

# AI-Assisted Talk: A Narrative Review on the New Social and Conversational Landscape

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## Abstract

In this ongoing narrative review, I summarize the existing body of literature on the role of artificial intelligence in mediating human communication, focusing on how it is currently transforming our communication patterns. Moreover, this review uniquely contributes by critically analyzing potential future shifts in these patterns, particularly in light of the advancing capabilities of artificial intelligence. Special emphasis is placed on the implications of emerging generative AI technologies, projecting how they might redefine the landscape of human interaction.

## Extended Abstract

In an era increasingly defined by the ubiquity of artificial intelligence, its integration into everyday communication channels, particularly through algorithmic response suggestions (“smart replies”), presents a unique blend of opportunities and challenges. This narrative review delves into interdisciplinary research to explore the profound impact of these AI-driven response mechanisms on human interactions.

Focusing on algorithmic response suggestions, commonly used in email and messaging platforms, this review meticulously examines several key studies to unearth and articulate common themes and trends observed in current literature. This analysis aims to shed light on how these automated suggestions, arguably one of the most pervasive and influential forms of AI-mediated communication today, are reshaping the way we connect and communicate with each other.

## Literature Review

In the extant literature on AI-mediation communication, four key areas were identified and examined to understand how algorithmic response suggestions significantly alter human communication.

First, research, such as that conducted by Hohenstein et al. (2023), has revealed that AI assistance for communication leads to a pronounced increase in communication speed, allowing for people to allocate their time and energy toward other tasks. Further, algorithmic response suggestions show a tendency to suggest more positive emotional language. For example, users may be suggested positive replies like 'Great idea!' or 'Totally agree!' as opposed to negative ones like 'I don't think so' or 'Not really'. In turn, this may lead to more amiable user interactions, cultivating more cordial and positive conversations.

In the second key area, the focus shifts to the aspects of authenticity and trust. While AI response suggestions bring efficiency and positivity, their use also introduces complexities concerning genuineness in communication. For instance, Mieczkowski et al. (2021) highlight how AI involvement, when detected by recipients, can lead to loss of trust and negative evaluations of the sender. Recipients perceiving an AI-generated response may view the sender as disingenuous or uninvolved, thereby leading to a perceived decline in authenticity and effort from the sender.

Third, a crucial aspect of AI-assisted communication is the trade-off between efficiency and personal agency. Recent research, such as that by Fu et al. (2023), delves into user experiences with sentence-level and message-level AI suggestions. Sentence-level suggestions assist in crafting individual sentences, offering more specific guidance but requiring more user input. In contrast, message-level suggestions propose entire responses, requiring less user involvement and providing a faster and generally more satisfying experience. Consequently, the selection of either sentence-level or message-level AI assistance, balancing control over message meaning, reflects a fundamental tension in AI communication: the trade-off between efficiency and personal agency.

Lastly, impression management is another dimension explored in this review. AI communication tools are used not only for efficiency but also for managing how individuals

present themselves to others. The review discusses how users engage in strategies like interpretation, diplomacy, and staging politeness to manage impressions when AI is involved in communication (Endscott & Leonardi, 2022; Hancock et al., 2020). This highlights the complex social dynamics and efforts required to maintain desired impressions in the age of AI.

### Analysis of Literature

Building upon the synthesis of current literature, this review will further critically analyze these findings, especially in light of the advancing competencies of AI. While how AI mediates communication should be scrutinized, it is crucial to recognize that the ultimate decision-making regarding how to communicate remains a distinctly human responsibility. The work of Dell'Acqua (2023) provides a pivotal starting point for this exploration, revealing how consultants tend to "fall asleep at the wheel" when AI assistance is highly competent, leading to reduced effort in monitoring and revising AI suggestions. This phenomenon raises critical questions about the evolving role of humans in AI-assisted communication.

These considerations are particularly crucial as AI, especially in advanced forms like Generative AI, grows increasingly sophisticated. The review intends to ponder and articulate potential shifts in the current patterns of AI-mediated communication, speculating on how these might evolve as AI technologies progress. As AI capabilities enhance, it's essential to anticipate and understand how our interactions, currently mediated by AI, might transform in response to these technological advancements.

The review also identifies several gaps in the current literature, including the need for research on long-term social and psychological effects of AI-assisted communication, and how AI may be used to assist users in interpreting incoming messages during conversation. Furthermore, it suggests future research directions such as the integration of large language models in AI conversational tools, and more investigation into the positive effects of AI in communication.

Overall, this narrative review presents a glance at how AI-assisted communication is reshaping human interactions. It elucidates both the potential benefits and challenges, calling for thoughtful consideration of ethical, social, and psychological aspects as we navigate this new terrain. The review aims to contribute to the ongoing discourse on AI in communication, offering insights for researchers, practitioners, and policymakers.

### Impact of GenAI on Social and Individual Wellbeing

In conclusion, it is essential to consider the impact of Generative AI on both social and individual wellbeing. The advancements in AI-mediated communication, while bolstering efficiency and broadening accessibility, also present challenges to personal authenticity and cognitive engagement. The "falling asleep at the wheel" phenomenon, which becomes more relevant with more competent AI, highlights a potential decline in critical engagement, raising concerns about cognitive reliance on AI. Simultaneously, at a societal level, the omnipresence of advanced AI in our interactions calls for a thoughtful examination of our evolving social norms and values. As we navigate this new era, marked by the profound capabilities of Generative AI, it becomes crucial to balance technological adoption with the preservation of the intrinsic elements of human experience, ensuring that the advancement of AI serves to enhance, rather than diminish, our social fabric and psychological wellbeing.

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