

Understanding a person



Peter Havgar
Service Designer

I will talk about

A short summary of my master

Understanding people on a personal and academic level

PD techniques in the real world

PD techniques and service design

Designing for intellectual disability - Combining user centered design and research through design

Background

How can I combine motivation theory and tangible interaction to make an artifact that a person with intellectual disability is able to use, and wants to make use of?

Other questions

How can I identify certain types of motivation in a person who has difficulty communicating?

How can I design for and *with* a person who is limited in terms of communication?

Other questions

How do you determine needs?

Can (how can) you use prototypes and prototyping to compensate for lacking user involvement?

Can tangible interaction design influence the design process?

What methods and techniques can I use?

Data gathering: Interviews

Direct questions **vs** leading questions **vs** open questions

Interviews

She wanted more contact with her family.

She liked talking to one person at a time.

She defined herself as “bad” at controlling the wheelchair interface.

She did not use a telephone without help.

Data gathering: Needs

Experiences **vs** Needs **vs** Wants

Journeymap as technique

Movement during the day

Interfaces and touch points

Familiarity with technology

Frequency of assistance

Data gathering: Workshops and prototyping

Workshops with user **vs** Workshops with experts **vs** Personal bias and prototyping



User and the tangible aspect

Shape

Size

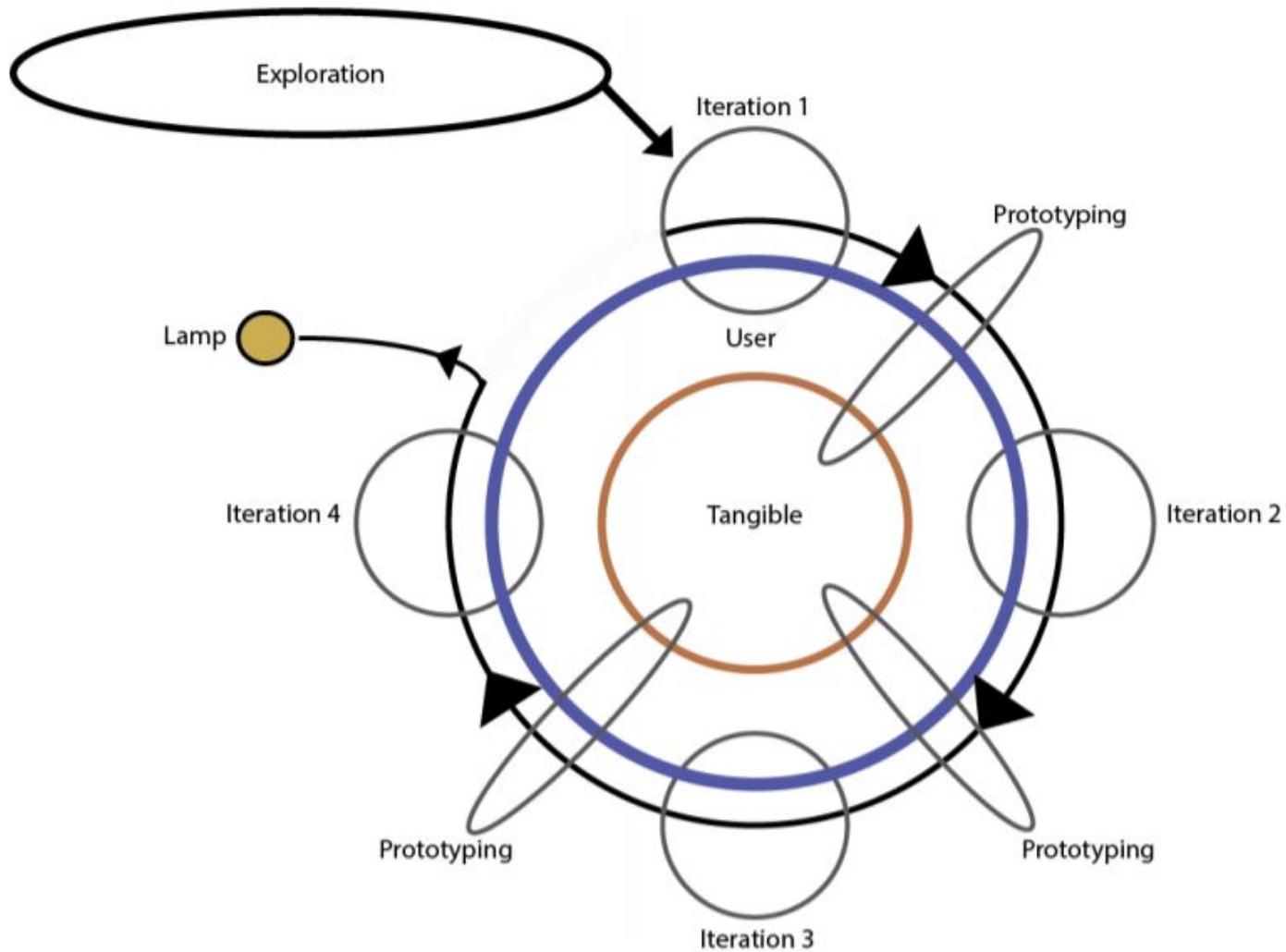
Material

Functionality

Triangulation

Feedback

Secondary user involvement - Sister and Assistants



PD techniques

Reading the user

Level of **abstract** thought - shapes, routines, mobility, conversation...

Communication with the user

Triangulation of expert interviews and documented cases

Testing with user in intervals

PD techniques and service design

The journeymap/customer
blueprint/customer journey map

**Other, more relevant techniques when
going one level deeper?**

“Workshops based on open questions
creates results that are much more
practical than a customer journey map”

So...

PD as a design discipline and how I use(d) it, is useful but relies heavily on

My awareness and what I observe

My choice of tools

My willingness to get involved... and knowledge of what and how my involvement influence the final product

Thanks!

