# THE DO IT

**DESIGN OF INTERACTIVE THINGS**

# PARTICIPATORY DESIGN WORKSHOP
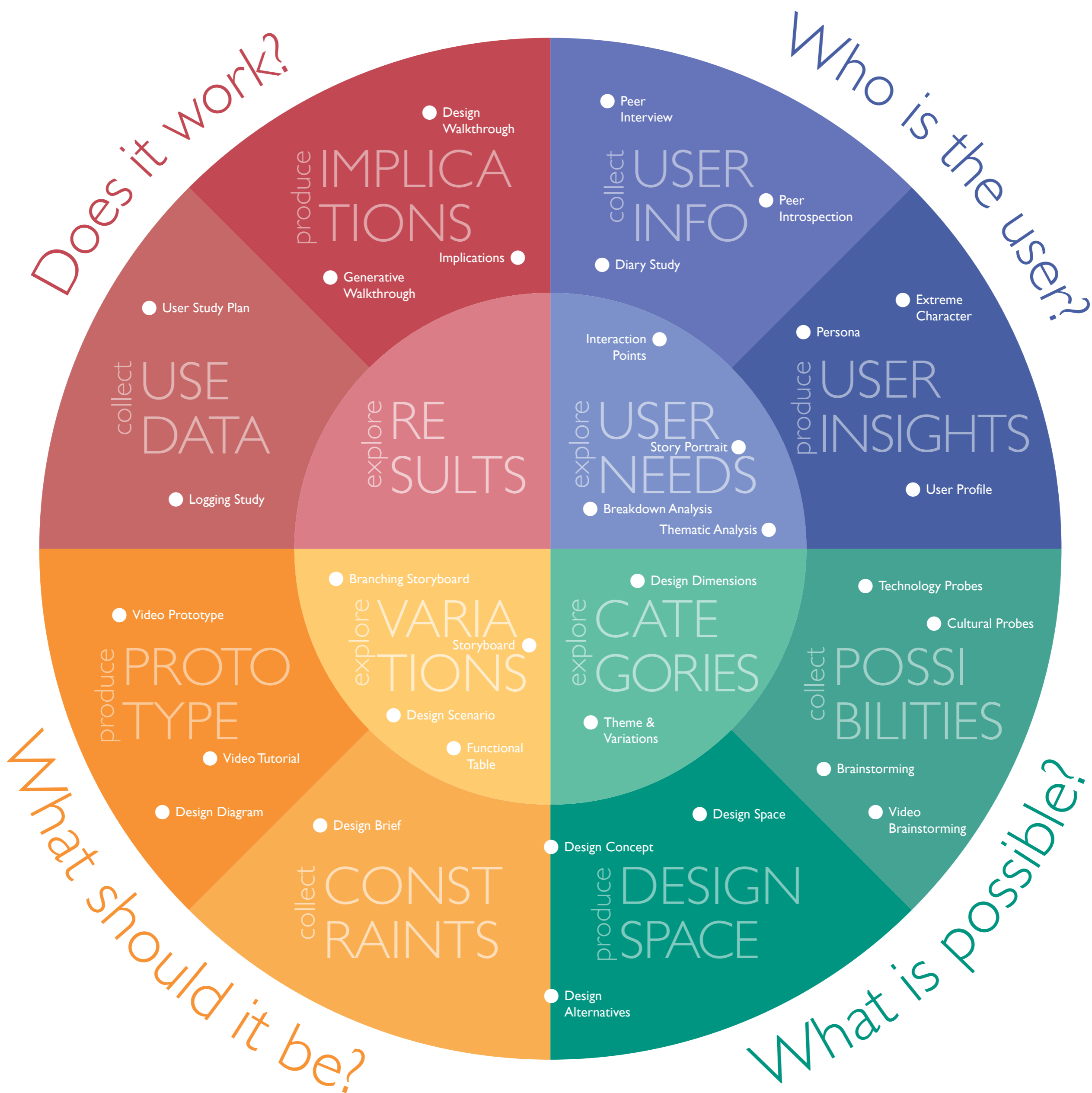
## INSPIRE, EXTEND & EVALUATE A SYSTEM WITH A PARTICIPATORY DESIGN WORKSHOP

Participatory design involves users throughout the design process, with the focus on how people interact with technology in real-world settings. Participatory design workshops actively engage users and the design team together, in shared activities designed to inspire and explore ideas for new interactive systems.

## INVOLVE USERS THROUGHOUT!

Participatory design emphasizes iteration, rapid redesign, and exploration of breakdowns and surprises, rather than imagining a stereotypical 'perfect' interaction. The approach is fundamentally generative, not evaluative – how to create new designs that not only improve the user experience, but also empower users to accomplish more.



Does it work?

Who is the user?

What should it be?

What is possible?

**produce IMPLICATIONS**
- Design Walkthrough
- Implications
- Generative Walkthrough

**collect USE DATA**
- User Study Plan
- Logging Study

**explore RESULTS**

**collect USER INFO**
- Peer Interview
- Peer Introspection
- Diary Study

**explore USER NEEDS**
- Interaction Points
- Story Portrait
- Breakdown Analysis
- Thematic Analysis

**produce USER INSIGHTS**
- Extreme Character
- Persona
- User Profile

**explore VARIATIONS**
- Branching Storyboard
- Storyboard
- Design Scenario
- Functional Table

**produce PROTOTYPE**
- Video Prototype
- Video Tutorial
- Design Diagram
- Design Brief

**collect CONSTRAINTS**

**explore CATEGORIES**
- Design Dimensions
- Theme & Variations
- Design Space
- Design Concept
- Design Alternatives

**produce DESIGN SPACE**

**collect POSSIBILITIES**
- Technology Probes
- Cultural Probes
- Brainstorming
- Video Brainstorming

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**● Peer Interview**
Ask each other questions that elicit stories of recent events or objects relevant to the design brief.

**● Peer Introspection**
Watch and note every step as another designer performs a specified activity.

**● Diary Study**
Obtain a user's impressions of their use of an existing system in a real-world setting.

**● Interaction Points**
Detail a sequence of actions and reactions between the user and the system.

**● Story Portrait**
Illustrate how a user performed a specified activity in a series of steps.

**● Breakdown Analysis**
Identify situations where the user does not complete the desired task or activity.

**● Thematic Analysis**
Categorize and code themes that represent user activities relevant to the design brief.

**● Persona**
Create an imaginary person, with characteristics drawn from real users, who interacts with the new system in a design scenario.

**● Extreme Character**
Create an imaginary person who exhibits extreme characteristics that push the limits of the new system.

**● User Profile**
Describe the characteristics of the target users of the new system.

**● Technology Probes**
Create simple technologies that users incorporate into their daily lives to inspire new ideas relevant to the design.

**● Cultural Probes**
Create unusual objects or activities for users that inspire new ways of thinking about the design.

**● Brainstorming**
Generate a maximum number of ideas, without criticism or discussion, related to a specified topic.

**● Video Brainstorming**
Create video sequences that illustrate how users would interact with a new design.

**● Design Dimensions**
Categorize and code the potential scope of the design.

**● Theme & Variations**
Create one or more variations of a video brainstormed idea.

**● Design Space**
Represent multiple design dimensions that suggest alternative design possibilities.

**● Design Concept**
Summarize the key idea that underlies the design of the new system.

**● Design Alternatives**
Specify two-four alternatives to the design concepts or individual ideas.

**● Design Brief**
Specify the goals of the new system with respect to a specified group of users.

**● Functional Table**
Create a table linking functions, conceptual objects, and corresponding types of interaction.

**● Design Scenario**
Describe a story of how one or more users would interact with the new design in a realistic setting.

**● Storyboard**
Illustrate and provide instructions for recording the sequence of events in a design scenario.

**● Branching Storyboard**
Add design alternatives at specified interaction points within a storyboard.

**● Design Diagram**
Illustrate the key design concept from the user's perspective.

**● Video Prototype**
Record a video scenario of how users would interact with the new design in a realistic setting.

**● Video Tutorial**
Record video of the sequence of steps a user performs to accomplish a specified activity with the new design.

**● Logging Study**
Capture a user's keystrokes or gestures as they interact with a system over a specified period of time.

**● User Study Plan**
Observe how users interact with the new design as they perform specified tasks.

**● Generative Walkthrough**
Apply sociotechnical principles at each step of a story-based design artifact to identify problems and suggest novel design possibilities.

**● Design Walkthrough**
Identify a maximum number of problems at each step in a scenario, storyboard or video prototype.

**● Implications**
Identify specific improvements that should be incorporated into the design.

## USEFUL TECHNIQUES

**■ Sketching**
Quickly illustrate ideas about how people interact with current or new technology.

**■ Rapid prototyping**
Simulate interactive systems with colored paper, transparencies, post-it notes, foam, cardboard and other materials.

**■ Video Recording**
Record video efficiently and effectively, using phones, tablets or video cameras.

**■ Capture guides**
Guide and label the recording of a design activity with a series of title cards, on paper or on a mobile device.