A visitor in a particular place

Compare two interfaces in the room. After the break, sketch alternatives for your individual project.

15:55–16:20 · Two observations

Physical interface
Goal, first cue, action and visible response. Mark an exact movement or quote.

Device interface
Goal, first cue, action and visible response. Mark an exact movement or quote.

16:20–16:45 · Draw and reframe one incident

On a spare card, draw its cue, action and result. Circle the friction. Write a different question in each box. Underline the one your observation supports.

Finding the cue
Where did they look first?

Interpreting the cue
What did they expect it to do?

Recognising the result
How did they tell what changed?

17:10–17:25 · Sketch three ways to reach the same goal

A · Start on the work label

B · Start on a map

C · Start in the visit list

17:25–17:55 · Choose a route and put two cards in a peer's hands

Start card
Real work title, room and action.

End card
Circle the lasting sign of success.

Peer check and exit sentence
Record one observed action. When ___, a ___ wants to ___. I can tell it worked when ___.

IDEO.org · How Might We worksheet (Field Guide, p. 177)