

When Your Brain and Your Gut Don't Agree

Sample Answer Key

1. The Robot Doctor

Fact-based trust: The AI's 99% accuracy and speed in detecting rare diseases.

Feeling-based trust: Some patients feel uneasy or uncomfortable letting a machine make life-and-death choices.

2. The Self-Driving School Bus

Fact-based trust: The bus's record of 10,000 accident-free miles shows reliable performance.

Feeling-based trust: Parents feel nervous or afraid because the idea of "no driver" feels risky or unfamiliar.

3. The Homework Helper

Fact-based trust: The chatbot's essays are accurate, well-researched, and clear - showing it can organize information well.

Feeling-based trust: Students who think it's "cheating" or feel guilty using it are responding emotionally to fairness and effort.

4. The Smart Judge

Fact-based trust: Data proves the algorithm is more consistent than human judges when predicting reoffending.

Feeling-based trust: People feel it's unfair or "too cold" to let math decide a person's future - a response to moral and emotional discomfort.

5. The Digital Friend

Fact-based trust: The bot uses data to respond appropriately and remember user preferences.

Feeling-based trust: Users who feel comforted or creeped out are reacting emotionally - they either enjoy the connection or feel uneasy about a "fake" friendship.