Keynote Speakers

**Distinguished Professor, Ming-Hui Huang**

Department of Information Management, National Taiwan University, Taiwan

Fellow, European Marketing Academy (EMAC), 2020

International Research Fellow, Centre for Corporate Reputation, University of Oxford, UK, 2019-Present

Chair, INFORMS Service Science Section, 2014

The Academic Award of the Ministry of Education, 2012

Distinguished Research Fellow, Center for Excellence in Service, University of Maryland, US, 2012-Present

SERVSIG Officer for Asia, American Marketing Association (AMA)

Title :Talk topic: My talk topic is: THE FEELING ECONOMY: How Artificial Intelligence Is Creating the Era of Empathy

Abstract

Artificial intelligence (AI) is profoundly changing our world, in ways that are not yet well-understood, because of the implicit (and wrong) assumption that all AI is about thinking intelligence. If we realize that there are multiple intelligences, of differing difficulty for AI, and that this is what drives the order of AI development, then we start to understand how this will change the balance between AI and HI (human intelligence). The advance of thinking AI will usher in a Feeling Economy in which AI does much of the thinking, and humans need to scramble to do whatever they are still better at, which is tasks that involve feeling intelligence and interpersonal relationships. This will turn just about everything upside down, including the educational system.