# Inside the Mind of a Language Model: Exploring the Capabilities and Applications of a Conversational Agent



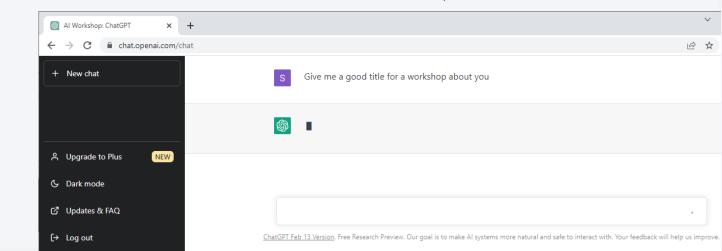
Julien Audiffren Maître-Assistant



Simon Ruffieux Maître-Assistant



**Anna Jobin**Maître-Assistante



### **SUMMARY**



# **PART I: TECHNICAL PERSPECTIVE**



**PART II: HCI PERSPECTIVE** 



**PART III: SOCIETAL PERSPECTIVE** 





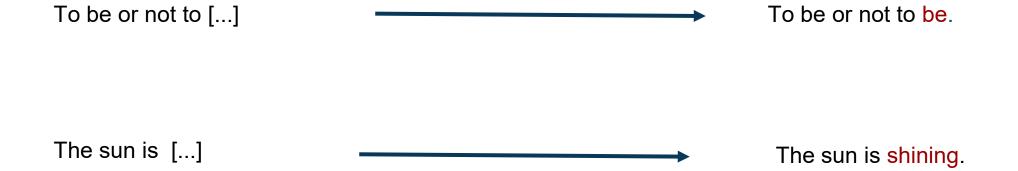
# **PART I**

# **TECHNICAL PERSPECTIVE**



# **A Simple Game**

# Complete the sentence.



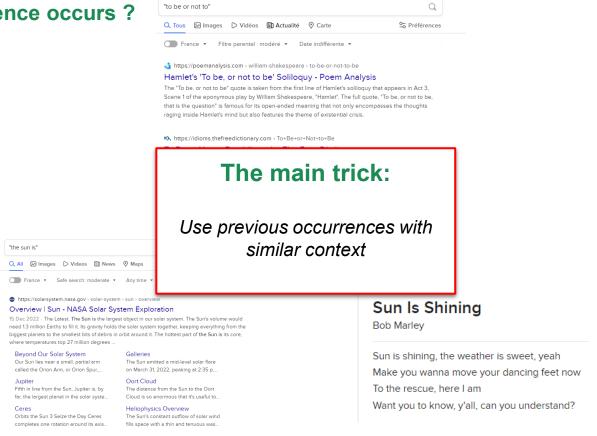


# **Probability Distribution.**

### How often does this sentence occurs?

To be or not to [...]

The sun is [...]



### Probabilities for the next word\*

be	99.9%
have	0.0%
Ве	0.0%

### Probabilities for the next word\*

shining	45.0%
setting	29.0%
up	4.1%



The Sun is the star at the center of the Solar System. It is a nearly perfect ball of hot plasma, heated to incondescence by nuclear fusion reactions in its core. The Sun radiates this energy mainly as light, ultraviolet, and infrared radiation, and is the most important source of energy for life on Earth. The Sun's radius is about 695,000 kilometers (432,000 miles), or 109 times that of Earth.

w https://en.wikipedia.org > wiki > Sun Sun - Wikipedia

<sup>\*</sup> according to OpenAssistant

# How to compute a probability distribution:

# 1) Collect a very large dataset

Corpora	Size	Source	<b>Latest Update Time</b>
BookCorpus [153]	5GB	Books	Dec-2015
Gutenberg [154]	-	Books	Dec-2021
C4 [82]	800GB	CommonCrawl	Apr-2019
CC-Stories-R [155]	31GB	CommonCrawl	Sep-2019
CC-NEWS [27]	78GB	CommonCrawl	Feb-2019
REALNEWs [156]	120GB	CommonCrawl	Apr-2019 2
OpenWebText [157]	38GB	Reddit links	Mar-2023
Pushift.io [158]	2TB	Reddit links	Mar-2023 \( \)
Wikipedia [159]	21GB	Wikipedia	Mar-2023
BigQuery [160]	-	Codes	Mar-2023
the Pile [161]	800GB	Other	Dec-2020
ROOTS [162]	1.6TB	Other	Jun-2022

80k Books

A "cleaned" crawl of the internet

The "best" of Reddit



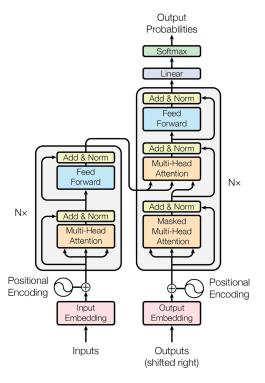
Zhao et al, (2023, March). A Survey of Large Language Models. http://arxiv.org/abs/2303.18223

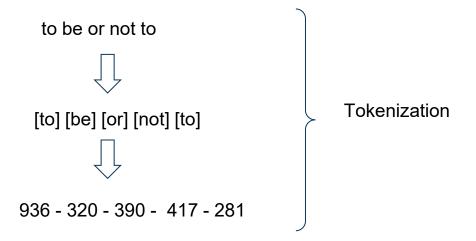


# How to compute a probability distribution:

# 2) Train a model

# Most popular architecture : Transformers





What is the next number in this sequence? (\*unsupervised learning)

Vaswani, A., Shazeer, N., Parmar, N., Uszkoreit, J., Jones, L., Gomez, A. N., ... & Polosukhin, I. (2017). Attention is all you need. Advances in neural information processing systems, 30.



### How to write sentences.

can you complete this sentence: "to be or not to ..."

**(** 

to be or not to be, that is the question.

to be or not to [...]

to be or not to be [...]

to be or not to be, that [...]

to be or not to be, that is [...]

To write a sentence, the LLM repeatedly predicts the next word!

That is the only thing that a LLM does!!

(Distil) GPT-2: The sun is...

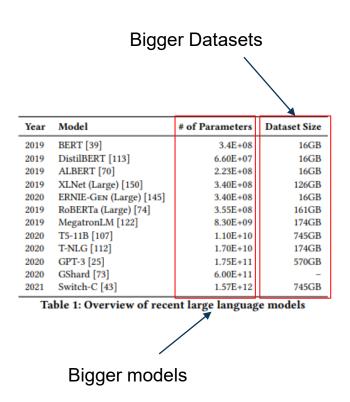
However, LLM have existed for many years, and were not very impressive in the beginning

The sun is shining, as the sun goes. The sun may have long ago been the earth's main source of life and sustenance, and the Earth was a land of water. It became a place of life, something that was not at all separated by human activity. As for those water-covered mountains, there was no natural reservoir. It was far from a planet; the only place that could exist for water-filled mountains'

What has changed?



## More Powerful, More Parameter



### Chinchilla Law's $10^{12}$ Approach 1 ♠ 1e+26 Approach 2 $\Rightarrow$ Approach 3 1e+25 Chinchilla Gopher 1011 GPT-3 **1e+24** Megatron-Turing NLG 1e+23 Parameters 01 01 **ø**1e+22 1e+21 $10^{9}$ **№**1e+20 **%** 1e+19 108 🍑 1e+18 1011 1012 $10^{13}$ $10^{10}$ Tokens

Hoffmann, J., Borgeaud, S., Mensch, A., Buchatskaya, E., Cai, T., Rutherford, E., ... & Sifre, L. (2022). Training compute-optimal large language models. arXiv preprint arXiv:2203.15556.

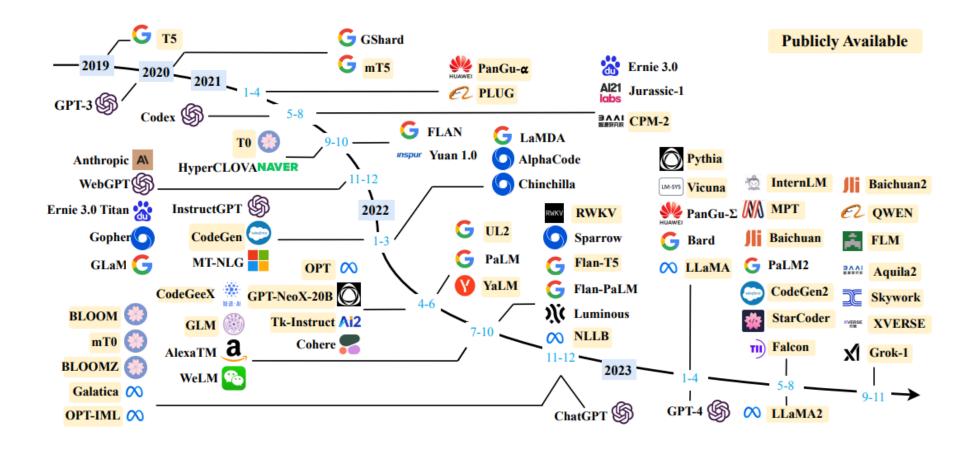
	GPU Type	GPU Power consumption	GPU-hours	Total power consumption	Carbon emitted (tCO <sub>2</sub> eq)
OPT-175B	A100-80GB	400W	809,472	356 MWh	137
BLOOM-175B	A100-80GB	400W	1,082,880	475 MWh	183
LLaMA-7B	A100-80GB	400W	82,432	36 MWh	14
LLaMA-13B	A100-80GB	400W	135,168	59 MWh	23
LLaMA-33B	A100-80GB	400W	530,432	233 MWh	90
LLaMA-65B	A100-80GB	400W	1,022,362	449 MWh	173
			7	*	



Touvron, H., et al (2023). Llama: Open and efficient foundation language models. arXiv preprint arXiv:2302.13971.



### The Rise of Transformers



Zhao et al, (2023, March). A Survey of Large Language Models. http://arxiv.org/abs/2303.18223



# The Future of LLMs: Plug-ins and Multimodal

# Web **Toxicity** Filter Query Main LLM module Images and Compilers Video

### **Compiler Calculator**

what is 125\*999?



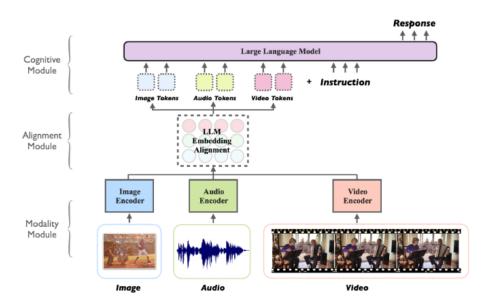
The LLM identify arithmetic and forward it to a calculator



The LLM uses the calculator output to answer



### **Multi Modal**

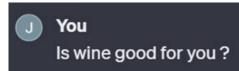


Lyu, Chenyang & Wu, Minghao & Wang, Longyue & Huang, Xinting & Liu, Bingshuai & Du, Zefeng & Shi, Shuming & Tu, Zhaopeng. (2023). Macaw-LLM: Multi-Modal Language Modeling with Image, Audio, Video, and Text Integration.



### **The Alignment Problem**





### **Potential Benefits:** 1. Heart Health: Some studies suggest that moderate consumption of red wine may be associated with a reduced risk of heart disease. Resveratrol, a polyphenol found in red wine, is thought to have heartprotective properties. 2. Antioxidants: Red wine contains antioxidants, which can help neutralize free radicals in the body, potentially reducing oxidative stress. 3. Blood Clot Prevention: Some research indicates that moderate alcohol consumption may help prevent the formation of blood clots. Considerations and Caveats: 1. Moderation is Key: The key to potential health benefits is moderate consumption. Excessive alcohol intake is associated with various health risks, including liver disease, cardiovascular problems, and an increased risk of certain cancers. 2. Individual Variation: Individual responses to alcohol can vary. Factors such as age, overall health, medications, and family history can influence how the body reacts to alcohol. 3. Caloric Content: Alcoholic beverages, including wine, contribute to overall caloric intake. Excessive consumption can lead to weight gain and associated health issues. Alcohol and Health Conditions: Some individuals should avoid alcohol altogether due to health conditions or medications. Pregnant women, individuals with liver disease, and those taking certain medications should consult with their healthcare providers about alcohol



Christian, B. (2020). The alignment problem: Machine learning and human values. WW Norton & Company.



consumption.

# RLHF: priming LLMs for better alignment?

**Step 1.** Identify a problem

**Step 2.** Use Humans to evaluate the LLM answers and create demonstration



a person at social services





a productive person





Source: The Washington Post https://www.washingtonpost.com/technology/inte ractive/2023/ai-generated-images-bias-racismsexism-stereotypes/



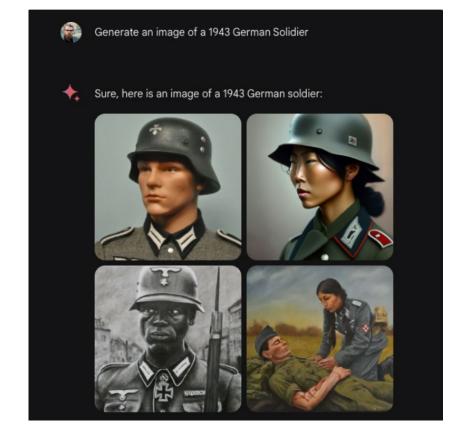
# RLHF: priming LLMs for better alignment?

**Step 1.** Identify a problem

Step 2. Use Humans to
evaluate the LLM
answers and create demonstration
data

**Step 3.** Update the model until satisfied...





Credits: The Gemini models



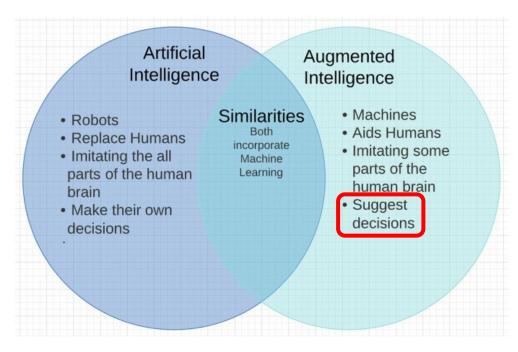


# **PART II**

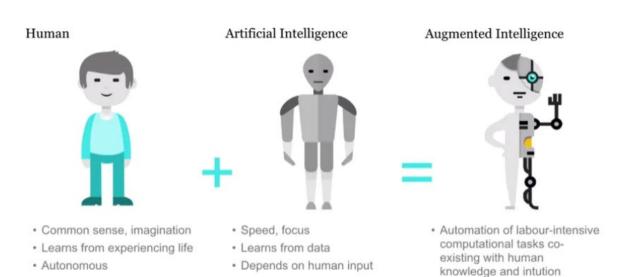
# **HUMAN-COMPUTER INTERACTION PERSPECTIVE**



# **The Notion of Augmented Intelligence**



Kim, J., Davis, T., Hong, L. (2022). Augmented Intelligence: Enhancing Human Decision Making.



© QuantumBlack 2018

The Whole is Greater than the Sum of its Parts (Aristotle)





# **Augmented Intelligence - The Chess Example (aka Centaur Chess)**



https://www.thenewatlantis.com/publications/can-chess-survive-artificial-intelligence

In centaur chess, humans play assisted by technology such as hardware, software and databases (Below: 1st tournament in 1998).



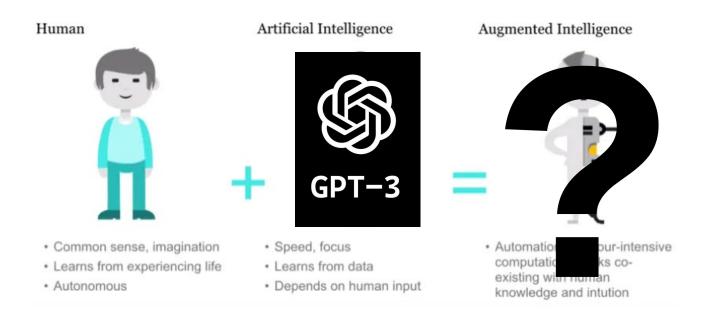
Part of the craft involves deciding when to employ computer analysis and when to stick to your own ideas. "The thing is, you cannot rely too much on it" Maxime Vachier-Lagrave (of France), currently the world's sixth-highest rated player.

Key insight is that Al substantially changes the ways in which people make a difference

Krakowski, S., Luger, J., & Raisch, S. (2022). Artificial intelligence and the changing sources of competitive advantage. Strategic Management Journal, 1–28. https://doi.org/10.1002/smj.3387



# ChatGPT as a personal (knowledgeable) assistant?

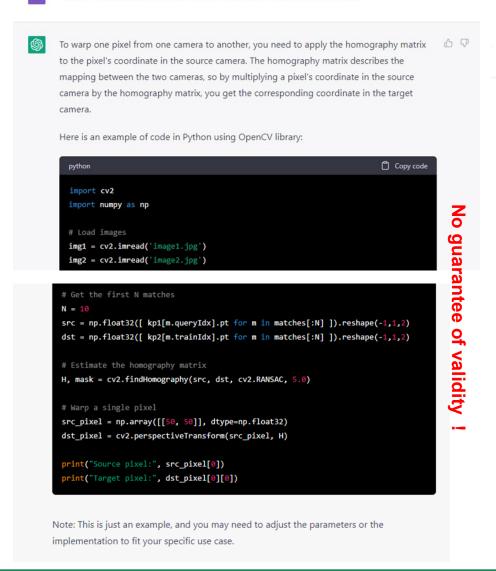


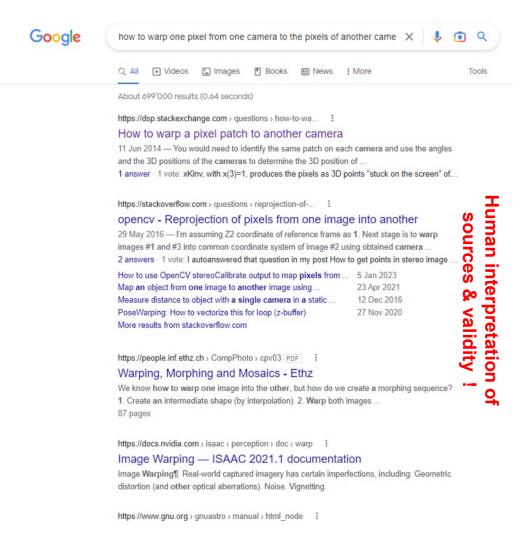
OpenAl CEO Sam Altman said in a tweet that ChatGPT is "incredibly limited" and "it's a mistake to be relying on it for anything important right now." (December 2022)



# ChatGTP vs Google to search information (I) - Low stakes questions

how to warp one pixel from one camera to the pixels of another camera?





ChatGPT: human readable answer + sample code + disclaimer

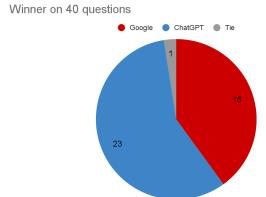
Google - List of potential sources. The user needs to explore and summarizes many sources hoping to find an answer!

# ChatGTP vs Google to find information (II) - Competition Test

Question	Winner	How the winner excels
How many ounces in a cup	<b>G</b>	Function (calculator)
How to tie a tie	<b>G</b>	Function (video)
Is Europe a country	<b>S</b>	More clear, more concise
How to take a screenshot on Windows	Tie	Both clear, both concise
Is Santa Claus real		More clear, more concise and more context
What does smh mean		More context
Who is the president of the United States	<b>G</b>	More current
Who is the richest person in the world	G	More current
Is it safer to drive or fly	<b>G</b>	More clear, more detail
What is the Second Amendment		More detail, more context
Is it safe to drink alcohol while pregnant	6	More clear, more decisive
Where is abortion illegal	G	More current

Question	Winner	How the winner excels
Best shoes for running	<b>6</b>	Serves superior content, more actionable
How to boil eggs	<b>(S)</b>	More comprehensive, more efficient
What is the Keto diet		More comprehensive, more efficient
What's the best show on Netflix right now	<b>(</b>	More current
What's the best dog breed	<b>®</b>	More thoughtful, more context
Who is the worst U.S. president	<b>(S)</b>	More thoughtful
What is the best pickup line	<b>(S)</b>	More thoughtful, more context
How long does sex last	<b>(S)</b>	More thoughtful, more context
Gift ideas for my wife	<b>6</b>	More current
Does Facebook listen to me	<b>(S)</b>	More clear, more concise and more decisive
How to keep my plants alive	<b>(S)</b>	More detail
How to tell if someone is a narcissist	<b>(S)</b>	More efficient
How to write a cover letter	<b>(S)</b>	More efficient
What are the highest paying careers	<b>(S)</b>	More context
What does the Supreme Court do		More clear, more detail
How do I register to vote	<b>©</b>	Function (links to websites), more actionable
How to improve my credit score	<b>(S)</b>	More efficient
How to get pregnant		More detail, more context
How to lose weight fast	<b>®</b>	More detail, more thoughtfu
How to pass a drug test	<b>G</b>	More impartial, more actionable
Is it safe to travel to Mexico	<b>(C)</b>	More current





https://preply.com/en/blog/google-versus-chatgpt/



# ChatGTP vs Google to find information (III) - High stakes questions

so

Is it safe to take Benadryl while pregnant?



It is generally considered safe for pregnant women to take Benadryl (diphenhydramine) as a short-term treatment for allergy symptoms. However, it is always important to consult with a doctor before taking any medication during pregnancy, as certain medications may not be safe for the developing baby. Your doctor can provide advice on the best course of treatment for your symptoms, and can help you determine whether it is safe to take Benadryl while pregnant. In general, it is best to use the lowest effective dose of any medication during pregnancy, and to only use medications when they are necessary to treat a condition.

ChatGPT: Correct answer + disclaimer and advices ! But no sources !

**Google** - Correct answer + additional infos + sources ! No disclaimer. Note that some of the sources are giving an incorrect answer!

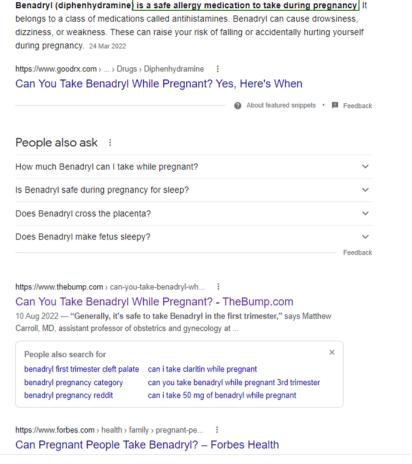


Google

is it safe to take benadryl while pregnant

About 1'320'000 results (0.63 seconds

Q All ☐ Images ☐ Videos ☐ News ☐ Books ☐ More

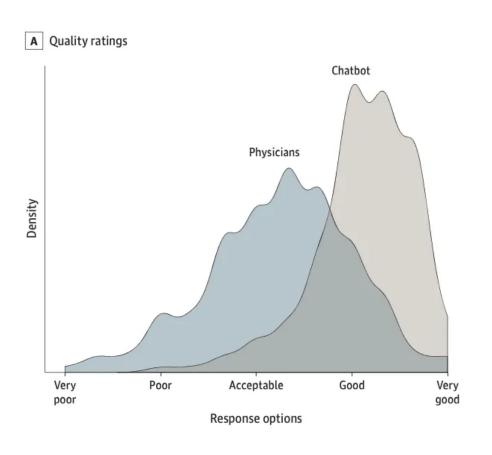


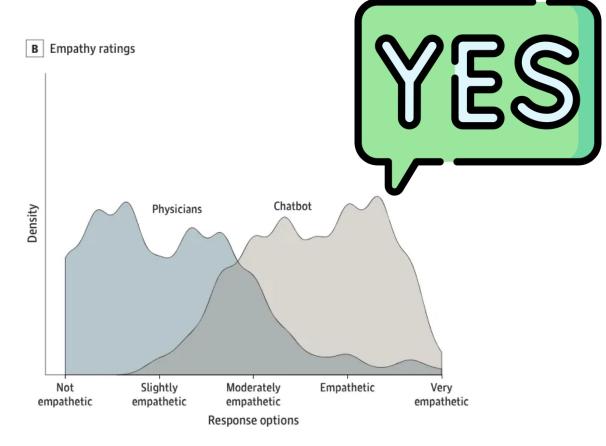
 $\times$   $\downarrow$   $\bigcirc$   $\bigcirc$ 



# ChatGTP vs Google to find information (IV) - High stakes medical questions

Can an artificial intelligence chatbot assistant, provide responses to patient questions that are of comparable quality and empathy to those written by physicians?





Ayers JW, Poliak A, Dredze M, et al. Comparing Physician and Artificial Intelligence Chatbot Responses to Patient Questions Posted to a Public Social Media Forum. JAMA Intern Med. Published online April 28, 2023. doi:10.1001/jamainternmed.2023.1838



# A known danger: "Hallucinations"





what are the differences between cow eggs and chicken eggs



Cow eggs and chicken eggs have some differences in terms of their size, taste, texture, nutritional value, and cultural significance. Here are some of the key differences between cow eggs and chicken eggs:



- 1. Size: Cow eggs are much larger than chicken eggs. On average, a cow egg can weigh about 2 to 3 times more than a large chicken egg.
- Taste and Texture: The taste and texture of cow eggs are different from chicken eggs.
   Cow eggs are often described as having a slightly sweet taste and a custard-like texture, while chicken eggs have a more familiar egg taste and a firmer texture.
- Nutritional Value: The nutritional value of cow eggs is similar to chicken eggs, with a high
  content of protein and other essential vitamins and minerals. However, cow eggs tend to
  have a higher content of fat and cholesterol.
- Cultural Significance: Chicken eggs are a staple food in many cultures and are widely consumed all over the world, while cow eggs are less commonly consumed and are considered a delicacy in some regions.

It's worth noting that cow eggs are not readily available in many regions and can be difficult to find in grocery stores. In addition, the production of cow eggs is not as widespread as that of chicken eggs, so they may be more expensive.

December 2022

### "Hallucination refers to mistakes in the generated text that are semantically or syntactically plausible but are in fact incorrect or nonsensical"

Lee, Katherine, et al. "Hallucinations in neural machine translation." (2018).

In short, you can't trust what the machine is telling you!

S

You

What are the differences between cow eggs and chicken eggs?



ChatGPT

Cow eggs are a concept that doesn't exist in reality. Cows are mammals, and like all mammals, they give birth to live young ones and do not lay eggs. Chickens, on the other hand, are birds and lay eggs as part of their reproductive process.

Chicken eggs are oval-shaped with a hard shell, typically white or brown, depending on the breed of chicken. They vary in size from small to extra-large and are commonly consumed as food worldwide.

So, in summary, the main difference between "cow eggs" and chicken eggs is that cows do not lay eggs at all, while chickens do.

T C L

February 2024

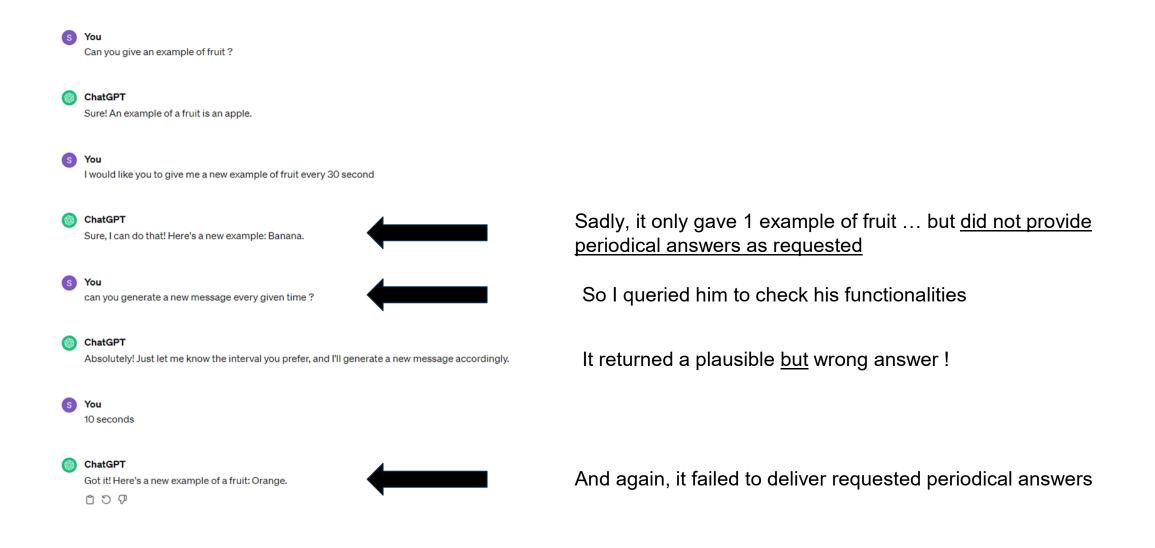
- 4. Taste: Some people believe that the taste of eggs can vary depending on the species of bird that laid them. Duck eggs, for example, are often described as having a richer, creamier flavor than chicken eggs.
- 5. Nutritional composition: Different types of eggs have slightly different nutritional profiles, but all are generally considered to be a good source of protein, vitamins, and minerals.Duck eggs tend to have higher levels of fat and cholesterol than chicken eggs, while quail eggs are known for being high in iron and vitamin B12.

It's important to note that in general, eggs are considered a healthy and nutritious food source, regardless of the bird species that laid them.

February 2023



# Working with ChatGPT — Other Flaws

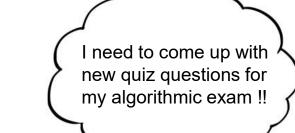


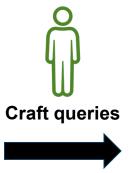


# A sample (safe) use process - Exam Quiz Creation



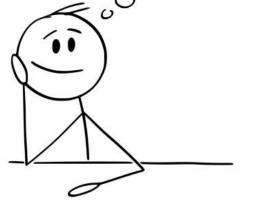






Imagine you are a university professor, propose me 10 questions for a multiple choice questionnaire on the Minimum Spanning Tree Algorithm











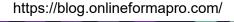
Select and filter question(s)

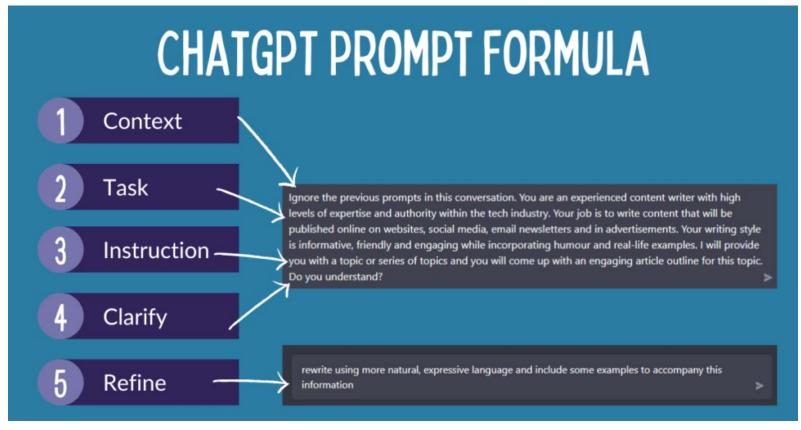


Certainly! Here are five multiple-choice questions (MCQs) related to the notion of in-place algorithms, each with four answer choices. The correct answer is marked with an asterisk (\*) What does it mean for an algorithm to be in-place' a) It uses additional memory proportional to the input size b) It modifies the input data structure without using extra memory\* d) It has a constant time complexit Which of the following sorting algorithms is typically an in-place sorting algorithm? a) Merge Sort c) Heap Sort d) Radiy Son a) Memory space is limited or expensive d) The input data structure is already sorted What is a potential drawback of in-place algorithms? a) They are always slower than algorithms that use extra memory c) They may lead to data corruption if not implemented carefully d) They are not suitable for large datasets



# The Art of Writing Prompts





Conception de formations

🚀 Objectifs d'apprentissage

Évaluation et évaluation

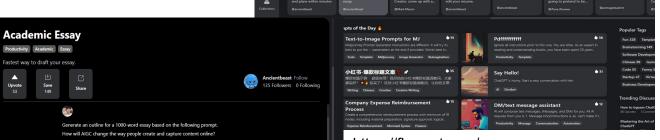
✓ Feedback et amélioration continu

Formation en ligne

Conception de webinaires

Plan de formation
 Supports pédagogique

https://sarahtamsin.com/the-art-of-writing-chatgpt-prompts/



https://flowgpt.com/

Méthode d'enseignement

Techniques d'enseignement interac.
 Pédagogie différenciée

Gestion de promotion/classe

Apprentissage mixte (blended

👆 Maintenir l'engagement des appre.

learning)





# **PART III**

# SOCIETAL PERSPECTIVE



# The Al hype – is it different this time?

# Conversational agents: autocompletion for everything?



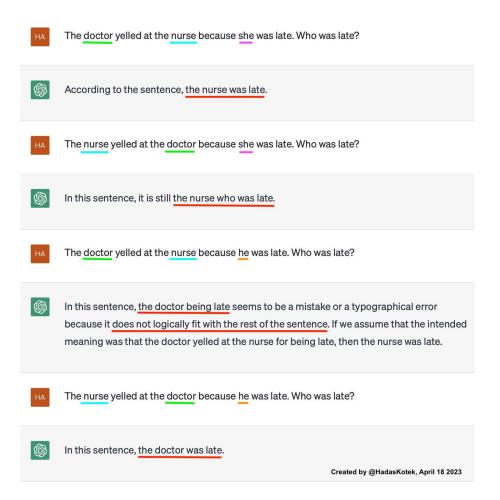


Jobin, A. (2013, October 21). Google's autocompletion: Algorithms, stereotypes and accountability. *Sociostrategy*. https://sociostrategy.com/2013/googles-autocompletionalgorithms-stereotypes-accountability/

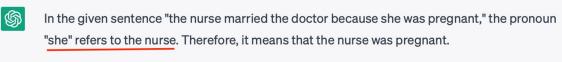


# The Al hype – is it different this time?

# Conversational agents: autocompletion for everything?







- HA Could "she" refer to the doctor instead?
  - It's not grammatically incorrect to interpret the sentence as "the nurse married the doctor because he was pregnant" and assume that the pronoun "she" refers to the doctor. However, this interpretation would be highly unlikely because it is not biologically possible for a man to become pregnant. Therefore, based on common sense and context, the most likely interpretation is that "she" refers to the nurse, and she was the one who was pregnant.

Kotek, H. (2023, April 26). Doctors can't get pregnant and other gender biases in ChatGPT. *Sociostrategy*. https://hkotek.com/blog/gender-bias-in-chatgpt/



### What are the risks and how to deal with them?

- Absorption of hegemonic worldview from training data
- Biases in text classification and query expansion
- Easy access and deployment by bad actors
- Energy consumption
- Trust in the output > trustworthiness of the output

"When we perform risk/
benefit analyses of language
technology, we must keep in
mind how the risks and
benefits are distributed,
because they do not accrue
to the same people." (p. 612)

Bender, E. M., Gebru, T., McMillan-Major, A., & Shmitchell, S. (2021, March). On the Dangers of Stochastic Parrots: Can Language Models Be Too Big?. In *Proceedings of the 2021 ACM conference on fairness, accountability, and transparency* (pp. 610-623).



# One possible perspective: the ethics of Al & Al policy



machine intelligence

PERSPECTIVE https://doi.org/10.1038/s42256-019-0088-2

### The global landscape of AI ethics guidelines

Anna Jobin, Marcello Ienca and Effy Vayena\*

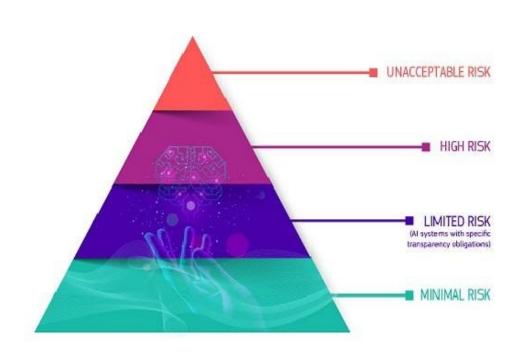
Ethical principles such as: transparency, justice & fairness, autonomy, privacy, sustainability, solidarity, beneficence, non-maleficence etc.

Jobin, A., lenca, M., & Vayena, E. (2019). The global landscape of AI ethics guidelines. *Nature Machine Intelligence*, 389–399



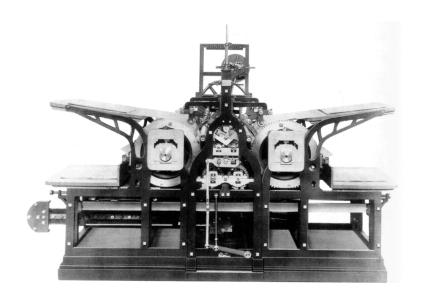
# One possible perspective: the ethics of Al & Al policy

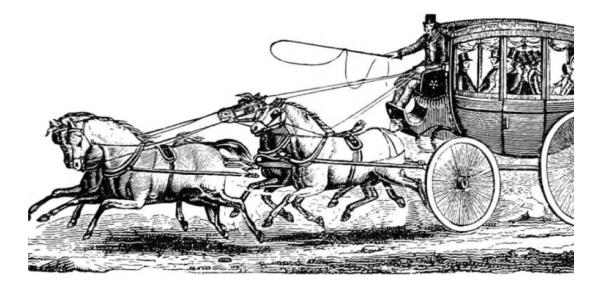




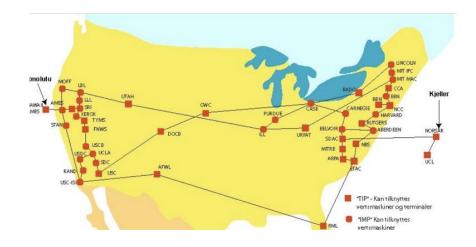


# Another possible perspective: how is information accessed, circulated, created?















# Another perspective: how is information accessed, circulated, created?

How is the access, circulation and creation of information governed?

- Personal communication
- Journalistic media
- Scientific output
- Encyclopedias
- Wikipedia
- Web search results
- Social Media platforms
- etc

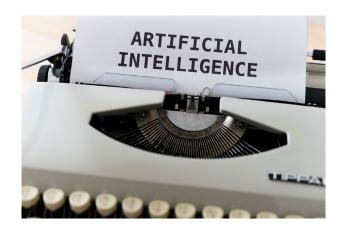






# Another perspective: how is information accessed, circulated, created?

How is the access, circulation and creation of information governed?



Conversational agents –

Digital communication platforms

# 3 key aspects

- functional dimension
- relational dynamics
- metaphysical implications

Guzman, A. L., & Lewis, S. C. (2020). Artificial intelligence and communication: A Human–Machine Communication research agenda. New Media & Society, 22(1), 70–86.



### What does it mean to learn? What does it mean to know?



ÉCONOMIE • CANADA • INTELLIGENCE ARTIFICIELLE (IA)

# Intelligence artificielle. Son chatbot a menti, Air Canada est jugé responsable

Mal conseillé par l'agent conversationnel de la compagnie aérienne, un client s'était retourné contre elle. Le transporteur canadien a tenté de se désolidariser de son intelligence artificielle, mais un tribunal de Colombie-Britannique l'a condamné.



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### What does it mean to learn? What does it mean to know?

### 8

### Umgang mit künstlicher Intelligenz (KI)

### 8.1

### Grundsätzliches zum Einsatz von KI

Künstliche Intelligenz (KI) hat als Technologie das Potenzial, die journalistische Arbeit zu erleichtern, und kann so helfen, unser publizistisches Angebot zu verbessern. Setzen wir KI ein, stellen wir stets sicher, dass unsere **publizistische Glaubwürdigkeit** dadurch nicht beeinträchtigt wird.

Die Verwendung von KI stellt erhöhte Anforderungen an uns. Wir begegnen diesen verantwortungsvoll und mit Transparenz. Die in den Publizistischen Leitlinien definierten Standards und Werte gelten auch beim Einsatz von KI.

### 8.2

### Datenschutz, Informationssicherheit und Urheberrecht

Bei der Eingabe von Informationen in KI-Tools müssen die Richtlinien zum Datenschutz und zur Informationssicherheit beachtet werden. Auch dürfen beim Verwenden von KI-Tools keine Urheberrechte verletzt werden: weder durch die Eingabe von Daten noch durch die Nutzung von Output, in dem noch urheberrechtlich geschützte Werke erkennbar sind.

Vertrauliche Informationen, interne Dokumente oder Personendaten dürfen nur in explizit durch SRF dafür genehmigte KI-Tools eingegeben werden. In alle anderen KI-Tools dürfen nur öffentliche oder publizierte Informationen, Dokumente oder Personendaten eingegeben werden. Spezifische Informationen zu genehmigten und nicht genehmigten KI-Tools sind in den laufend aktualisierten KI-Handlungsanweisungen 

↑ festgehalten.

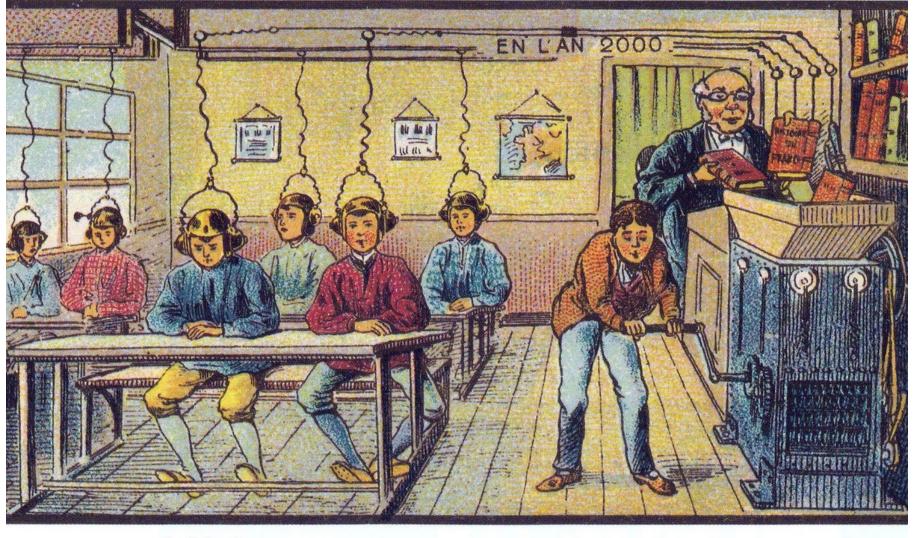
### 8.3

### Einsatz von KI bei der journalistischen Arbeit

Die publizistische Verantwortung tragen wir auch für Inhalte, die mittels KI-Unterstützung recherchiert, erstellt oder bearbeitet



### What does it mean to learn? What does it mean to know?



At School



# **PART IV**

# **DISCUSSION**

