User Interfaces

EECS 3461 – Sections A & B

Fall 2021

Resource Pack: Design I
Design Work is Teamwork

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Dependencies

This resource pack assumes that you are already familiar with:

- *no dependencies*

Inquiry

1. Is teamwork the norm in UX design?

2. What are some project management basics?

3. How can I be a good team member?

1. Is teamwork the norm in design?

Situating Design vs Development Work

In a nutshell:

- waterfall: design → design handoff → development
    - 'big' design work up front
    - 'big' design handoff
    - dev team implements, design no longer involved

- agile: design → sprints
    - some UX research and design work up front (e.g., prototypes + user feedback)
    - sprint team: 1-2 devs, front-end dev, designer, team leader

- industry is moving from waterfall to agile

- thus, increasing prevalence of interdisciplinary teams

About Industry…

- we will return to the topic of industry practices

- we're just covering a little bit, only to demonstrate the need for teamwork and to motivate the learning of some teamwork and project management basics

- If you are keen to read ahead:
    - Bos, R., 2020. UX Design Is Team Work. [online] Medium. Available at: https://medium.com/design-and-develop/ux-design-is-team-work-c5543d0fa33c

Teamwork (!)

- teamwork is the norm for design work

- interdisciplinary teamwork is becoming even more important

- we are employing a fair amount of teamwork in this course

- being a good team member is not automatic, there are skills to be learned

- teamwork also involves project management

2. What are some project management basics?

Project Management (PM) Basics

- project management is a set of practices, knowledge, and skills

- professional project managers complete formal training, can receive internationally recognized professional designations (e.g., PMP and/or PRINCE2)

- teaching and learning project management cannot be done quickly, there are many different:
    - process groups (initiation, planning, execution, monitoring and controlling, and closing)
    - knowledge areas (e.g., quality management, communications, risk management, many others)

- we'll cover only few basic and simplified practices here…

Salapatas, J. N. (2000). Best practices—the nine elements to success. Paper presented at Project Management Institute Annual Seminars & Symposium, Houston, TX. Newtown Square, PA: Project Management Institute.
https://www.pmi.org/learning/library/best-practices-effective-project-management-8922

Summary of Best Practices, I

1. the team ensures that the work to be done is clearly defined and the scope is established and stable

2. the team ensures that all team members have roles, one of which is the leader

3. the team members have an agreed-upon set of quality standards

4. the team ensures that key phases are mapped out: planning, implementation, and submission; clear deliverables for each phase

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Summary of Best Practices, II

5. planning is realistic to the available and to capabilities of the team member; the plan matches the work to be completed; team members complete their tasks on-time and to the agreed-upon quality standard

6. the team can self-correct: the team can detect if there is a deviation from the plan and take corrective steps

7. the team can handle interpersonal issues; members will first work issues out amongst themselves before escalating to the team level, issues at the team level can be resolved

8. the team can handle disruptions to the plan; the team is able to deal with scope creep, slippage, defects (failure to meet quality standard)

3. How can I be a good team member?

Functional Teams

All happy families are alike, but every unhappy family is unhappy in its own way

Leo Tolstoy, Anna Karenina, 1878

well functioning teams need only a few ingredients:

1. everybody talks, equality of conversational contributions

2. mutual respect, reading and responding to social cues

3. good project management practices

Video Viewing

Secrets Of Successful Teamwork: Insights From Google

https://www.youtube.com/watch?v=hHIikHJV9fI&feature=youtu.be

The 15-minute rule

Take 15 minutes to solve the problem any way you can.
However, if you don't have an answer after 15 minutes, you
must ask someone.

Pod-Based Activities

- learning pods are large 12-13 people, which makes for a large team

- it can be difficult to establish good team dynamics with such a large group

- we will treat the pod-based activities as a ramp-up for smaller teamwork

- we won't use team contracts for pod-based activities
  - the pod-based activities are clearly defined and have a narrow scope
  - the pod-based activities are designed to be easy to divvy up

To Be a Good Pod Team Member…

Good team members have the following competencies:

1. Commitment to the Pod's Work
   - you contribute appropriately to the team's work
   - you demonstrates commitment to the team's work
   - you come prepared for team meetings
   - you keep deadlines and deliver complete, accurate work

2. Communicating with Team Members
   - you communicate effectively and openly share information
   - you exchange information with teammates in a timely manner
   - you request and incorporate feedback regularly
   - you seeks appropriate team input before taking action

To Be a Good Pod Team Member…

3. Capability
   - you demonstrates the capabilities needed for the team to perform.
   - you seek to gain the knowledge, skills, and abilities needed by the team.
   - you learn about other teammates' tasks and roles.

4. High Standards
   - you care about the quality of the team's work
   - you believes that the team will achieve high standards
   - you show confidence in the team's ability to perform
   - you encourages and motivate the team

To Be a Good Pod Team Member…

5. Focus
   - you monitor issues that may affect the team and notice problems
   - you provide meaningful, growth-oriented, and regular feedback to members
   - you help the team plan and organize work, and anticipates issues

What makes for a healthy team? CARE

4 key areas: Communication, Adaptability, Relationships, and Education

- Communication
  - team has a a cooperative environment
  - team has role clarity
  - team has developed a clear course of action

- Adaptability
  - team coordinate efforts in response to changing task demands
  - team monitors progress of team members
  - team offers to help one another as needed, team provides backup

What makes for a healthy team? CARE

- Relationships
    - team works on building trust and a safe place for sharing
    - team can freely and openly debate the merits of different perspectives, views, and opinions in a professional manner
    - team reduces interpersonal conflicts and arguments regarding how to accomplish work
    - team agrees on the adequacy of each member's contribution to the team effort

- Education
    - team members help one another learn
    - team members can develop and express ideas; team members ask constructive questions
    - team members provide one another with constructive feedback

Summary

- teamwork is important in design

- basic project management includes 9 best practices

- being a good team member involves 5 competencies:
  - Commitment
  - Communication
  - Capabilities
  - Standards
  - Focus

- healthy, functional teams do well in 4 key areas:
  - Communication
  - Adaptability
  - Relationships
  - Education