

MATCHING COMMUNICATION WITH CHATGPT: AN INNOVATIVE SOLUTION TO MAINTAIN HARMONIOUS RELATIONSHIPS BETWEEN CLOSE FRIENDS

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Abstract

This study examined the role of ChatGPT, an AI-powered language model, in supporting harmonious communication among close friends through the application of Matching Communication techniques derived from Neuro-Linguistic Programming (NLP). A quantitative method was used to collect data from 25 university students who actively used ChatGPT in their digital communication. The research focused on key aspects such as message clarity, emotional expression, tone adjustment, and conflict resolution. Results showed that ChatGPT enabled users to articulate their messages more clearly, adjust their language to match their conversational partner's style, and manage conflicts more effectively. Most participants agreed that aligning communication styles increased comfort in conversations and helped reduce misunderstandings. However, while ChatGPT was perceived as a valuable aid, it was not considered a replacement for face-to-face communication, which remains essential for emotional depth and relational authenticity. This study concluded that ChatGPT, when used with awareness and intention, can enhance interpersonal communication by supporting empathy and clarity, but must be complemented by real human interaction to sustain meaningful relationships.

Keywords: *Chatgpt; Matching Communication; Interpersonal Communication; Friendship; Digital Communication.*

INTRODUCTION

In the era of rapidly evolving digital communication, maintaining harmonious relationships with close friends has become a unique challenge. The advancement of technology, particularly Artificial Intelligence (AI), has significantly transformed the way humans interact. Among the most prominent innovations in this field are conversational

agents like ChatGPT, which are capable of understanding and responding to human language with increasing sophistication. This technology presents new possibilities for enhancing interpersonal communication, especially in fostering more harmonious relationships in digital settings.

One approach that shows promise in improving interpersonal communication is the Matching Communication technique. Matching is the process of aligning two or more entities to determine whether they share similarities or compatibility. In the context of Neuro-Linguistic Programming (NLP), matching refers to the ability to understand and mirror another person's communication style. As noted by [Hartati et al. \(2024\)](#), this technique helps communicators adapt their verbal and non-verbal patterns to build a stronger connection. [Singh and Ahmad \(2020\)](#) further explained that matching and mirroring can foster comfort and trust by encouraging individuals to subtly imitate their conversation partner's style. This approach has been associated with improved relationship dynamics and more intimate conversational atmospheres.

Before the integration of AI into personal communication, exchanges between close friends were often unstructured, emotionally unclear, and prone to misunderstandings. These issues frequently stemmed from ambiguous sentences, mismatched tone, or emotional detachment, even in well-intentioned conversations. Many individuals find it difficult to express themselves accurately, particularly during emotionally charged moments, leading to tension and distance in digital interactions.

For example, consider the following situation:

Non-matching example:

A: "I'm really sad, I failed my audition earlier."

B: "Well, maybe you just didn't try hard enough."

This type of response often comes across as blaming or dismissive, increasing emotional distress.

Matching example:

A: "I'm really sad, I failed my audition earlier."

B: "I get it, that must feel really tough. But I'm proud of you for being brave enough to try."

Here, empathy and emotional support are conveyed, making the speaker feel heard and understood.

These examples illustrate how misalignment in tone, style, or timing can easily lead to strained communication, even among close friends. Without deliberate strategies for adjusting communication styles, relationships risk becoming fragmented.

In digital contexts, AI-powered tools such as ChatGPT offer the potential to bridge these communication gaps. By applying NLP principles like pacing, leading, and sensory-based communication, ChatGPT can mirror a user's conversational patterns. This makes interactions feel more natural and can help users craft messages that are both empathetic and strategic, reducing the likelihood of misunderstandings. As [Huang and Rust \(2021\)](#) observed, such tools allow individuals to refine the tone and structure of their messages, thus fostering harmony in relationships.

Moreover, ChatGPT's ability to adapt to different communication styles may be especially beneficial in navigating interpersonal differences. It enables users to better understand each other's perspectives and supports effective conflict resolution. Integrating NLP techniques into AI communication thus positions ChatGPT as a potential facilitator for more emotionally intelligent digital interactions.

However, the use of AI in social relationships also raises ethical concerns. [Bender and Koller \(2020\)](#) caution against overreliance on artificial systems for emotional exchanges, warning that such dependence might undermine the authenticity of human interaction. While AI can enhance communication, it must not replace the human element that forms the foundation of meaningful relationships.

Based on these considerations, the objective of this study is to investigate the extent to which ChatGPT, when integrated with Matching Communication techniques derived from NLP, can support clearer, more empathetic, and harmonious communication between close friends. This research aims to contribute to the growing discourse on how AI can function as a supportive, rather than substitutive, tool in building and maintaining interpersonal relationships in the digital age.

LITERATURE REVIEW

Matching Technique in Neuro-Linguistic Programming (NLP)

Matching communication in Neuro-Linguistic Programming (NLP) refers to the technique of aligning one's communication style both verbal and nonverbal with the person they are interacting with. The goal is to create a sense of comfort, trust, and connection during conversations. Although the term matching is not explicitly highlighted as a standalone subheading in the journal, the concept is strongly reflected in the discussions of empathic listening, particularly in the sensing and processing stages.

In the sensing stage, the listener tries to understand not only the spoken content but also the unspoken emotions and intentions. This aligns with the matching technique in Neuro-Linguistic Programming (NLP), where communicators adapt their tone, body language, and listening cues to reflect or align with their conversation partner. Additionally, in the processing stage, the concept of mirroring reflecting both the content and the emotion of what was said closely resembles matching, as it helps the listener build rapport and demonstrate genuine understanding.

A good communicator not only applies the matching technique but also delivers messages in a structured and harmonious manner. This is essential to avoid misunderstandings, ambiguous statements, and mismatched tones that could lead to conflict or discomfort in communication. The application of matching in communication enhances mutual understanding not just in personal relationships, but also in broader social environments.

AI and ChatGPT in Enhance Interpersonal Communication

In recent years, artificial intelligence (AI) has made significant strides in reshaping communication, particularly through platforms like ChatGPT. As an AI-driven model, ChatGPT has demonstrated a remarkable ability to engage in meaningful conversations by mimicking human communication patterns, including nuances such as tone, word choice, and empathy. According to [Welivita and Pu \(2024\)](#), ChatGPT's responses were rated as more empathetic than those of humans by approximately 10%, highlighting its capacity to adjust communication styles effectively. This adaptability aligns with the principles of Neuro-Linguistic Programming (NLP), particularly the techniques of matching and mirroring, where communication is adjusted to mirror the style of the conversation partner, fostering a more comfortable and engaging interactions.

One of the significant benefits of ChatGPT in interpersonal communication is its role in reducing misunderstandings and providing a safer space for individuals to express their thoughts. [Gnewuch et al. \(2022\)](#) highlighted that AI tools like ChatGPT help users articulate their emotions and thoughts with greater clarity, thus reducing the risk of miscommunication. For instance, a user dealing with a personal conflict might use ChatGPT to frame a message more carefully before sending it, ensuring that it conveys the right emotional tone.

However, while AI offers these benefits, there are concerns regarding over-reliance on technology for communication. [Floridi and Chiriatti \(2020\)](#) argue that excessive dependence on AI for emotional exchanges could lead to a loss of authenticity in interpersonal interactions. As AI models become increasingly sophisticated, the challenge remains to maintain a balance between leveraging technology for enhancing communication and ensuring that genuine, human connections are not diminished. Thus, while ChatGPT can enhance communication, its role should be complementary to, rather than a replacement for, direct human engagement.

Innovations in Maintaining Friendship Harmony in the Digital Era

Amidst the rapid growth of digital technology, maintaining harmonious friendships has become an increasingly complex challenge. Dependence on digital communication, differing communication styles, and physical distance between close friends often create barriers to building strong, harmonious relationships. Furthermore, misunderstandings in online communication are often exacerbated by the lack of emotional nuance in text-based messages, making individuals feel isolated or disconnected. Therefore, innovations in communication approaches that combine technology and psychological techniques like NLP can be effective solutions to maintain friendship harmony.

- 1) Using Matching Techniques in Digital Communication:** One innovation that can be applied to enhance communication within friendships is the use of matching techniques from NLP. By leveraging AI tools such as ChatGPT, communication between friends can be personalized by aligning language style, tone, and communication patterns. This technique helps foster a stronger emotional connection, reduce misunderstandings, and prevent potential conflicts in friendships (Lopes et al., 2021).
- 2) Real-Time Feedback to Improve Communication Skills:** Another innovation is the use of artificial intelligence (AI) to provide real-time feedback on communication styles. A study by Lin et al. (2024) introduced an interactive training system that uses large language models to simulate personalized communication coaching and deliver just-in-time feedback to support the practice and learning of interpersonal effectiveness skills. This technology helps individuals become more aware of their communication methods and their impact on relationships.

METHODS

This study uses a quantitative approach to assess the effectiveness of ChatGPT in maintaining harmonious communication among close friends, focusing on aspects such as message clarity, emotional expression, conversation depth, and conflict resolution. Participants are students from the English Literature program at Universitas Negeri Medan, who actively use ChatGPT for digital communication.

Data is collected via an online questionnaire distributed through Google Forms, designed to evaluate AI-mediated communication in terms of message clarity, emotional expression, conversation flow, and conflict resolution. The survey includes Likert scale questions for quantitative data and open-ended questions for qualitative insights.

The sample consists of 25 students from the English Literature Class C, Class of 2023. Purposive sampling is used to target active ChatGPT users. Data analysis involves descriptive statistics for quantitative data and thematic analysis for qualitative responses. The findings will determine how ChatGPT influences interpersonal communication and its role in maintaining harmonious relationships.

RESULTS AND DISCUSSIONS

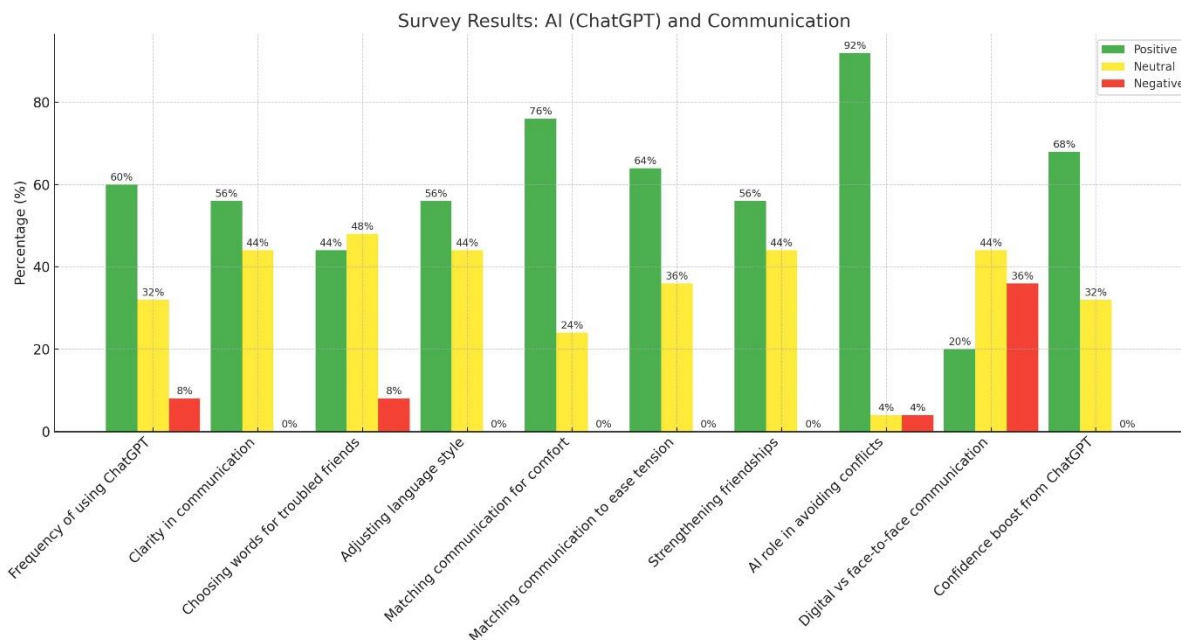


Figure 1. Survey Results: AI (ChatGPT) and Communication

The frequency of using digital tools, including ChatGPT, to help compose messages or communicate with close friends. Based on the results, the responses showed varying levels of reliance on these tools. Out of 25 participants, the majority (**60%**) reported using digital tools either "sometimes" 32% or "often" 28%. This indicates that most participants turn to AI tools with moderate regularity, suggesting a growing, yet not overwhelming, integration of technology in personal communication. Meanwhile, **32%** stated they "rarely" used these tools, and **8%** mentioned they "never" used them. Notably, none of the respondents selected "always," highlighting that while digital tools like ChatGPT are considered helpful, they have not yet become the dominant method for crafting personal messages. These findings suggest that although a majority use AI tools at least occasionally, there remains a balanced approach — with most participants relying on technology as a supplementary aid rather than a primary means of communication.

The effectiveness of ChatGPT in helping users express their messages more clearly to friends. Based on the results, participants' responses varied. Out of 25 respondents, 16% "strongly agreed" that ChatGPT enhances their ability to communicate their thoughts clearly, while 40% "agreed." This means that a majority of participants (**56%**) view ChatGPT as a helpful tool for improving message clarity. Meanwhile, **44%** of respondents selected "neutral," indicating that while they may use ChatGPT, they do not always experience a significant improvement in how their messages are conveyed. Interestingly, none of the participants chose "disagree" or "strongly disagree" (**0%**), suggesting that ChatGPT is not perceived as a negative influence on communication. These findings suggest

that while many participants recognize ChatGPT's potential to support clear expression, there remains a level of uncertainty or indifference regarding its overall impact.

The effectiveness of ChatGPT in helping users choose the right words or tone when communicating with a friend going through a difficult time, the responses were quite varied. Out of 25 participants, **8%** strongly agreed that ChatGPT is very effective, while 36% agreed. This indicates that **44%** of respondents view ChatGPT as a useful tool in providing thoughtful and empathetic responses. Meanwhile, **48%** of participants chose a neutral stance, suggesting that although they may use ChatGPT, they do not always notice a significant impact on how they convey emotional support. Interestingly, only 4% found ChatGPT ineffective, and none selected "Very Ineffective," implying that while its effectiveness is not always prominent, ChatGPT is not seen as a negative influence in sensitive communication. These findings reflect that while many users recognize ChatGPT's potential in assisting with emotionally sensitive conversations, there remains a sense of uncertainty about its ability to fully capture the subtleties of human emotions.

The survey explored whether users consciously adjust their language style or tone to match a friend's way of communicating. Based on the results, the responses showed a range of tendencies. Out of 25 participants, 20% stated that they "always" adapt their communication style, while 36% reported doing so "often." This indicates that more than half of the respondents (**56%**) actively consider their friend's communication style during interactions, highlighting an awareness of the importance of language adjustment for effective social engagement. Meanwhile, **44%** of participants selected "sometimes," suggesting that although they may adjust their language occasionally, it is not a consistent practice. Interestingly, none of the respondents chose "never" or "rarely" (**0%**), implying that all participants, to some extent, acknowledge the need for flexibility in their communication styles. These findings suggest that most users are aware of the social dynamics involved in communication and are willing to modify their language to build rapport and strengthen relationships.

Matching communication styles — such as tone and word choice — makes conversations with friends more comfortable. Based on the results, the responses showed a generally positive trend. Out of 25 participants, 32% "strongly agreed" and 44% "agreed" that matching communication styles helps create a more relaxed and friendly atmosphere during conversations. This means that a majority of respondents (**76%**) believe that adapting their communication enhances their social interactions. Meanwhile, **24%** of participants selected "neutral," suggesting that while they do not oppose the idea, they may not have noticed a significant difference in comfort levels due to these adjustments. Notably, none of the respondents chose "disagree" or "strongly disagree" (**0%**), indicating a general acknowledgment that aligning communication styles does not negatively affect their interactions. These findings highlight that most participants recognize matching communication styles as a valuable tool for fostering smoother conversations.

Matching and adapting communication styles helps ease tension during misunderstandings with friends. Based on the results, the responses showed a predominantly positive outlook. Out of 25 participants, 56% found it "helpful," while 8% considered it "very helpful." This means that a majority of respondents (**64%**) believe that adjusting their way of communicating plays a role in defusing tense situations. Meanwhile, **36%** of participants selected "neutral," suggesting that while they acknowledge the concept, they may not always notice a direct impact on resolving conflicts. Notably, none of the respondents chose "not helpful" or "not helpful at all" (**0%**), indicating that adapting communication styles is generally seen as either beneficial or, at the very least, neutral in easing tension. These findings highlight that most participants recognize the value of matching communication styles as a practical strategy for managing conflicts.

ChatGPT can help strengthen friendships through better communication. Based on the results, the responses reflected mixed perspectives. Out of 25 participants, 48% "agreed" that ChatGPT positively contributes to their interpersonal relationships, while only 8% "strongly agreed." This indicates that a majority of respondents (**56%**) view ChatGPT as a useful tool for enhancing communication with friends. Meanwhile, **44%** of participants selected "neutral," suggesting some uncertainty about ChatGPT's direct impact on their friendships. Interestingly, none of the respondents chose "disagree" or "strongly disagree" (**0%**), implying that while ChatGPT may not be a game-changer for everyone, it is not perceived as a negative influence either. These findings highlight that although many participants recognize ChatGPT's role in supporting effective communication, a significant portion remains hesitant about its ability to truly strengthen friendships.

AI's role, particularly ChatGPT, in helping to avoid conflicts or misunderstandings in friendships. Based on the results, the majority of participants (**92%**) acknowledged ChatGPT's role to some extent, with 72% stating that it "sometimes" helps prevent conflicts and 20% believing it helps "a lot." Meanwhile, only a small percentage expressed doubt about its effectiveness, with **4%** feeling it plays a "small" role and another **4%** seeing "no role at all." Interestingly, none of the respondents selected "very much," suggesting that while most participants see ChatGPT as a useful tool, they do not view it as a primary solution for conflict resolution. These findings indicate that the vast majority recognize ChatGPT's potential to support clearer communication, though its impact is generally perceived as moderate. The limited selection of "small role" and "no role at all" responses implies that even those less confident in ChatGPT's effectiveness still find some value in its ability to reduce misunderstandings.

Digital communication with AI assistance, such as ChatGPT, is more effective than face-to-face interactions in maintaining friendships. Based on the results, the responses varied. Out of 25 participants, **44%** selected "neutral," indicating uncertainty about the effectiveness of AI-driven communication compared to in-person interactions. Meanwhile, **20%** "agreed" that digital communication is more effective, though none "strongly agreed." On the other hand, 32% "disagreed," and 4% "strongly disagreed" (**36%**), suggesting that

a considerable portion of participants still values face-to-face interactions over AI-assisted conversations. These findings suggest that while some respondents recognize the potential of AI tools like ChatGPT in supporting communication, the majority either remain undecided or lean toward the belief that personal interactions hold greater significance.

ChatGPT helps users feel more confident in expressing their thoughts to friends. Based on the results, the responses showed a generally positive outlook. Out of 25 participants, 52% "agreed" that ChatGPT boosts their confidence, while 16% "strongly agreed." This indicates that a majority of respondents **(68%)** view ChatGPT as a helpful tool in articulating their feelings and opinions. Meanwhile, **32%** selected "neutral," suggesting some uncertainty about whether AI directly influences their confidence in communication. Interestingly, none of the participants chose "disagree" or "strongly disagree" **(0%)**, implying that while not everyone experiences a noticeable boost in confidence, there is no perception that ChatGPT hinders their self-expression. These findings highlight that AI tools like ChatGPT can act as a supportive resource for improving communication.

DATA ANALYSIS

Clarity in Communication

1) Misinterpretation is common in digital communication due to the absence of non-verbal cues. Alya shared, *"I texted Dira earlier, but her reply felt kind of cold..."* When asked what she wrote, she said, *"Fine, up to you."* Though she meant to be agreeable, it came off as passive-aggressive. Fina, with help from ChatGPT, suggested rephrasing it as: *"I trust your decision, just let me know later!"* This case shows how vague phrases like "up to you" can lead to misunderstanding. ChatGPT helps users express themselves more clearly and positively, acting as a bridge in emotionally nuanced conversations.

2) In an academic setting, Reza told Lani, *"I talked to my thesis advisor, but he didn't get what I meant."* He had said, *"I'm confused about what to do next, so I'm asking for your guidance,"* but the advisor only replied vaguely. Lani suggested he might have seemed unprepared. She recommended using ChatGPT to rewrite it as: *"I've attempted this part, but I'm unsure about the approach. I'd appreciate your feedback."* This example shows how unclear wording can lead to misinterpretation. ChatGPT can help students organize and phrase messages more effectively in formal contexts.

3) After a meeting, Nisa felt misunderstood. She told Raka, *"I said the concept was too plain and maybe we should change it, then everyone went silent."* Raka suggested her words might've sounded like criticism. With help from ChatGPT, he proposed a gentler version: *"The current concept is already good, but what if we explore other ideas to make it more exciting?"* This case highlights the importance of tone in group settings. ChatGPT helps reframe suggestions into collaborative language, reducing the risk of conflict.

Choosing Words for Troubled Friends

1) Emotional sensitivity in communication is essential, especially when supporting distressed friends. Nina expressed concern: *"I want to cheer up Caca, but she's been really sensitive lately..."* Riri shared how she used ChatGPT: *"I asked ChatGPT to help craft a message. I wrote: 'I'm here if you ever want to talk. Take your time, okay?'"* And she said it made her really happy." This case shows how ChatGPT helps users convey care in emotionally appropriate ways, avoiding harsh or overwhelming language. It acts as a supportive tool to foster emotional safety and strengthen bonds.

2) After seeing their friend cry, Dita told Rani, *"I wanted to approach Sella, but I was afraid I'd say the wrong thing..."* Rani suggested using ChatGPT to draft a gentle message. She shared her own example: *"I don't know what to say, but I'm here if you ever want to talk."* This case highlights how fear of miscommunication can stop people from showing support. With ChatGPT, users can create sincere, non-intrusive messages that provide emotional comfort and show care.

3) Concerned about a withdrawn friend, Arga said, *"I want to check on Danu, but I don't know how to start without sounding pushy."* Lilis recommended using ChatGPT and shared her experience: *"I sent: 'I don't want to pressure you to talk, but I'm here if you ever need a friend.' And he opened up."* This example illustrates the value of emotionally aware communication. ChatGPT helps craft warm, respectful messages that express support without crossing boundaries, making it easier to connect with those in emotional distress.

Adjusting Communication Styles to Match Friends

1) The ability to tailor communication to suit different personalities is a sign of social intelligence. Tara expressed her confusion: *"Sometimes I feel like I need to talk really differently with Nindy and Rara. Nindy likes things straight to the point, but Rara prefers some casual chatting first."* Sasa responded: *"Same here. I even make two versions of a message and ask ChatGPT which one suits each person better."* This example highlights ChatGPT's function as an adaptive communication tool, helping users align their messages with recipients' preferences. By doing so, users reduce the risk of miscommunication and maintain effective, personalized interactions.

2) Aldi felt confused after Timmy reacted negatively to a reminder: *"I wrote, 'Don't forget to send your part today. Don't be late again,' but he seemed annoyed."* Vira pointed out that Timmy is sensitive and prefers a softer tone. She suggested rewording the message with ChatGPT's help: *"Hey Timmy, hope you're doing well! If you get the chance, could you send your part today?"* This example shows how communication style impacts message reception. While Aldi intended to be helpful, his tone came across as harsh. With ChatGPT, users can adjust phrasing to sound more respectful and friendly, preserving both clarity and harmony in social interactions.

3) Faced with different communication styles in her group, Yani said: *"Sarah likes longer chats before getting to the point, while Toni prefers it short and direct. I usually make two versions and ask ChatGPT which suits better."* This reflects an awareness of diverse communication preferences. Rather than relying on one approach, Yani uses ChatGPT to

help tailor her tone, showing adaptability and effort to connect meaningfully. ChatGPT supports users in managing social nuance, fostering smoother collaboration and reducing misunderstanding.

Matching Communication for Comfort

1) Tone and emotional nuance play a critical role in digital communication. Zahra noted: *"Whenever I chat with Lala, I really have to use emojis or softer phrases. She's super sensitive."* Mira added: *"I often ask ChatGPT to help me find a way to say things honestly, but not hurtfully."* These reflections show how ChatGPT can assist in maintaining warmth and comfort in conversations. Emotional safety is preserved through well-chosen words and softened tones, enhancing relational closeness.

2) Ana expressed hesitation in texting a friend: *"I've been wanting to ask Tasha about the assignment, but I'm scared she might take it the wrong way. She gets anxious really easily when someone's too direct."* Melia responded by suggesting a gentler alternative with the help of ChatGPT: *"Something like, 'Hey Tasha, hope you're having a nice day. Just wondering if you could send your part of the assignment when you get the chance. Thanks so much!'"* This example highlights how even well-meaning messages can cause discomfort if the tone feels too blunt. With ChatGPT, users can craft more thoughtful and empathetic wording that reduces anxiety and maintains supportive relationships. The tool helps navigate sensitive situations with care, allowing honest communication without emotional harm.

3) Zaki reflected on a text he sent: *"I texted Rendi about rescheduling our practice, but he hasn't replied. I just said, 'We're moving practice to tomorrow,' but now I'm thinking maybe it sounded too forceful."* Ray offered insight: *"Try using ChatGPT. I'd say something like, 'What do you think about moving practice to tomorrow so we're all more prepared?' It sounds more collaborative."* This example shows the importance of phrasing in making others feel included. Zaki's message, while informative, lacked a sense of shared decision-making. By reframing with a collaborative tone, supported by ChatGPT, users can foster mutual respect and avoid unintentionally excluding others. AI becomes a useful tool for promoting emotional inclusiveness in communication.

Matching Communication to Easing Tension

1) De-escalating conflict often relies on tone and timing. Lani described a recent disagreement: *"I had a small argument with Della yesterday, and I waited a while before replying, I didn't want to make it worse."* Dina shared her approach: *"I usually type out what I want to say first, then ask ChatGPT to help make it sound calmer."* This case illustrates ChatGPT's role in helping users regulate emotional responses and communicate in a more composed and constructive way. The tool acts as a buffer, converting emotional impulses into thoughtful exchanges.

2) After a disagreement with her groupmate, Gita admitted: *"I'm afraid he's still upset. That's why I typed out what I wanted to say first, then asked ChatGPT to help rewrite it so it doesn't sound too defensive but still honest."* Her friend Tami affirmed the value of tone, noting that *"sometimes the intention's right, but how we say it sets off more tension."* This example

emphasizes how tone and phrasing are crucial when resolving conflict. Gita's use of ChatGPT helped her express herself sincerely while minimizing the risk of further misunderstanding. It demonstrates the way AI can help manage post-conflict emotions, offering emotionally intelligent language that fosters reconciliation and clarity.

3) Rangga, still upset after a disagreement, chose not to respond immediately: *"I wrote out what I wanted to say and then asked ChatGPT to help me rewrite it in a calmer tone."* His friend Rino supported the decision: *"ChatGPT can really help smooth out harsh words."* Eventually, Rangga's softened message led to a peaceful outcome and even an apology from the other party. This interaction illustrates the importance of emotional regulation in preventing escalation. Rather than reacting impulsively, Rangga paused, reflected, and used AI to reframe his response in a peaceful manner. This shows how ChatGPT can serve as an emotional filter, helping users transform reactive thoughts into messages that encourage empathy and mutual respect.

Strengthening Friendships Through ChatGPT

1) For some individuals, expressing care can feel awkward or forced. Shinta explained: *"I used to be awkward when texting friends afraid it'd sound too formal. But after trying ChatGPT, I started saying simple things like 'good luck!' or 'don't forget to rest' without sounding weird."* Nia added: *"Same here. I check in on friends more often now. It feels easier to say those things."* This indicates that ChatGPT lowers barriers to casual, sincere communication. By assisting with phrasing, it empowers users to maintain consistent and meaningful social contact, ultimately strengthening friendships.

2) Mila shared how she reached out to a friend during a tough time: *"I just sent a message to Ana saying 'hang in there, I know things have been tough lately,' and she immediately replied with a long message."* Although the message came from the heart, she used ChatGPT to ensure it sounded warm yet natural: *"The idea was mine, but I used ChatGPT to help choose words that weren't too cheesy but still warm."* This example reflects how ChatGPT helps users overcome the fear of sounding awkward when expressing care. Mila's ability to convey support in a tone that felt genuine and well-received illustrates how AI can enhance emotional expression in friendships. It helps users communicate empathy more confidently and authentically, encouraging deeper and more open social bonds.

3) Dito wanted to reconnect with an old friend but hesitated: *"I want to message an old friend I haven't talked to in a while, but I'm not sure how to start without sounding awkward."* With help from ChatGPT, he crafted a message that felt casual and sincere: *"Hey man, you crossed my mind today. How've you been?"* The result? A warm response that reignited their conversation. This case demonstrates how AI can reduce emotional friction when trying to re-establish connections. Dito's experience shows that even simple, thoughtful messages can have a meaningful impact and that AI tools like ChatGPT can empower users to take those steps by helping them find the right tone. This supports the idea that technology can act as a subtle social bridge, enabling users to nurture and revive meaningful relationships with greater ease.

Avoiding Conflicts Using AI in Communication

1) Conflict avoidance requires both self-regulation and strategic expression. Wina shared: *"I was really annoyed at Ayu for canceling our plans last minute. But I waited before replying."* She added: *"I wrote down what I wanted to say, then asked ChatGPT to help me phrase it in a calm but honest way. I sent the calmer version."* Wina's decision to pause and consult ChatGPT before responding allowed her to prevent escalation. In this way, ChatGPT serves as a reflective partner, enabling users to preserve relationships even in emotionally tense moments.

2) Rani felt upset when her teammate rescheduled a meeting without discussing it with her first. *"I'm so annoyed at Dito. He suddenly changed our meeting schedule without even asking first,"* she said. She held back from replying immediately, fearing her response would come off too harsh. After a friend's suggestion, Rani wrote down what she truly felt, then asked ChatGPT to help her revise it into a calmer but honest version. The message she eventually sent was: *"Hi Dito, I noticed the meeting was rescheduled. Next time, could we discuss any changes together first? It helps me plan better. Thanks!"* This example highlights how ChatGPT helps users manage frustration and express themselves clearly without escalating tension, supporting emotional regulation and healthy communication.

3) Tika received a passive-aggressive message in a group chat that was clearly directed at her. *"He didn't mention my name, but it was clearly about me,"* she noted. Though tempted to respond immediately, she chose to pause. With encouragement from a friend, she wrote an emotionally charged reply but used ChatGPT to revise it into a calm yet assertive message. She ended up sending: *"Hi, I just wanted to clarify something from the earlier message. If there's an issue, I'd appreciate it if we could talk directly so we can resolve it properly."* This situation shows how ChatGPT can serve as a mediator, helping users respond with emotional intelligence asserting themselves while preserving relationships.

CONCLUSION

This study highlights the role of AI technology, particularly ChatGPT, in enhancing interpersonal communication among close friends through the application of Matching Communication techniques based on Neuro-Linguistic Programming (NLP). The findings indicate that most participants believe ChatGPT helps them structure their messages more clearly and strategically, reducing the likelihood of misunderstandings. Communication adaptation techniques, such as matching language style and tone, have also been found to improve conversation comfort and ease tension during conflicts. While AI can be a useful tool in improving communication, this study emphasizes the importance of maintaining a balance between technology-based interactions and authentic human communication. Most participants still consider face-to-face communication as the primary method for

building and sustaining strong relationships. Therefore, ChatGPT should be seen as a supportive tool rather than a replacement for genuine human interactions.

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