Week 10

Develop a participatory workshop script that details the <mark style="background-color:blue;color:orange">activities</mark>, <mark style="background-color:green">instructions</mark> and <mark style="background-color:magenta">objectives</mark> and implement the workshop. The workshop should typically last between 1.5 - 2 hours and involve between 4-6 participants. Be sure to <mark style="background-color:red;color:blue">*video and still document*</mark> your workshop and summarize the outcomes and findings. Prepare a 5 minute presentation for the lab. Submit all as part of this deadline.

Things to keep in mind:
→ do the proposed activities put participants in an awkward place?
→ will participants give minimal feedback?
      -how to foster more feedback/ideas
→ feelings & memories (activities to attain these stages)
      -dreaming
      -design
→ avoid stating current prototype
      -avoid design bias

NOTES on what a PARTICIPATORY WORKSHOP can consist of:
http://swiki.cs.colorado.edu/CHI07Design/uploads/5/wakkary.pdf

-workshops are another form of a "frame experiment", but based on participatory design
-engaging participation of potential users and stakeholders in open but structured workshops, allows for further exploration of possible design responses to situations generated by scenarios
-each workshop arises out of a previous design inquiry
-"design by doing"

-**three worlds of information technology design** (Ehn, 1997)
      → the objective world
            -rationalistic in its understanding of design, where quality is a question of prediction and control
      → the social world
            -formulates an understanding of design through interpretation and communication and quality is a question of ethics
      → the subjective world
            -centered on emotional experiences and creativity, and as one might expect, quality is a question of aesthetics

*make the participants confident in the knowledge about their group
*make the participants feel confident in the designs they create
*fill in any gaps of knowledge
*correct misconceptions aka make assumptions more accurate and realistic

"tradition/transcedence" tradeoff: A new product may be useful to new users, but not to the current users who have developed skills and conventions around existing tools and practices (Ehn)
(found in *Personas, Participatory Design and Product Development: An infrastructure for engagement.* Grudin & Pruitt, 2002)

Working Objective Process

How can problem sharing be explored through objects to lead a discussion?
How discussions can be executed in a group through objects.
How can an object enable communication between a group?
New approach to initiate discussion (personal?) with objects in a group setting.

Activities

Session design:

Introduction. Basic introduction of the facilitators...
Warm up activity.
        Giants and Dwarfs. (To shake/wake up the group and reducing the distance between the group and facilitators.)
        When the "leader" says Giants, everyone is supposed to rise/stand up. When the leader says Dwarfs, everyone is supposed to sit down. The leader then can try to confuse the participants by sitting down and saying Giants, or standing up and saying Dwarfs.
*facilitator can be the leader (incase of two group members 'losing'?) yes.
        The Burning Isle.
        Participants are told to imagine them selves being on a burning isle and the objective is to get across the water to another isle.
**testing in lab worked well
Serge should lead this activity in the ACTUAL workshop**

following this activity, we as designers get to know the group (church group) this will hopefully allow to make the users feel a little bit more comfortable with us, and open up a little more, especially for the following exercises**

serges notes: to remember: Giants and dwarfs, Changing room (blah)

IDEAS:
-in the context of the Youth Church group and the scenario of them "problem sharing" we should find activities which surround that process
-have them go through what they do at meetings
        → what works in this process?
        → what could work better?
        → possibly develop interview questions of their current process, which would help us understand the process further, considering we have been making "assumptions" so far for our phases of the project (we should video document this interview possibly)

→ this process can be almost similar to the probe phase; we can give them items and tell them they may use the items in the role playing, to utilize in the process negative or positive, leaving it completely up to them to demonstrate some sort of use

-could we also restrict some items to the use, just to observe how they would use an object with some constraint?

Instructions

The group would be greeted by the design team and introduced what will happen in the participatory workshop. Seats would be arranged in a circle for the group. Facilitators will then select a few individuals in the group and ask them to share a pre-determined or personal concern. After the discussion of the pre-determined concern is complete, interviews would be conducted with the group.
→ questions we could ask:
- How did you feel when the participatory workshop began?
- How did you feel when you were informed to share a concern?
- How did you feel after sharing the concern?
- How would describe the experience of sharing in the group?
- Is there anything that you would have liked to be done differently?

Objectives

To analyze and examine how group members respond to the task of sharing a concern or starting discussion in the group. The design team would then design something through the participatory workshop activity to make the process of sharing and discussing within the group more enjoyable and less intimidating

Session Design

Facilitated discussion.
What sort of thing do you do? How do you encourage participation in the group?
Possible play games to get everybody warmed up? Or any sort of activities?
What is discussed in this group?
What makes your group different?
Youth group values?

Reflection Phase

A scenario: One of the members in your group is an alcoholic. He or she doesn't feel comfortable discussing this in the group but feels that he or she need some sort of help, some sort of input to help him or her out of this situation. How could you make some sort of a medium that would help you communicate with him or her to resolve the problem without making anyone uncomfortable.

**encouraging members to find solutions in the moment
**this exercise is based on personality of the individual

how would they respond as being an alcoholic or how the personal relationships will be affected

**act how you would approach the situation

this presents how close the group is, and how much trust+honesty is between each member

A scenario: One of your new members is looking for a new job (some stressful situation, rent increases, part time job is not paying enough, and etc), but he or she doesn't want to be too intrusive and doesn't want to bring it up during the meeting. Imagine you are that person. Can you think of ways/things that might help you be heard in the group without necessarily making the group a job bulletin board….. *needs completion*...

**this exercise may need a little more explanation in terms of how THEIR perspective is part of this exercisewe may need to role play or improvise an example to kind of give them a push

Depending on the number of people in the group additional scenarios might be required.

Wishing/Dreaming phase
One sentence story
Participants arrange themselves in a circle. Choose a rotation direction. The group will tell a story in turns. Each person adds one sentence to the story on their turn.

Rules:
1. Only one sentence per turn. Participants will be tempted to create run on sentences, but this prevents others from sharing their ideas. They can add more on their next turn.
2. Participants cannot negate the last sentence. If a person says something happened, that thing happened. Goal is to reduce the crushing of ideas. If all members like the change, roll with it.

No other rules exist. Absurd stories are common and encouraged - they help fuel the creative drive with levity.
**leader of this activity starts with the first sentence

Design/Creation phase

→ bring large paper sheets/posters + felts for users to visualize ideas/brainstorming

→ what can you construct/design to make your communication between the members in your group or church in general, more efficient?

Now that we have the creative juices flowing, ive got a problem for you guys. So you've remember before you had to bring an issue before the group. Remember how awkward that felt?
Now, think of way(s) to reduce the feeling of awkwardness, think of ways to personify
Now, imagine that you have a MAGICAL item that can reduce this feeling of awkwardness. What sort of properties would it have, what it would look like, what would it feel like. What would it do to make you feel more comfortable bringing your feelings/concerns before the group.

Post Interview Questions:

Have you experienced a workshop designed in this way?

Did you find the exercises enjoyable? Challenging? Original? Feedback in general

During the scenario phase of this workshop, did you find it difficult to approach a personal situation such as alcoholism? Do you think this could potentially happen at some point in your life?

Are there personal situations brought up during your regular church meetings?
Do you find that some people sometimes hold back because of their comfort level in your community?

How do you think "communication" plays a key role in your church meetings in general?
What are some advantages and disadvantages you witness sometimes in your meetings, that require verbal communication?

If there obstacles such as sharing personal objections or problems, do you think that an external object can possibly change this?

Can some sort of object encourage more interactivity and communication between one another, or pure verbal contact?

Mark Lab Notes

- Lecture Notes:
  - For Week 10 - develop workshop framework. In next lab you will run a mini-workshop with 2 classmates to test it
  - For Week 11 - finish workshop based off of feedback, run the workshop, prepare final docs & presentation.
  - Prototype usability will be tested in weeks 12 -13.
  - For the workshop and the usability testing you will need to plan 2 meetings with your group. Usability testing will be for 2-3 people.
- Notes on Jack presentation:
  - Thinks that the group members will speculate who wrote what with our present design, but doesn't see it as a major concern.
  - Thinks our design is for a specific session
  - We need to justify why not paper and pencil - why are we going digital.
  - Query: Do they communicate with each other online (facebook, forums, etc)
    - possible probe angle
  - Thinks the idea is interesting
  - Could we link the idea to social platforms?
    - idea: allow discussion of meeting events outside the meeting
  - Incorporation of social support in the design - people affect the design, which affects the people.
  - What are you creating, and what already exists in the group?
    - What would our design displace?
  - What can be provided via paper, and what does a digital alternative offer?
- Notes on Anna presentation:
  - Justify a technical solution
  - Is the bottle the way to go? Other forms?
  - What about submitting items outside of meeting time?
    - Submit online throughout the week, etc.
  - What incentive do they have to use this? Why should they care?
  - Pathos will be important for the design. It needs to feel "human" not like a machine
  - Possible tech justifications
    - Synchronous vs asynchronous information
    - Allows absent team members to catch up
    - Capture information **other** than writing
  - iPad may be intrusive - are you actually paying attention?
  - Possible affirmation bottle and magnet combination?
  - Take it offline?
  - Roleplay workshop idea: how do tell people about issues - develop before use
- Lab Notes
  - Need to make workshop scripts for next week
  - You will be running the workshop scripts with 2 ppl
  - Inside your workshop:
    - Reflection Phase
      - You should reflect on the conventions that exist
      - What are they doing now to solve the problem?
      - Why don't they like that?
    - Wishing/Dreaming phase

- This should **NOT** be in the context of the problem
- The goal is to ignite their creativity, not do work.
- Examples:
  - If you could take on any animal trait to complete this task, what would you take?
  - If you could get any superpower which one would you pick?
  - Adding functions to a magic box - what powers would it have?
- Design/Creation phase
  - The tester becomes a designer for the chosen issue
  - They reflected at the beginning, and then awakened their creativity. Now they must channel their creativity to a design problem.
  - Give them lots of tools so it doesn't just become a 2D mock-up
  - After you can compare the output of this phase to the designs that you produced and contrast them.
- Full duration should be 1.5 - 2 hours long.

<u>By next week:</u>
→ revised script
→ hold a workshop
→ document w/ a video + images
→ present outcome & findings in lab (5 min pres)

Script:
-activity
-instructions
-objectives

Documentation:
-video (highlights whole workshop)
-photos

Outcomes/Findings(1-2 pages)
→ how will the results shape design of medium fide prototype

Marks notes:

Four step framework.
    Immersion
            prior to workshop get a sense for the group
            self documentation etc
    Activation of memories
            evoke and generate new ideas and relationships
            bring immersion into the workshop
    Dreaming
            ideal environments an tools
    Bisociation(?)
            give the ideas expression

Bring an object from home to the workshop?
Try things that are different.
    So long as you can explain the results, the success of the results are irrelevant.