



AI Chatbots

emerging as popular emotional support tools: MS

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AI chatbots are no longer just tools for research, homework, or completing tasks—they are increasingly being used for emotional support, according to Microsoft AI CEO Mustafa Suleyman.

Speaking on the “Breakdown” podcast, Suleyman explained that many users turn to AI companions during personal challenges, such as breakups, family disagreements, or stressful situations.

“These AI chatbots are a way to ‘detoxify ourselves,’” Suleyman said. While he emphasised that chatbots are not a replacement for therapy, they are trained to be nonjudgmental, empathetic, and respectful. This makes them a safe space for people to express their emotions freely and seek comfort without fear of judgment.

Suleyman highlighted the benefits of AI for emotional well-being, noting that these chatbots allow individuals to ask questions, share thoughts, and process feelings in a way that friends or family might not always provide. Over time, this interaction can help users feel “seen and understood,” boosting their confidence and helping them manage stress more effectively.

He added, “This is a way to spread kindness and love and to detoxify ourselves so that we can show up in the best way possible in the real world, with the humans that we love.”

The nonjudgmental design of AI models ensures that communication remains respectful, reflective, and empathetic, which contributes to users’ sense of emotional safety.

The use of AI for emotional support has gained wider attention. Earlier this year, OpenAI CEO Sam Altman revealed that some users were relying on ChatGPT as a kind of therapist. Suleyman noted that while chatbots cannot provide professional therapy, they play an important role in helping people cope with everyday emotional challenges and express feelings they might otherwise suppress.

Experts say this trend reflects a growing need for accessible, judgment-free spaces where people can process emotions. As AI chatbots become more sophisticated, their role as companions for mental well-being is expected to expand, complementing traditional support systems and offering an additional resource for emotional care.