# ChatGPT-Enriched Learning of Communicative Theories and Practices in the Workplace

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**Abstract:**

EN3586 Workplace Culture and Interaction is a core course offered to undergraduate students who pursue the English and Professional Communication Stream in the Department of English at CityU. This course aims to develop the students' ability to apply theoretical frameworks to analyze various workplace interactions. Due to various ethical and practical issues, students often find it difficult to collect data that both resemble to actual workplace interactions and are easy to obtain. Generative AI-powered chatbots such as ChatGPT emerge as a viable alternative for data collection because they can provide simulated workplace interactions that are both human-like and easy to obtain by the students. However, students have very limited knowledge in what prompts are needed to generate high-quality interactional data that can be used to test learned theories. The objective of this project, therefore, is to design and implement a set of activities to help students create effective prompts to generate and analyze high-quality interactional data in the workplace.

Students will engage in AI chatbot activities over four weeks of class meetings. In each of the classes, students will first learn theories and practices that are related to one aspect of workplace interactions, namely, decision making, conflict resolution, socialization, and intercultural communication. Then, they will be guided to interact with AI chatbots by simulating different workplace scenarios and exploring the outcomes of different theory-informed communicative practices. After that, students will be tasked to apply learned theories to analyze each other's interactions and critically reflect on the factors that contribute to successful and failed workplace interactions. Through active engagement with AI chatbots, students are expected to gain a better understanding of workplace interactions and offer theory-informed advice to improve workplace communication. The learning outcomes will be assessed through brief exit surveys after each class, a short reflection essay after completing all four meetings, focus groups, and the end-of-the-semester teaching and learning questionnaire.

In addition to presenting findings at professional conferences, a course website will be created to disseminate the teaching activities created in the project and good practices. The teaching activities can be easily adapted to other professional communication courses offered by the EN department.