que sea necesario para conseguirlo.

Tom:

I'm truly sorry that your family is going through this, Diego. I'll continue to explore all possible options to find you a suitable home as quickly as possible. Please know that we're here to support you every step of the way, and I'll keep you updated on any developments regarding your application.

Generate a Dialogue between Ziad, a tourist from the UAE and Dr Harvey, a haematologist at Auckland hospital in New Zealand. Ziad was admitted to Hospital after suffering from chest pain, back pain and shortness of breath. Tests confirmed that he had a pulmonary embolism where 2 minor clots settled in his lungs. He is booked to fly back home in 2 days from now. Dr Harvey strongly advises against such a journey and explains the huge risks involved particularly with the long-haul flight. Ziad explains that he has to fly back home to be at his son's wedding in the UAE next week, and he wants to understand the underlying reasons for the clots particularly that he leads a very healthy lifestyle.

The dialogue segments spoken by Dr Harvey need to be in English.

The dialogue segments spoken by Ziad need to be in Arabic.

The dialogue needs to have 15 segments for each of the 2 speakers with each segment consisting of at least 3 sentences.

Dr. Harvey:

Hello, Ziad. I'm Dr. Harvey, the haematologist assigned to your case. I've reviewed your test results, and I'm very concerned about your condition. The pulmonary embolism you've suffered is serious, and I strongly advise against flying back home in two days.

Ziad:

مرحباً دكتور هارفي، أشكرك على اهتمامك. لكنني مضطر للسفر إلى الإمارات لحضور زفاف ابني الأسبوع القادم. أريد أن أفهم بشكل أفضل ما الذي تسبب في هذه الجلطات، خاصة أنني أعيش نمط حياة صحي للغاية.

Dr. Harvey:

I completely understand the importance of your son's wedding, but your health must come first. Flying so soon after a pulmonary embolism, especially on a long-haul flight, significantly increases the risk of further complications. The reduced air pressure and prolonged immobility could cause more clots to form, and this could be life-threatening.

Ziad:

أنا أفهم أن هناك مخاطر، ولكن هل هناك أي طريقة يمكنني من خلالها تقليل تلك المخاطر؟ ربما إذا أخذت بعض الأدوية أو اتبعت إرشادات معينة؟ لا يمكنني أن أعيب عن زفاف ابني.

Dr. Harvey:

There are measures that can reduce the risk, such as anticoagulant medication, wearing compression stockings, and staying as mobile as possible during the flight. However, even with these precautions, the risk remains high due to your recent pulmonary embolism. It's a significant risk that I cannot, in good conscience, recommend you take.

Ziad:

هل تعتقد أن الخطر كبير إلى هذه الدرجة؟ أنا لا أشعر بالسوء الآن بعد العلاج. كيف يمكن أن يتفاهم الوضع إذا كنت أشعر بتحسن؟

Dr. Harvey:

It's great to hear that you're feeling better, but the danger isn't necessarily linked to how you're feeling

right now. The clots in your lungs could still cause serious problems, especially under the stress of flying. You could face another embolism, or worse, a more severe blockage that could be fatal.

Ziad:

هذا مخيف جدًا، ولكنني لا أزال أشعر بالحاجة إلى العودة إلى الإمارات. هناك التزامات عائلية لا يمكنني تجاهلها. ماذا يجب أن أفعل؟

Dr. Harvey:

I know it's a difficult situation, and the emotional pull to be with your family is strong. However, I must emphasize that your life is at risk if you choose to fly. I would recommend delaying your return until we can ensure you're stable enough to travel without these extreme risks.

Ziad:

لكنتي لا أستطيع تخيل الغياب عن زفاف ابني. هل تعتقد أن هناك أسباب معينة وراء هذه الجلطات؟ ربما شيء في نمط حياتي أو سفراتي؟

Dr. Harvey:

There are several potential factors that could have contributed to the clots. Long periods of immobility, like during long flights, dehydration, and genetic predispositions can all play a role. Even though you lead a healthy lifestyle, these factors can still trigger clot formation. We'll need to investigate further to determine the exact cause.

Ziad:

لقد كنت أسافر كثيرًا في الأشهر القليلة الماضية، وأحيانًا أشعر بالإجهاد الشديد. هل يمكن أن يكون ذلك جزءًا من السبب؟ وهل يمكن الوقاية من حدوث هذه الجلطات مرة أخرى؟

Dr. Harvey:

Yes, frequent travel, especially long-haul flights, can contribute to the development of clots, particularly if you're not moving around enough during the journey. To prevent future occurrences, we'll look at options like anticoagulant therapy, lifestyle adjustments, and possibly some tests to check for any underlying conditions like thrombophilia.

Ziad:

إذا كان هناك احتمال لوجود حالة وراثية، فهذا شيء أحتاج إلى معرفته. كيف يمكننا البدء في هذه الفحوصات؟ وما هي الخطوات التالية؟

Dr. Harvey:

We can start with some blood tests to check for clotting disorders. We'll also discuss your family history to see if there are any genetic factors we need to consider. Depending on the results, we may put you on long-term medication to manage the risk, and we'll provide you with guidance on how to minimize your risk during future travels.

Ziad:

أنا ممنون جدًا لهذه المعلومات. لكنني لا أزال قلقًا بشأن عيابي عن الزفاف. هل تعتقد أن هناك أي احتمال أن أكون قاندرًا على السفر بعد فترة قصيرة من العلاج؟

Dr. Harvey:

If we see significant improvement and your condition stabilizes, we could potentially reassess your ability to travel. However, this is something that would need to be carefully monitored. I'd rather you miss the wedding than put your life in jeopardy.

Ziad:

أفهم ذلك، لكنني حقاً أريد أن أكون هناك لابني. سأستمع لتوصيحتك وأقوم بما هو ضروري. لكن هل هناك أي شيء يمكن القيام به لتسريع التعافي؟

Dr. Harvey:

The best thing you can do right now is to rest, take the prescribed medication, and follow all medical advice. Keeping your stress levels down and staying hydrated will also help your body heal more quickly. We'll monitor you closely, and if things improve faster than expected, we can reconsider your travel plans.

Ziad:

سألتزم بالتعليمات، دكتور هارفي. شكراً لك على كل شيء، وسأبقى على اتصال لمعرفة التطورات. أتمنى أن أتمكن من السفر قريباً، ولكنني أفهم الآن المخاطر.

Dr. Harvey:

You're making a wise decision, Ziad. Your health comes first, and it's important to prioritize your well-being. We'll keep you updated on your progress, and I'm here to support you through this. We'll do everything we can to help you recover safely.