SENSE AND SENSOR ABILITY
What was the worst misunderstanding in a project you were part of?
Record it
SENSE AND SENSOR ABILITY

On designing for good conversation
Safety
Code of conduct
Alastair
@acuity_design
Sensory design projects
Usability
SENES

Understand yourself
A moment
What is perceived → What is understood
Lego for design
Sensory design is part of foundation
Senses
Touch
Smell
Taste
Sight
Hearing
Close your eyes
Cognitive
Slop
Time
Chion
Hearing is the frame for your senses
Hooked
More Senses
<table>
<thead>
<tr>
<th>External Senses</th>
<th>Internal Senses</th>
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<tbody>
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<td>Vision</td>
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<td>Hearing</td>
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Proprioception
Proprioception  Chronoception
Complexity hides the problem of sensory confusion
Ambiguity
Meaning
Playtime
Playtime

- Communicating without seeing
- Teams create messages with anything here
- Use Touch to communicate
- Allocate one person as listener
- The listener can monologue
- Prototype quickly, learn fast, iterate
Context

In an Office
Show & Tell
Difficult
Users make meaning
Simplicity ≠ Clarity
User Interface as wall of metaphors
MEANINGS

Understand what you say
What is perceived

What is understood
Pop Quiz
Name an English speaking mathematician in the 1940’s whose work led to the internet age?
Alan Turing
Alan Turing
Claude Shannon
Information Theory
More parts to conversation
What we say
Confirming understanding
What is stated

What is understood

What is perceived
Meaning is made in the reply
The user creates meaning with you
The user takes action with you
More aware
Sign language
Gesture
Playtime
Makaton
More senses
More meaning
More ways
Post screen
How do we design technology that supports but doesn’t frame our conversations?
BREAK
Back in 30 minutes
MAKING

Understand what you do
A problem
To build a tool to enable more focussed, less confused work conversations
All I want to see from an actor is the intensity and accuracy of their listening.
Think about your original project communication failures
Design Sprint
Understand

Diverge

Converge

Iterate

Test

Prototype
8 Minute Prototyping
Understand → Diverge → Converge

Prototype → Test
Understand
Personas
2 personas for conversation
Intent
A journey
Be absurd
Diverge
Split into pairs
Generate solutions
Back into group

Pitch & choose best idea
Prototype
Make it
BUT...
Algorithm + interaction = persona
Deliverable as stakeholder
Test
Try it

Play act the conversation

Fake the interactions
Understand
Diverge
Converge
Prototype
Test
EMOTIONS
Understand what you feel
Emotion coats sensory experience
Emotion enables action
Emotion constricts cognition
To act but not to act well
Iterate
Take your idea
Add emotions
Prototype
CONSCIOUSNESS

Understand who you are
A final talking point
Consciousness is surfaced by emotion
What is stated

What is perceived

What is decided

What is felt

What is done

What is understood
Consciousness enables a decision
People and algorithms
Implicit and explicit
Humans are best when knowledge is implicit.
Artificial organisms are best when knowledge is explicit
Ambiguity is more of a problem than complexity
Users make meaning
Recognise the sensory needs and biases of all stakeholders
Algorithm + interaction = persona
Emotion is core to meaning making
Conversation is everything
Saying and listening
Thank You
Alastair
@acuity_design