Empathy At Scale

How AI Is Enabling Organizations To Feel

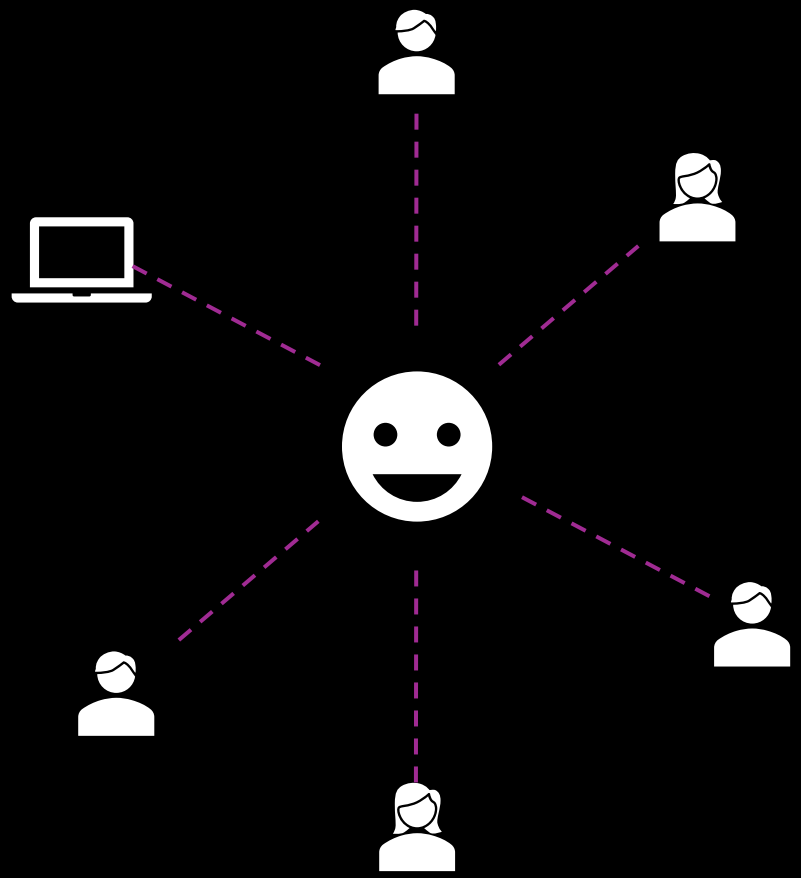
Yohan Liyanage
Founder & CEO
sentiva

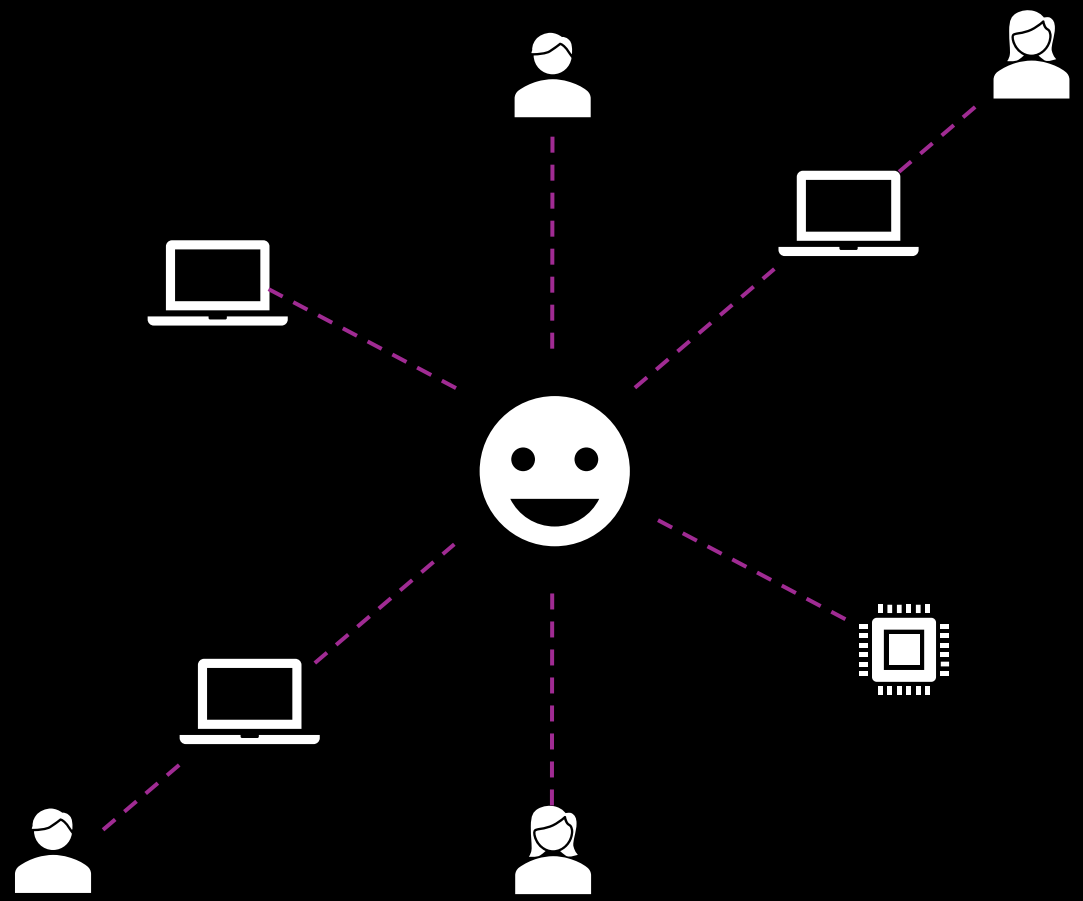
when was the last time you
truly felt *heard* at work?

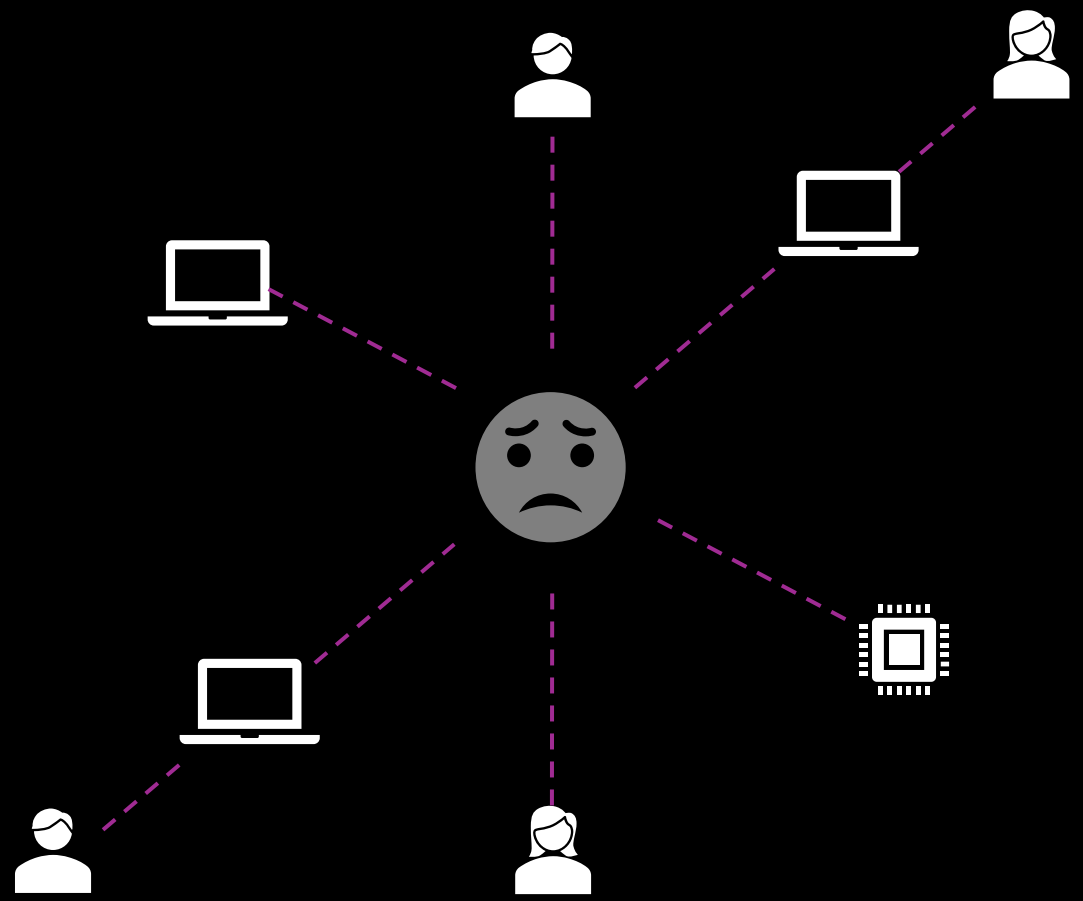
truly *heard*

they *get* me
they *see* me
they *understand* me

rare moments







disengagement

Gallup 2024

Disengagement is costing the global economy *9.6 Trillion USD* every year.

Cost of Disengagement - Global GDP

$ 9,600,000,000,000

Germany
$4.6T

+

Japan
$4.0T

Employer

Let’s give more *perks!*

Employee

Thanks. But I still feel *less* connected.

so, what’s *missing?*

Empathy

organizations are
data rich, *empathy* poor.

The 9 Trillion Dollar Question

How do we make *empathy* something organizations can practice at scale?

Focus of

Artificial Intelligence

Speed

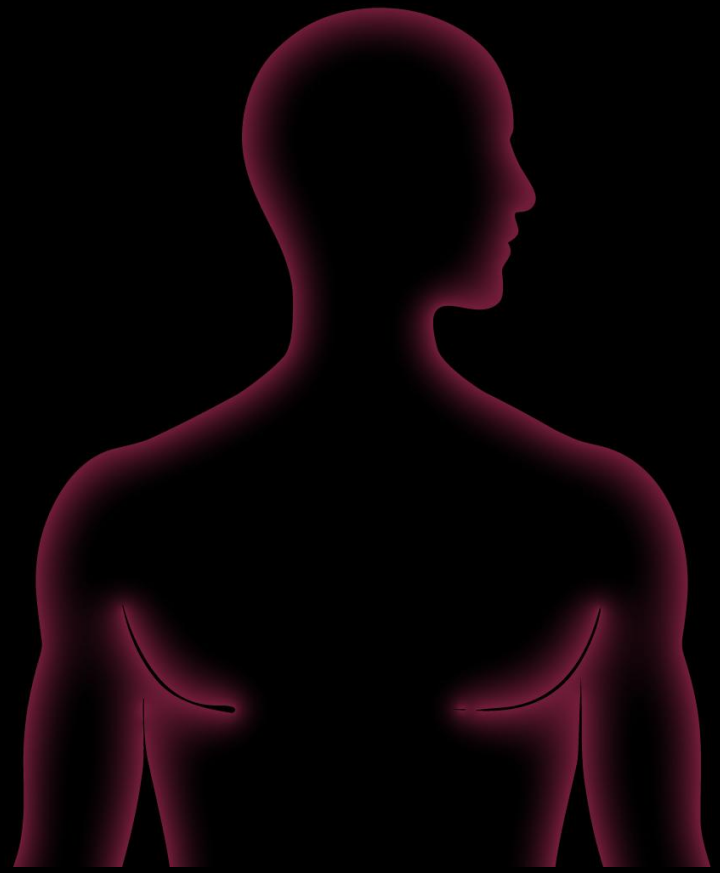
Accuracy

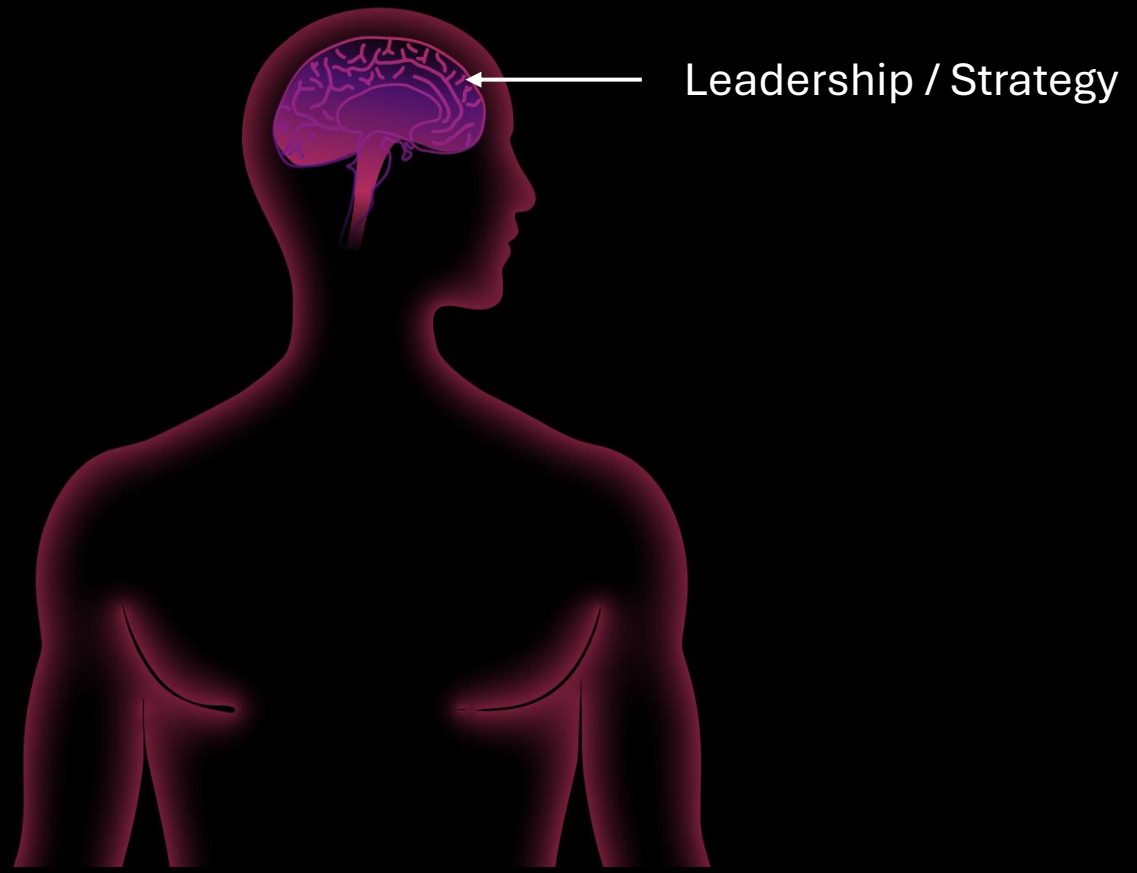
Automation

Focus of

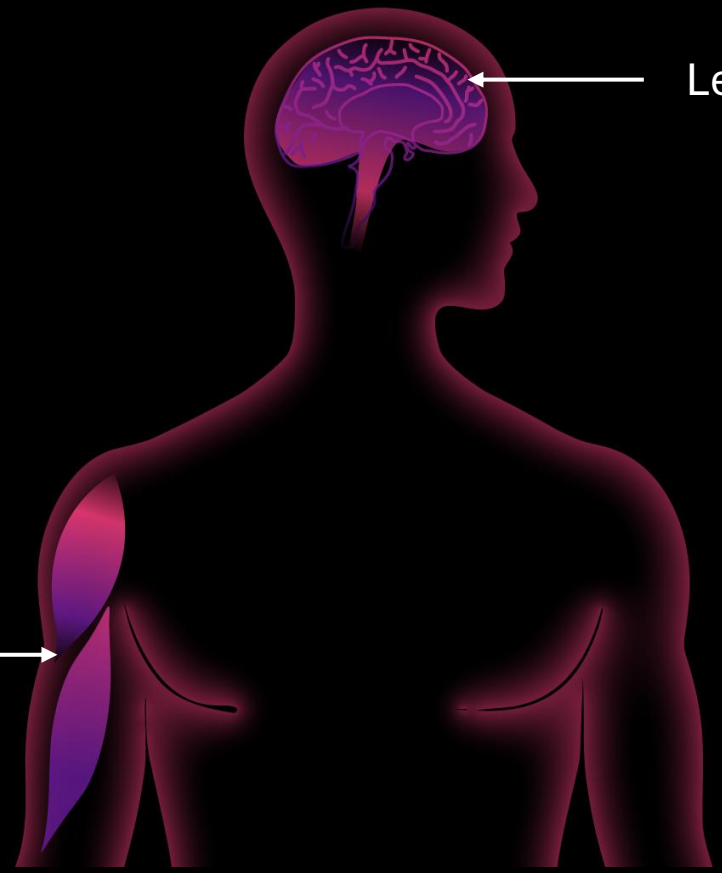
Artificial Intelligence

Empathy



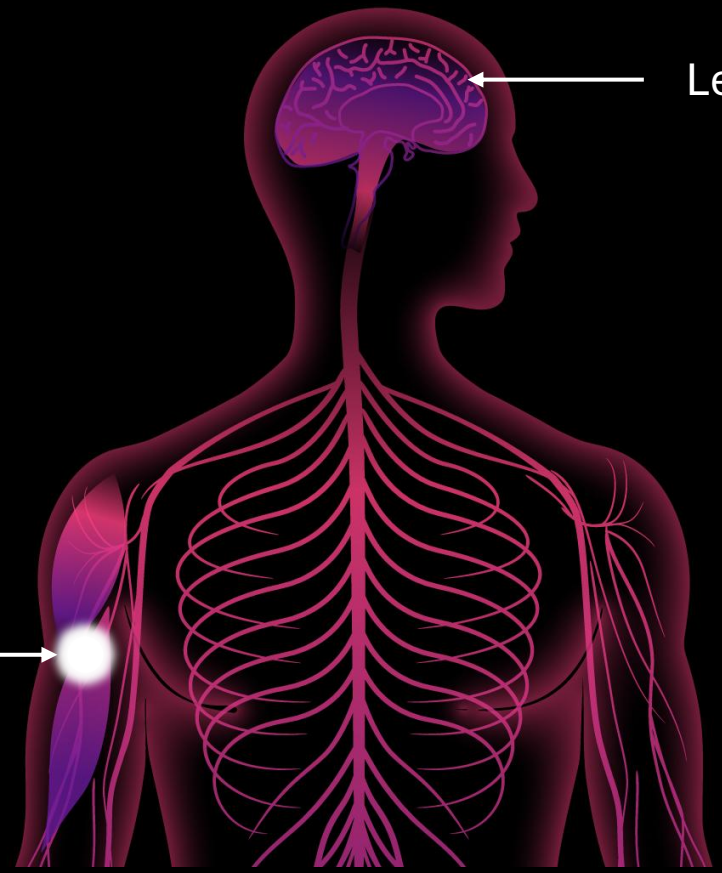

Leadership / Strategy

Leadership / Strategy



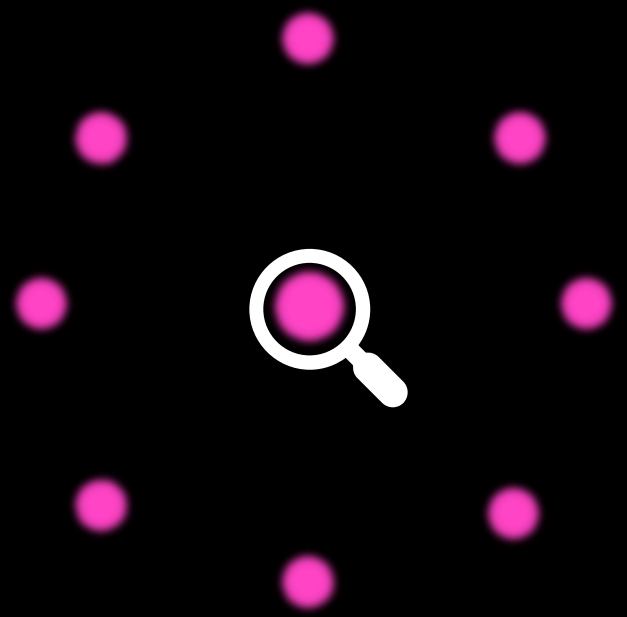
Execution / Operations

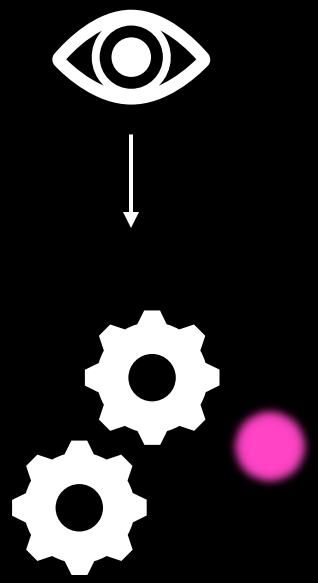
Leadership / Strategy



Execution / Operations

sense → *interpret* → *adapt*





sense
at scale

interpret
in context

adapt
with insights

sense → *interpret* → *adapt*

SIA

ELASTIC HEART

SIA In Action

Employee Engagement

Sensing Engagement

Daily Mood Checks

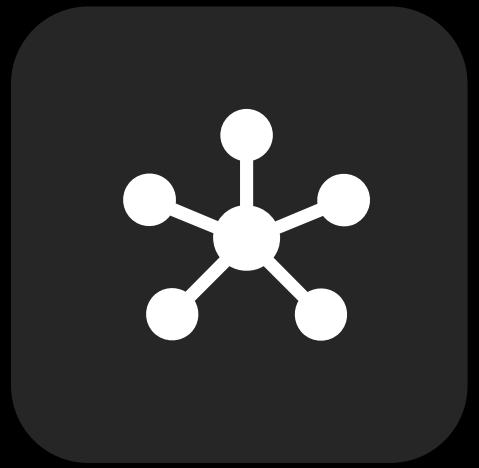
IM, Email Analytics

Meeting Analytics

Interpreting Engagement

Patterns In Signals

Separate Noise



Connect Dots In Context

Adapting Engagement

Timely, Proactive Conversations

Personalized Feedback

Evolve and Monitor

let’s get *technical*

Architectural Blueprint

Data Sources Layer

Processing Layer

Semantics Layer

Decision Layer

Action Layer

Sense → *Interpret* → *Adapt*

Architectural Blueprint

Data Sources Layer	Processing Layer	Semantics Layer	Decision Layer	Action Layer
Mood Check In Bot	Time Series Analysis	Retrieval Aug. Generation	LLM Orchestration & Multi-Agent	Slack Bot Nudges
Slack Interaction Analytics	Embeddings	Clustering	Specialist Agents	Personalized Feedback
Email Analytics	Change Point Detection	Network Metrics	Classifiers	Dashboards
Meeting Observer	ASR, VAD, Diarization	Contextual Grounding	Conformal Prediction	Policy Adaptation

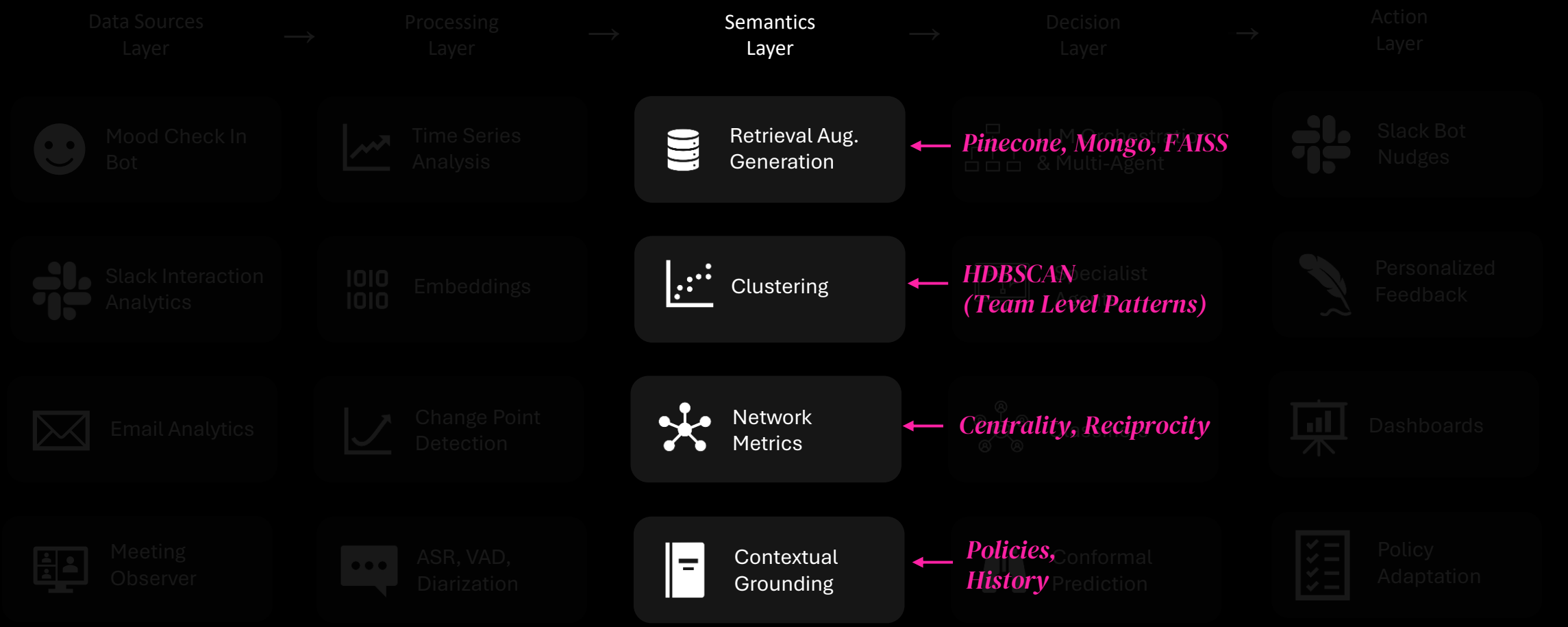
Architectural Blueprint

Data Sources Layer		Processing Layer	Semantics Layer	Decision Layer	Action Layer
Mood Check In Bot	← *Slackbot*	Time Series Analysis	Retrieval Aug. Generation	LLM Orchestration & Multi-Agent	Slack Bot Nudges
Slack Interaction Analytics		Embeddings	Clustering	Specialist Agents	Personalized Feedback
Email Analytics	← *Outlook Plugin*	Change Point Detection	Network Metrics	Classifiers	Dashboards
Meeting Observer	← *Passive Google Meet Bot*	ASR, VAD,	Contextual Grounding	Conformal Prediction	Policy Adaptation

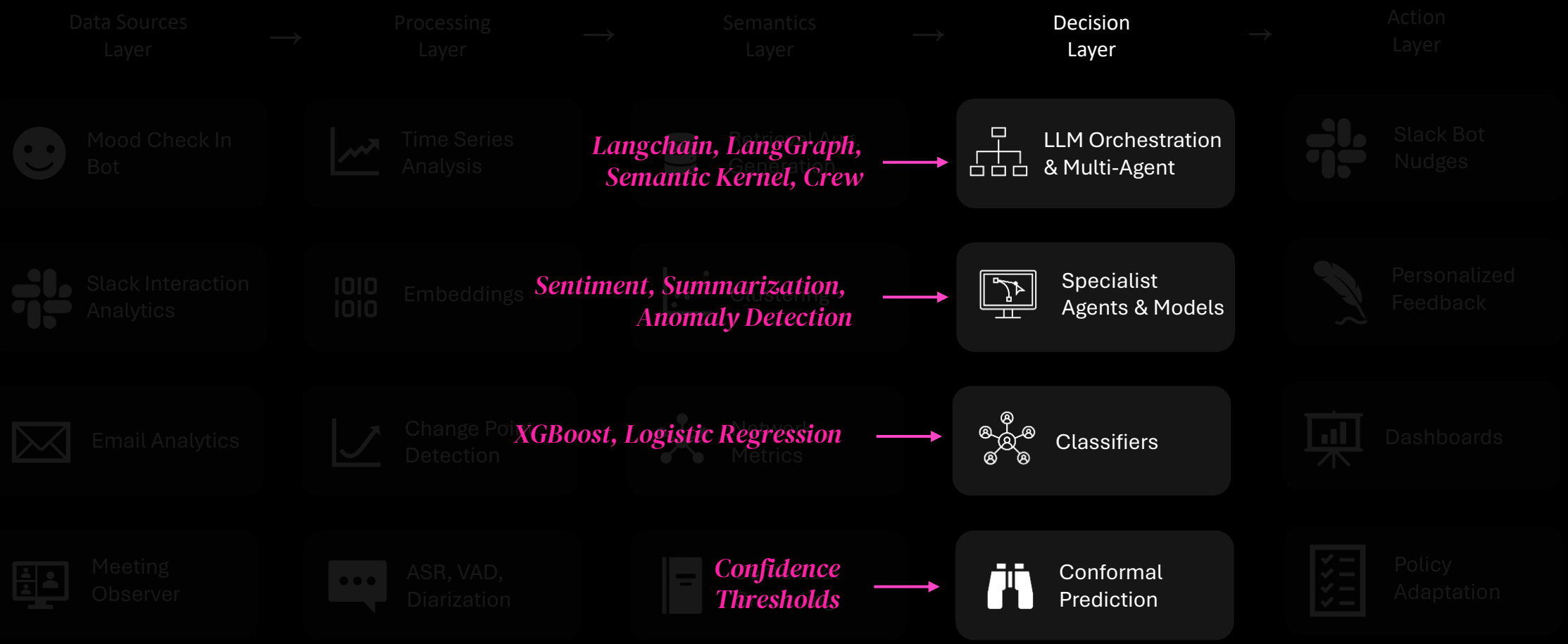
Architectural Blueprint

Data Sources Layer	Processing Layer	Semantics Layer	Decision Layer	Action Layer
Mood Check In Bot	Time Series Analysis	*Long Short Term Memory, Temporal Fusion Transformer*	LLM Orchestration & Multi-Agent	Slack Bot Nudges
Slack Interaction Analytics	Embeddings	*OpenAI Text Embeddings, Sentence-BERT*	Specialist Agents	Personalized Feedback
Email Analytics	Change Point Detection	*Ruptures, BOCPD*	Classifiers	Dashboards
Meeting Observer	ASR, VAD, Diarization	*Deepgram Nova Whisper AssemblyAI*	Conformal Prediction	Policy Adaptation

Architectural Blueprint



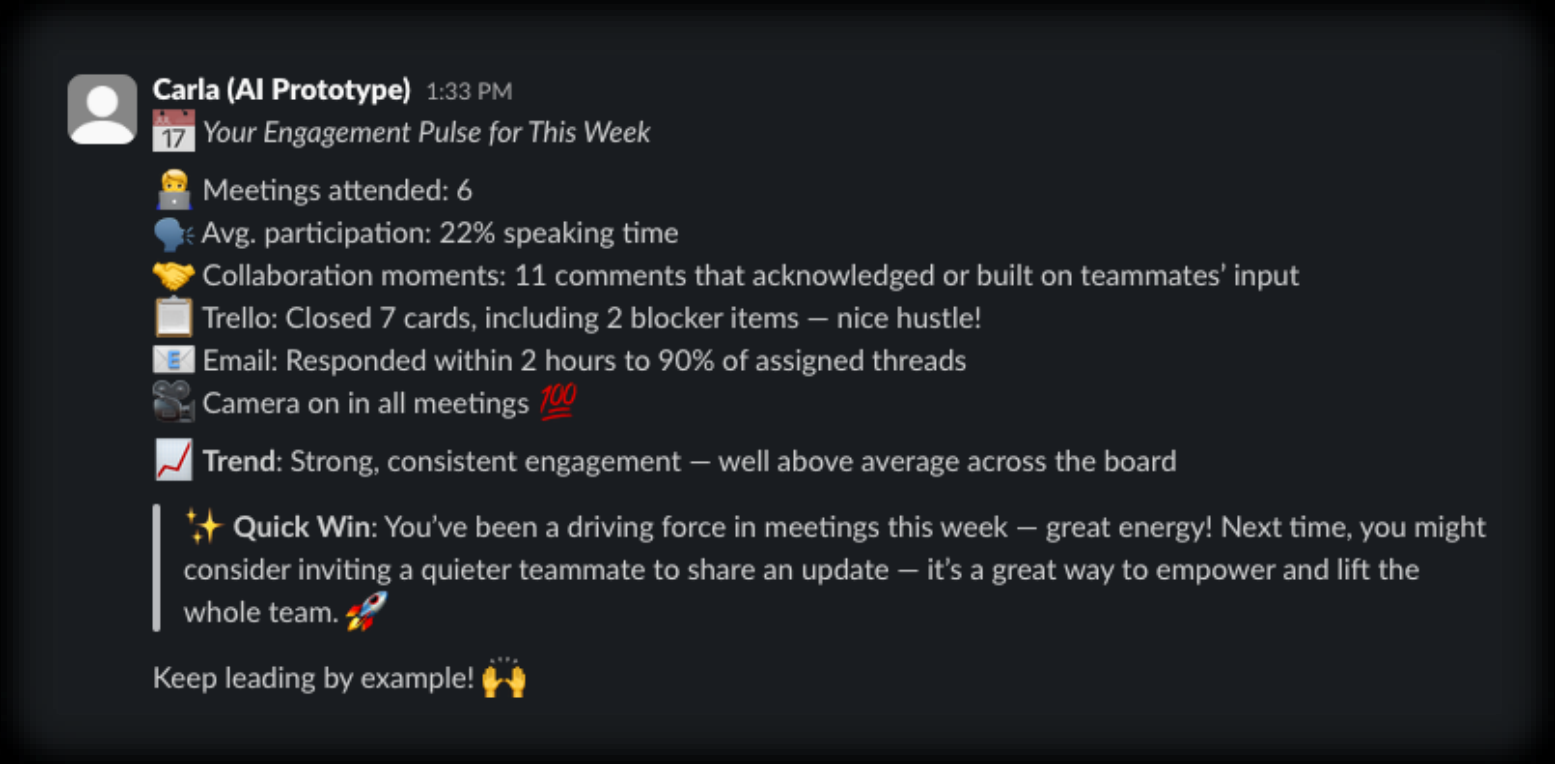
Architectural Blueprint



Architectural Blueprint

Data Sources Layer	Processing Layer	Semantics Layer	Decision Layer	Action Layer
Mood Check In Bot	Time Series Analysis	Retrieval Aug. Generation	LLM Orchestration & Multi-Agent	Slack Bot Nudges
Slack Interaction Analytics	Embeddings	Clustering	Specialist Agents & Models	Personalized Feedback
Email Analytics	Change Point Detection	Network Metrics	Classifiers	Dashboards
Meeting Observer	ASR, VAD, Diarization	Contextual Grounding	Conformal Prediction	Policy Adaptation

POC Sneak Peek

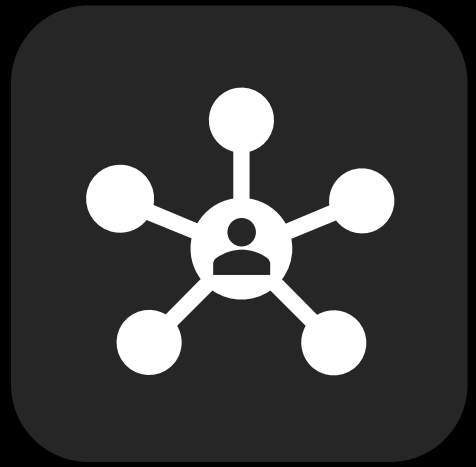


sentient workplace

sentient workplace

Learns from feedback, performance and data across lifecycle

Adapts with personalized experiences, nudges and networks



Connects employees, managers, alumni, applicants seamlessly

imagine a workplace…

every employee feels *heard*

disengagement is sensed,
even before *we do*

AI doesn’t replace the human conversation. It *reminds* us to have one.

a *sentient* workplace

dank je wel.

sentiva

Let’s Connect On

LinkedIn