HUMAN CENTERED DESIGN

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MIS5109
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AGENDA

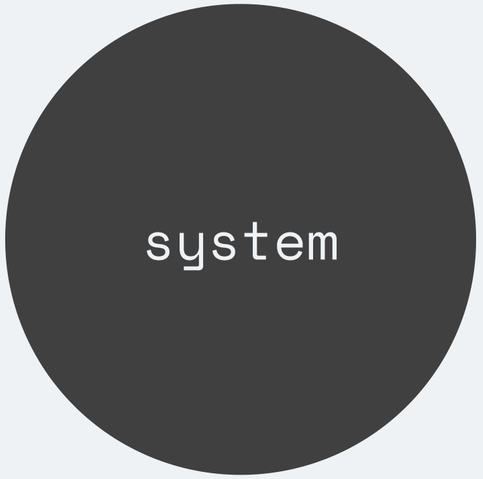
TOPICS COVERED

- sketch/wireframe
- human centered design
- news site prototypes

constraints

existing architecture / legacy Team capacity and skill scope

cross dept support change mgmt (operational) time to market global vs local



web - responsive / adaptive native application physical device - IOT techical architecture

pre-learned conventions accessibility error mitigation user base (QTY, Access) geo-graphic location

human centered design

empathize

interviews, shadowing,seek to understand, non-judgemental

define

personas, role objectives, decisions, challanges, pain points

ideate

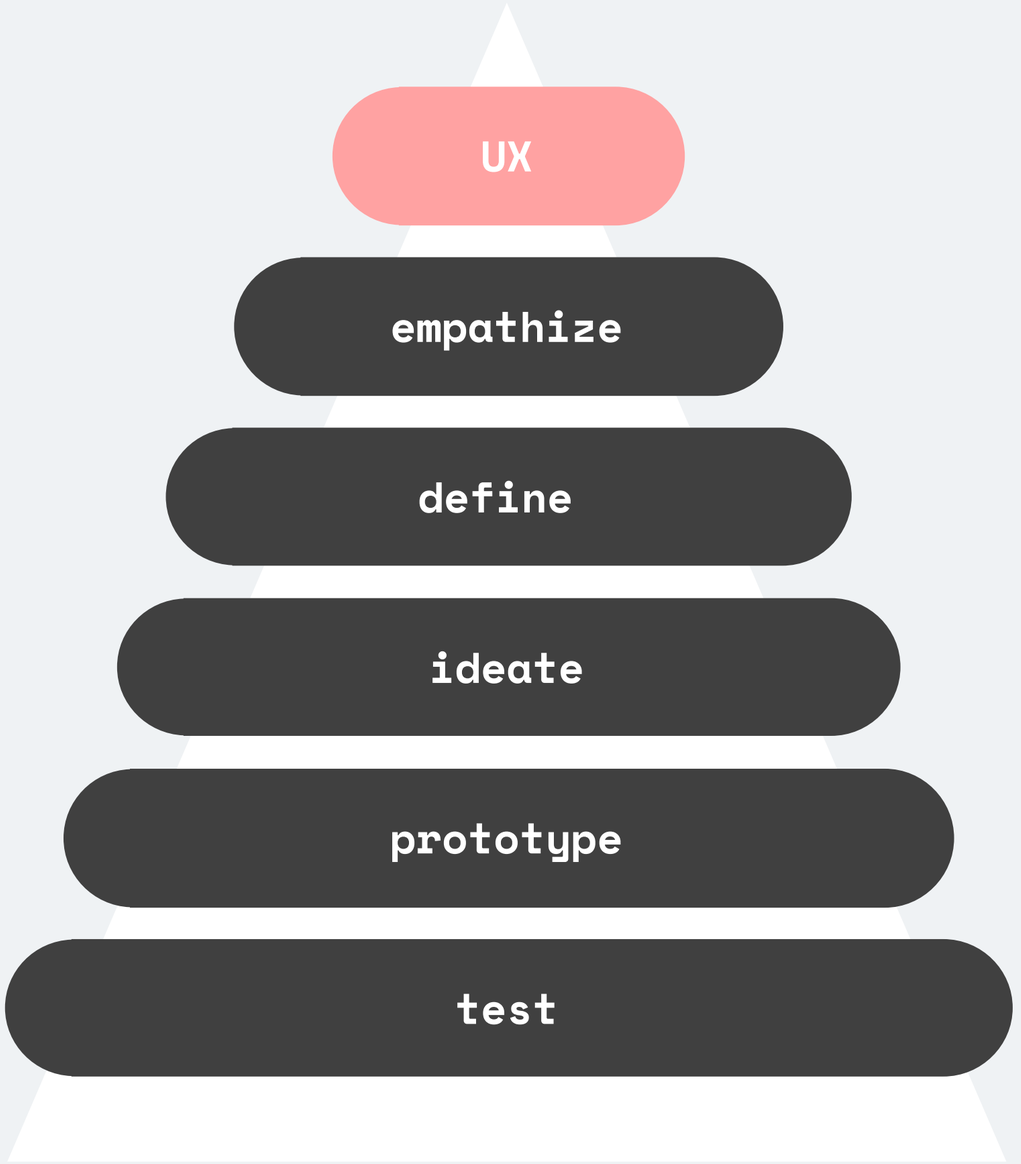
share ideas, "yes and" thinking, prioritize

prototype

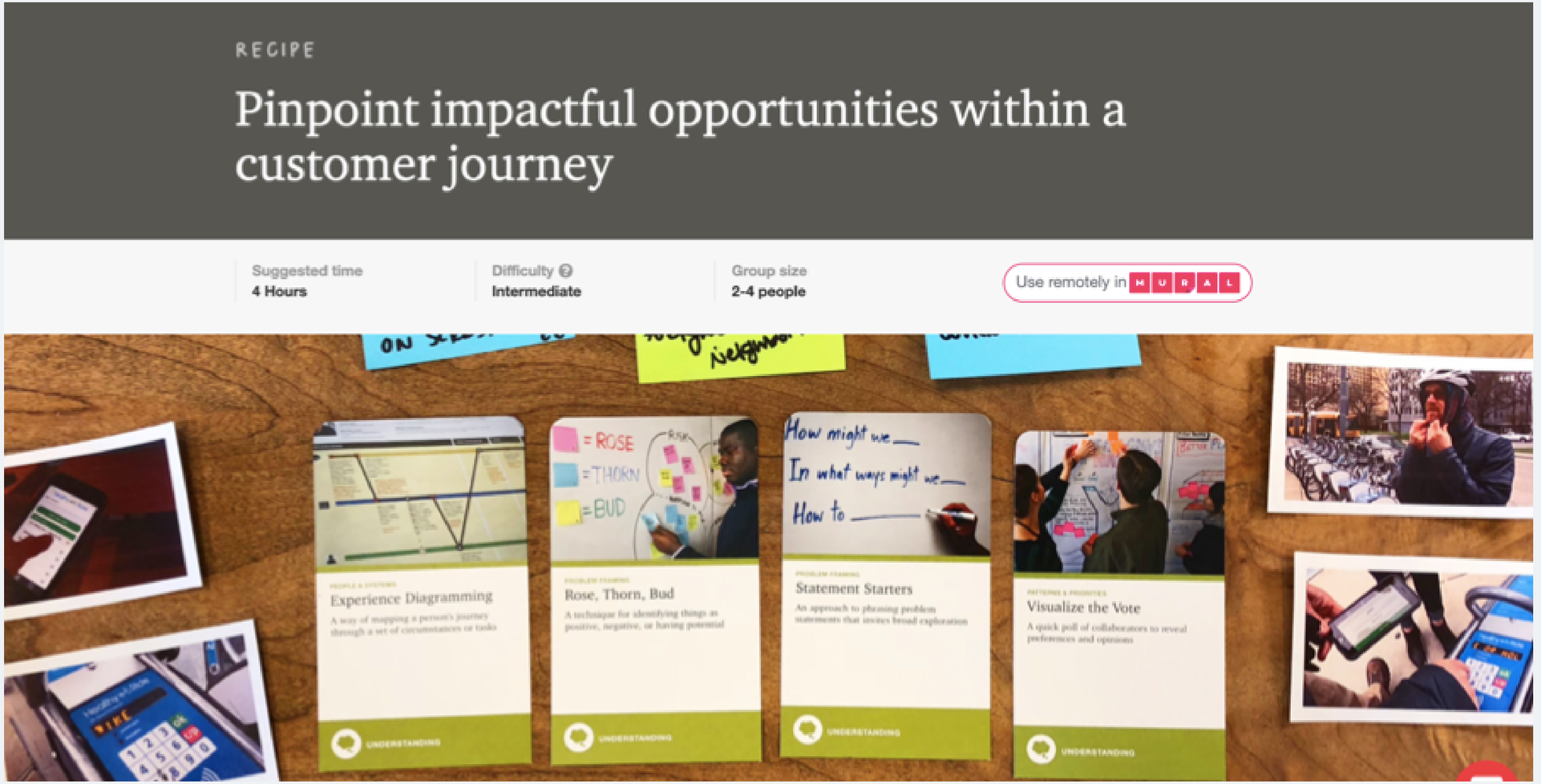
mockups, story boards, keep It simple, Iterate quickly, emotional safety

test

what works? understand Impediments, role play



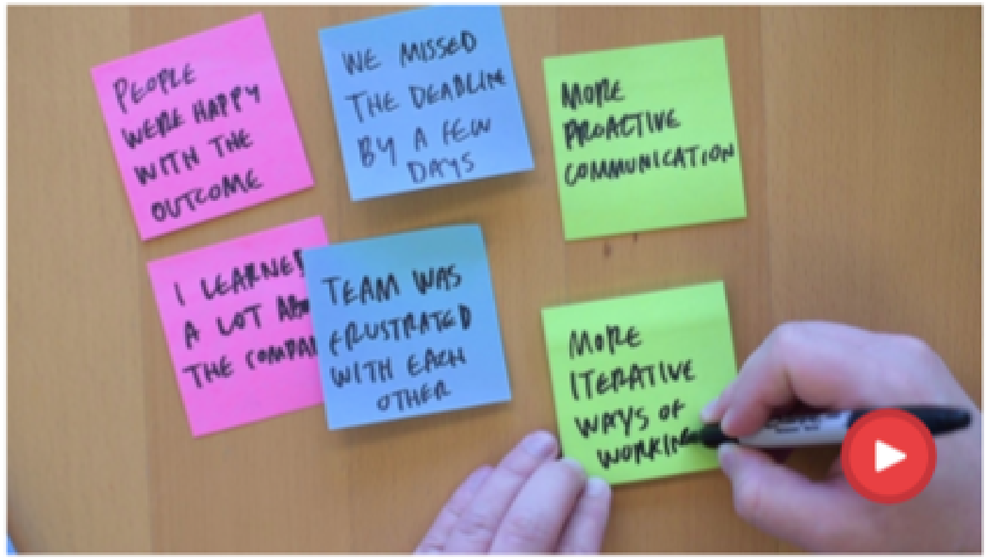
human centered methods



user experience design

DO A DRY RUN

We hear from facilitators that getting in some reps before running a session helps them build confidence.



Practice: Rose, Thorn, Bud

1:06

Here's how to get some practice:

- Start to ask for feedback in the form of positives (Roses), negatives (Thorns), and things that have potential (Buds)
- Mentally reflect on your day at work using Rose, Thorn, Bud
- Gather sticky notes to have on hand to do the activity with a group in the future

user experience design

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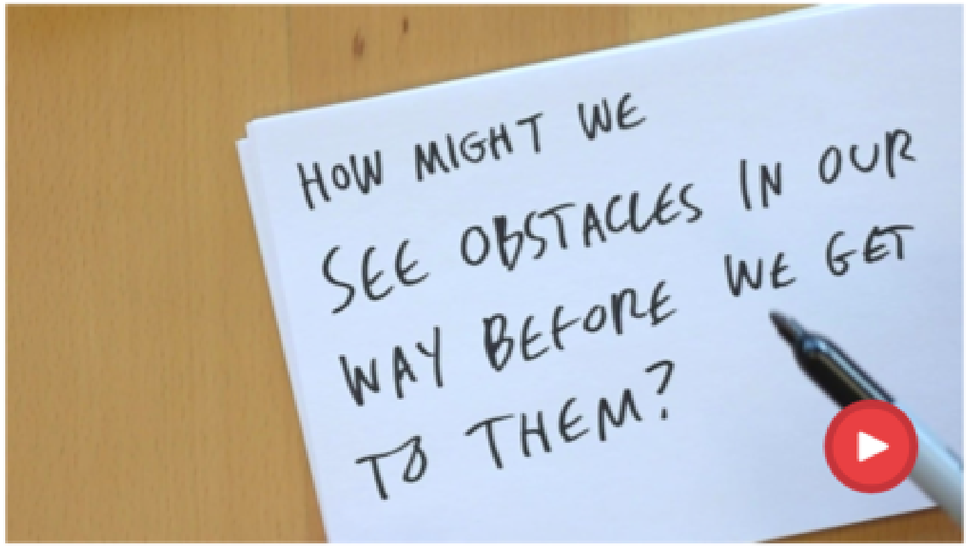
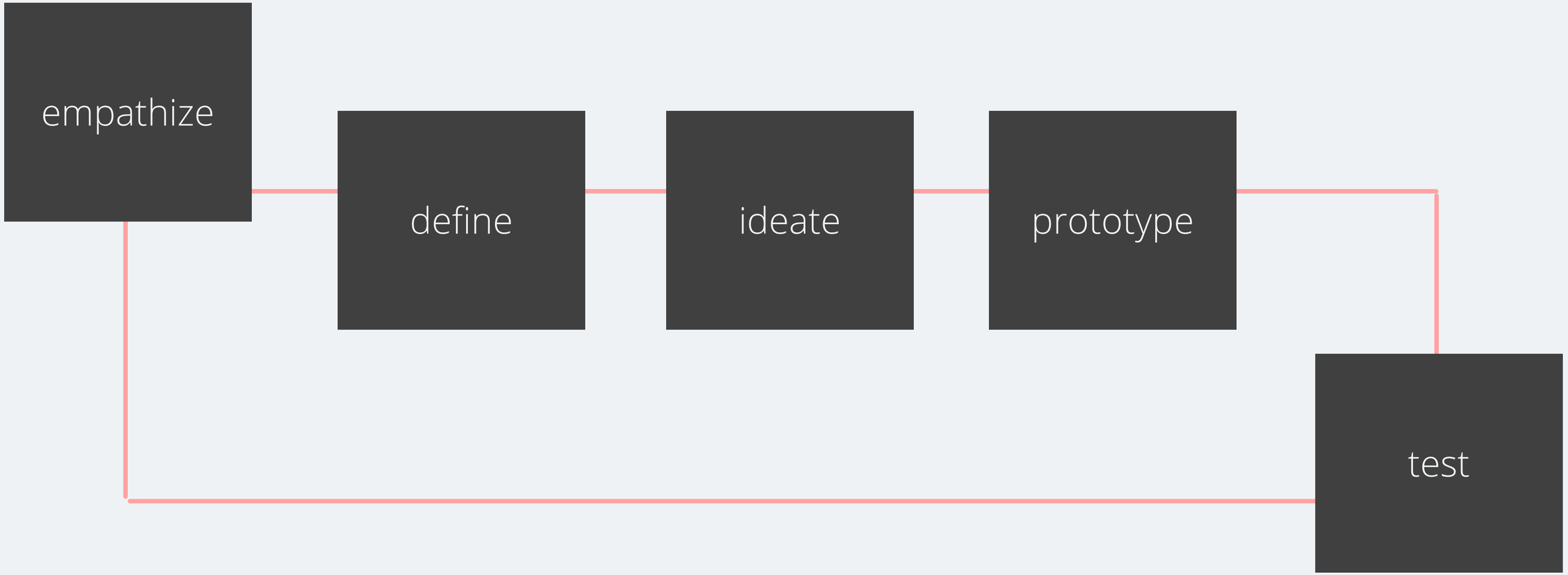


Practice: Statement Starters

1:58

Here's how to get some practice:

- Simply begin to say "How might we…" in place of "We need to…" or "We have to…"
- Try using a Statement Starter to kick off a meeting or discussion
- Work on writing a few Statement Starters on your own or with a colleague to help frame an upcoming effort

design process - cyclical