

**TITLE:**

**Teaching with Heart and Mind:  
Human Qualities That AI Cannot Replace**

**SPEAKER:** Qasserras Lhoussine

**PRESENTATION TYPE:** WORKSHOP



## **Abstract**

The rise of Artificial Intelligence (AI) in education has introduced powerful tools for efficiency, personalization, and feedback. Yet, alongside these advances lies a crucial question: what aspects of teaching remain uniquely human? This paper explores the enduring role of emotional intelligence, intercultural competence, and moral judgment in the age of AI. Drawing on recent scholarship, the study reviews how these human capacities shape trust, motivation, and ethical decision-making in ways that technology cannot replicate. It argues that while AI can support instruction, it cannot replace the affective, cultural, and ethical dimensions of teaching that define meaningful education. The paper concludes by calling for a complementary model in which technology enhances practice but human intelligence—expressed through empathy, ethics, and cultural sensitivity—remains at the core of future teaching.

## **Bio**

Works at TESOL Morocco

TESOL Morocco President at TESOL Morocco

Works at Editorial board member

Editorial Board at Editorial board member

University Professor at Université Hassan 1er

Senior Trainer at American TESOL Academy - Rabat

Founder and Director at Rabat International Conference on ELT

Program Coordinator at Tesol/Tefl Program Coordinator

Cambridge Certified Trainer at American TESOL Academy - Rabat

TESOL Specialist at American TESOL Academy - Rabat