LEARNING BILL

June 16, 2017

MAKE-A-THON

IF YOU LIKE THIS EVENT, YOU MIGHT BE INTERESTED IN…

LIMIT-LESS

SIMILAR OR DIFFERENT

If we want to disrupt the status quo, what kind of leadership is called for? What are our scripts, beliefs, and fears? Join us for a brown bag lunch and conversation. Stay or join us for a post-lunch reflective walk, where we'll contemplate when it is time to let go of old practices to make room for new ones. For leaders at all levels.

LUNCH / 12:30-2pm
WALK / 2pm-3:30pm
by: Jennifer Charlesworth

Special parallel sessions for the community living sector and child & family sector to explore how user-centred design is similar and different to existing frameworks and approaches. Especially frontline workers, managers, families.

Monday, June 19, 2017
10:30am-12:30pm
by Maggie Vilvang
and Jennifer Charlesworth

IN WITH FORWARD

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Data · Design · Humanities & Social science · Social Service Practice · Leadership

MAKE-A-THON

Got ideas - but find they are stuck in your head or in conversation? Spend a morning learning simple ways to make ideas real, tangible, and testable. Bring along a tool or material you'd like help bringing to life. Interesting for frontline workers and managers.

LEARNING SESSION GOALS

1. Learn methods on testing ideas with people
2. Understand the importance of contextual understanding
3. Improve your ideas to bring you closer to the next version

--- CAST ---

Jonas Piet
InWithForward's
lead service designer.

Nick Chan
design fellow

María Alejandra Sandoval-Avila
design fellow

SCENES

Scene I: Intro
Scene II: Brief
Scene III: DIY

KEY CONCEPTS, FRAMEWORKS, DEFINITIONS

Prototyping - visualizing specific elements of a design, to gather usable feedback from (future) users.

What can you prototype - from any idea, you can prototype look and feel, the value in someone's life, the technical aspects, and a combination of all those (see futher food for thought below).

Roleplay - acting out an interaction to test if roles and script make sense for the different actors involved.

Paper prototyping - making a paper mock-up of whatever you're designing, to test how users interact with the design. Often used in for apps, websites and other interfaces, before making a digital prototype.

Value proposition testing - writing up alternative propositions in a set of leaflets, cards or brochures, to test what value (future) users see in the concept. Useful to test user segmentation and entry points into a service.

Storyboarding - visualizing someone using your idea. It forces you to place your idea in the context of someone's life, that can be made with users, or used to get feedback. Can you come up with a believable story?

Experience prototyping - delivering an early version of your service that looks and feels believable for users, without developing the back-end systems. This requires improvisation and you acting as the systems.

FURTHER FOOD FOR THOUGHT

What do prototypes prototype? a classic articl by Hill and Houde