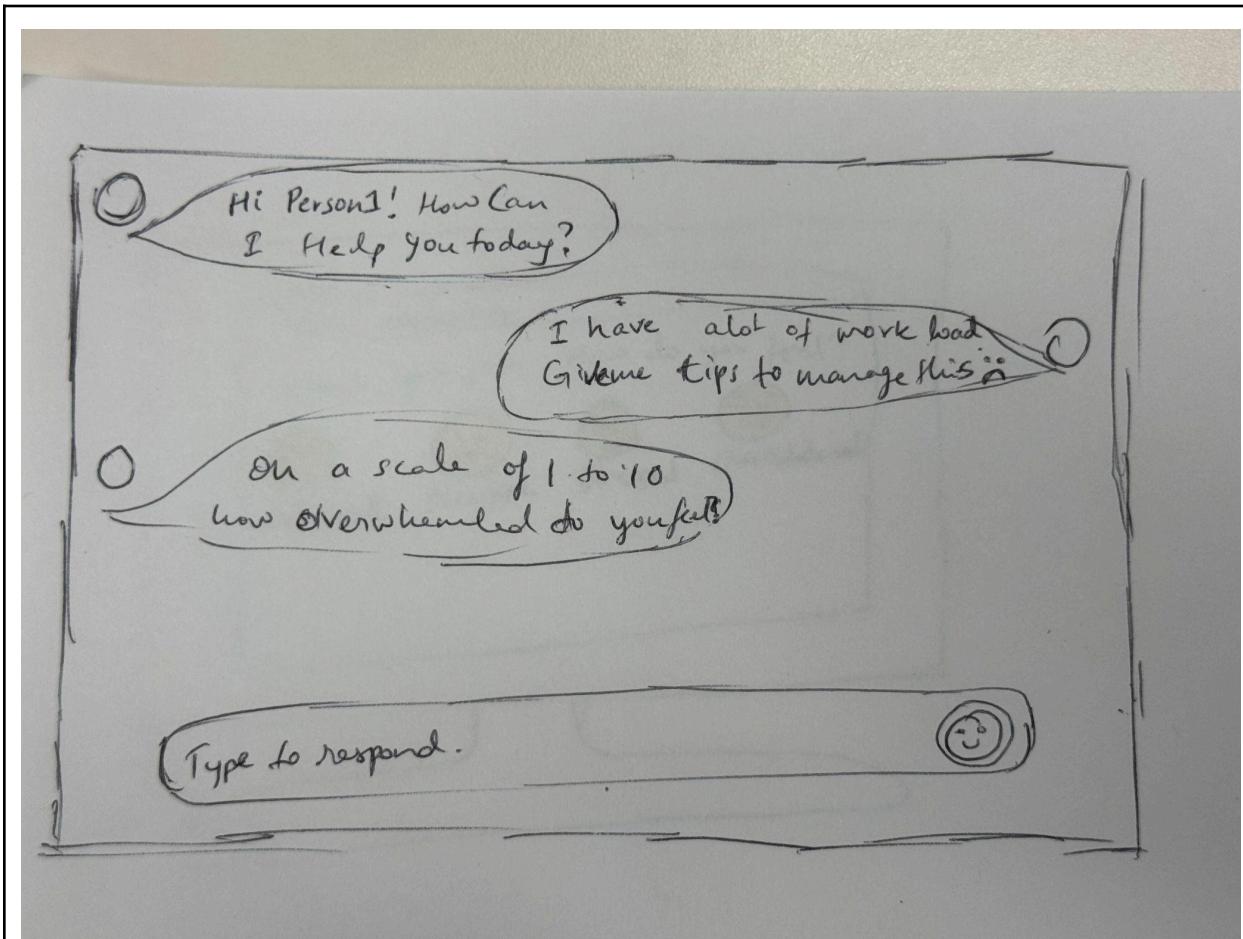


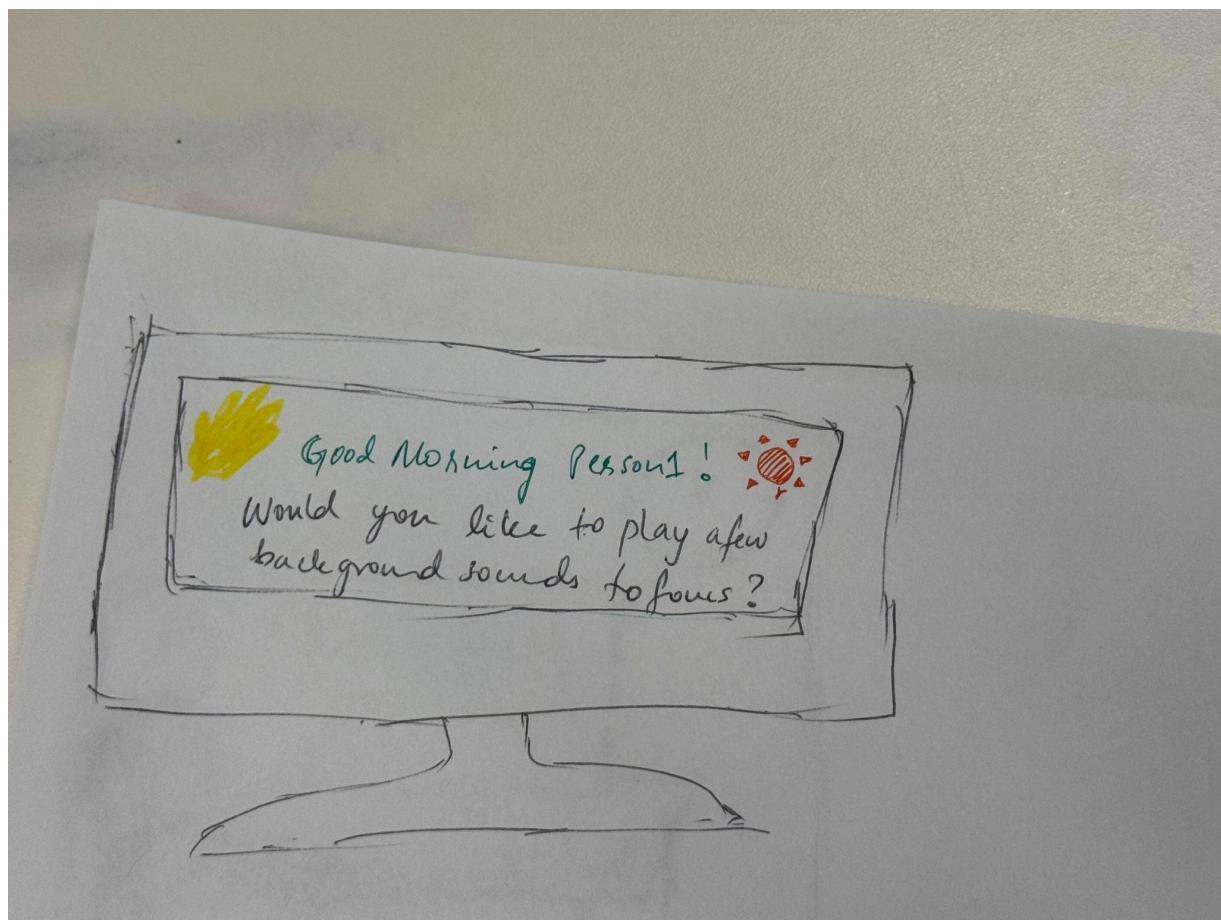
Step 11: Ideation and Sketching



Chat Interface: A simple AI chat window for emotional support and workplace concerns.

Keep; Ideation #1

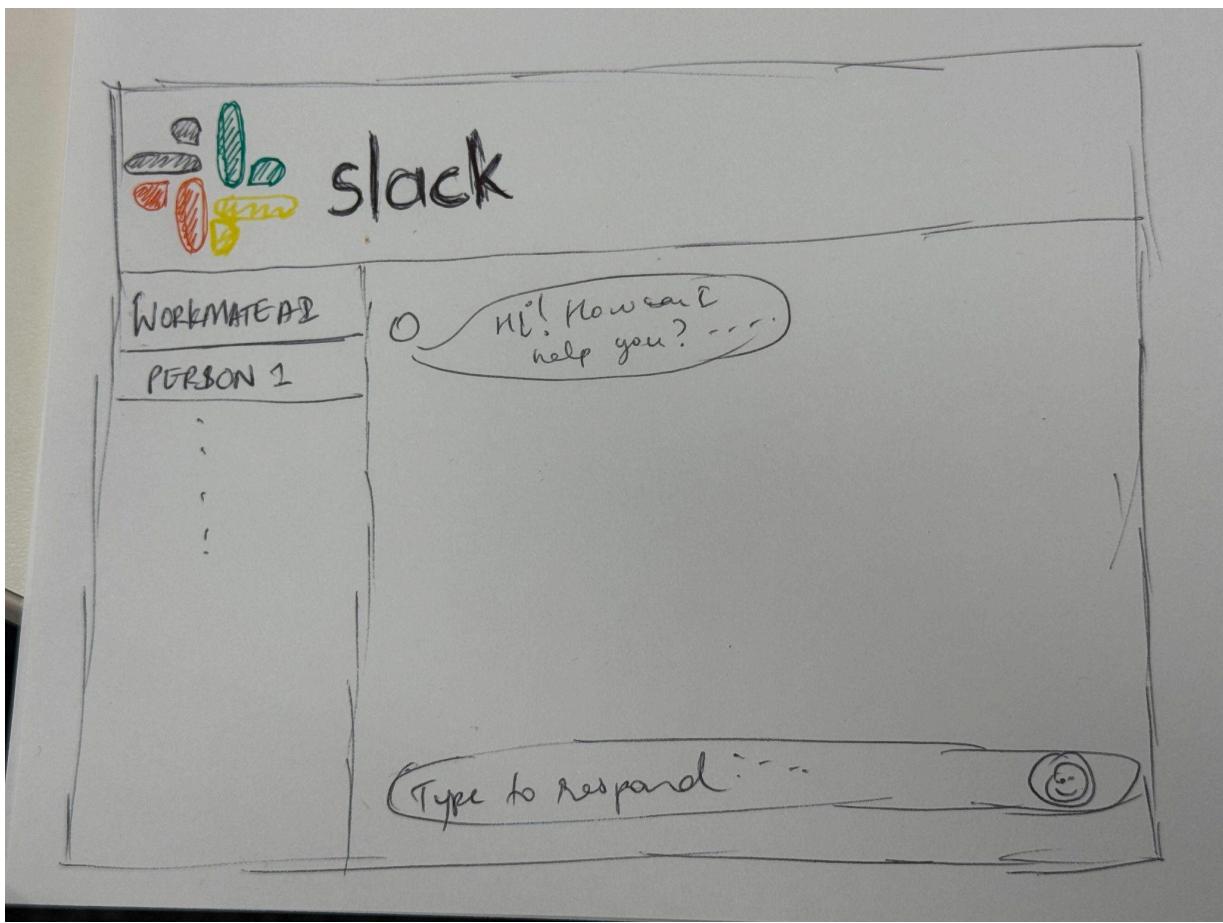
- **Annotation:** In the sketch, WorkMate provides a private chat interface where employees can express workplace frustrations, seek emotional support, and receive AI-generated guidance and tips based on sentiment analysis.
- **Rationale:** Employees prefer one-on-one AI assistance over group interactions for workplace concerns as seen from Card 3. The chat feature directly aligns with the need for a confidential and judgment-free space where employees can process emotions and receive personalized coping strategies before escalating concerns.



Personalized Soundscapes: AI recommends background sounds for focus and relaxation.

Trash; Ideation #3

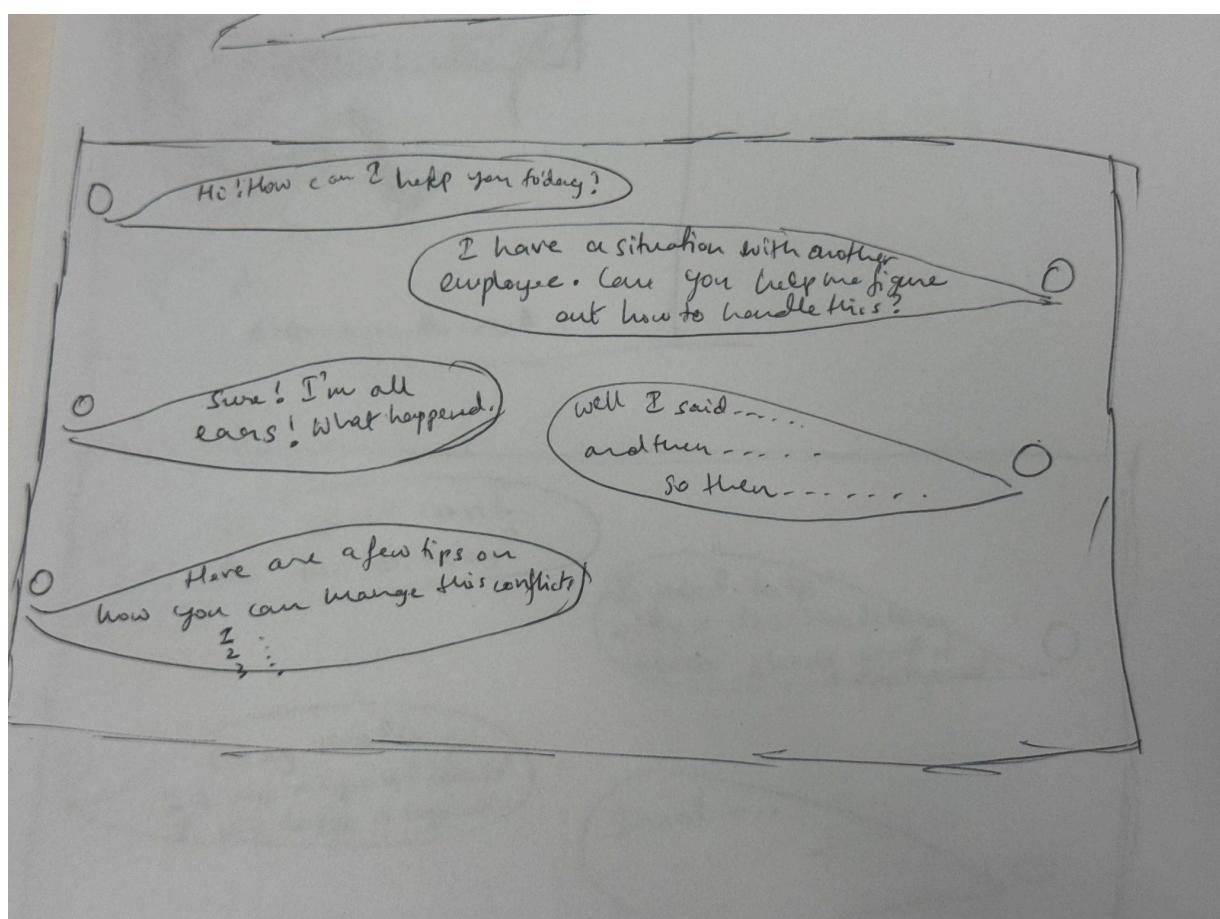
- **Annotation:** The sketch shows WorkMate recommending customized background sounds for focus and relaxation, such as white noise or nature sounds.
- **Rationale:** While this aligns with the concern about workplace support resource awareness, it does not directly address workplace concerns or productivity challenges. Background noise is a personal preference rather than a core AI feature supporting HR, conflict resolution, or communication efficiency.



Slack/Teams Bot: WorkMate integrated directly into workplace communication tools.

Keep; Ideation #1

- **Annotation:** The sketch depicts WorkMate as a seamless integration within Slack and Teams, enabling employees to report issues, access HR support, and receive productivity suggestions without leaving their workflow.
- **Rationale:** Since workplace communication tools (Slack, Zoom, Teams, etc.) are essential for efficiency and collaboration (ref. Card 6), integrating WorkMate into them ensures frictionless access. This aligns with the expectation that tools should work cohesively, providing unified notifications and quick access to AI-driven support.



Conflict Resolution Suggestions: AI provides tailored advice for handling workplace conflicts.

Keep; Ideation #2

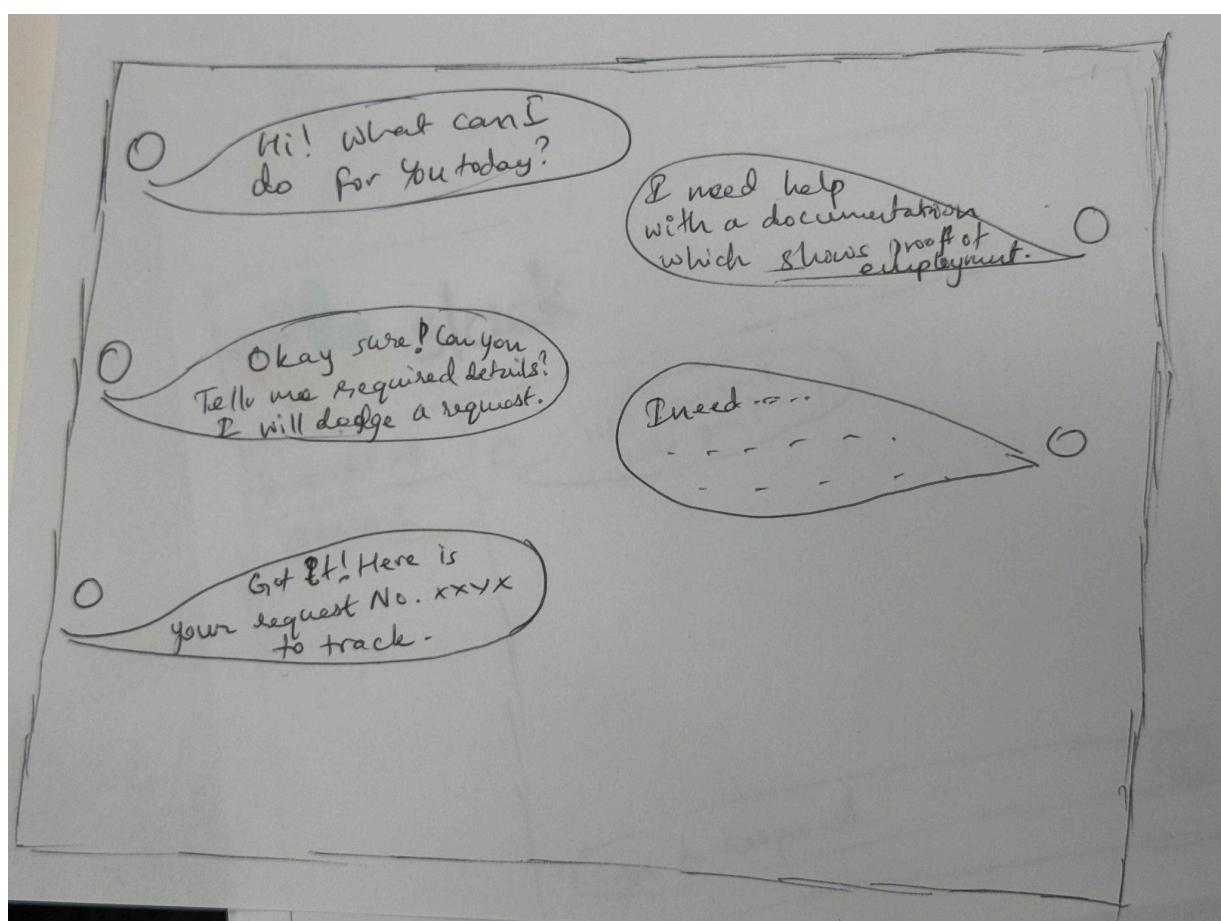
- **Annotation:** WorkMate provides AI-driven conflict resolution guidance in the sketch, offering tailored advice based on the user's workplace situation.
- **Rationale:** Employees often prefer AI-driven conflict resolution for immediate and impartial guidance, especially in urgent situations (ref. Card 8). This aligns with the card's need for AI conflict mediation while still keeping HR in the loop for serious matters.



Breaktime Reminders: AI suggests short breaks based on user stress levels.

Keep; Ideation #3

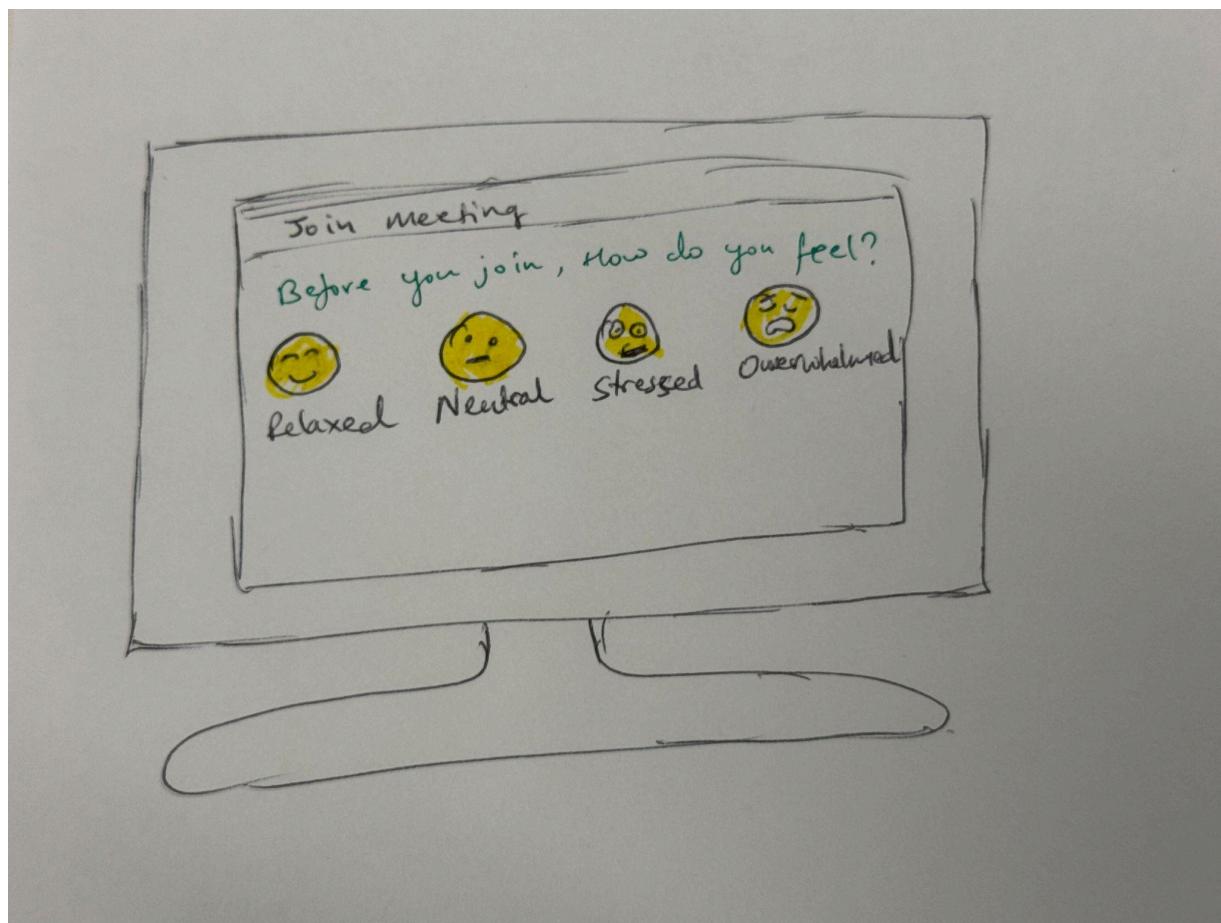
- **Annotation:** WorkMate monitors work patterns and schedules break reminders based on stress levels and workload balance. The sketch illustrates AI suggesting a short break and providing insights on work-life balance.
- **Rationale:** Many employees struggle with overworking and burnout, making AI-driven break reminders valuable. This aligns with work-life balance insights and healthy scheduling by ensuring employees take necessary breaks for better productivity and mental well-being.



Automated HR Documentation: Generates reports from user conversations with WorkMate

Keep; Ideation #2

- **Annotation:** In the sketch, WorkMate captures employee requirements/concerns in a structured AI-generated report if required by the employee it can be provided to them and if there is a concern or need it can also be shared with HR for further action while ensuring confidentiality and transparency.
- **Rationale:** Employees often struggle to access HR or hesitate to escalate concerns due to availability issues or fear of repercussions. WorkMate's ability to automate documentation helps employees raise issues efficiently while reducing HR workload and ensuring workplace issues are addressed.



Pre-Meeting Stress Check-In: AI prompts users to assess emotions before meetings

Trash; Ideation #2

- **Annotation:** The sketch depicts WorkMate prompting employees before meetings to assess stress levels and emotional state. However, there is no clear follow-up action.
- **Rationale:** While emotion tracking is useful, this feature feels too invasive and potentially disruptive. Employees might not want AI involvement in every meeting, and without actionable next steps, it lacks practical impact. Instead, integrating emotional support into the core chat interface is a better approach.

Collaborative Peer Support (wfh)

Regarding this issue, there are several peers ~~ready~~ ready to help! Do you want to connect to them?

Please, Thx

You are connected!

Hi. I'm my 1st year here, and I really struggle w/ the BI board.

It happens. It mostly comes from formatting issues when importing.

Thank you so much!

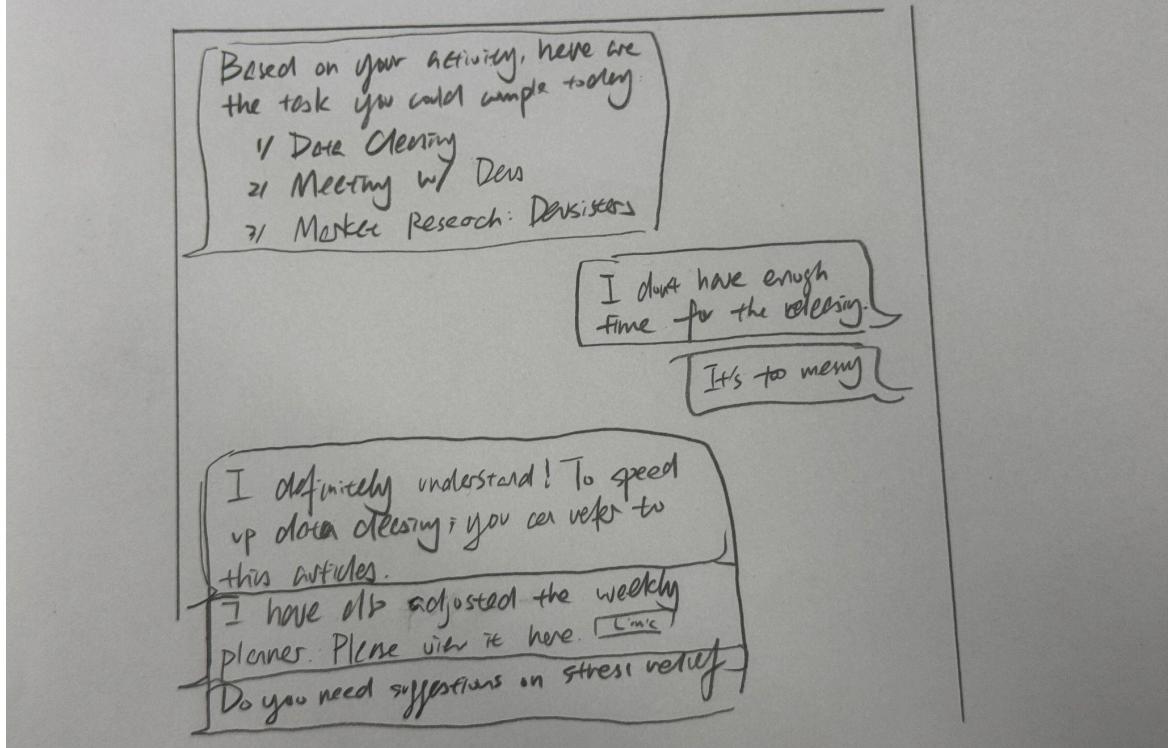
Collaborative Peer Support Feature: Employees can opt into anonymous peer-to-peer support.

KEEP; Ideation #1

Annotation: In the sketch, WorkMate prompts the employee with a question: "Regarding this issue, there are several peers ready to help! Do you want to connect to them?" The employee selects "Please, Thx," and is then matched with another employee. The two exchange advice through a chat-based interface.

Rationale: This feature aligns with Card 7, where WorkMate aims to foster workplace socialization. By enabling anonymous peer support, it helps first-year employees seek advice in a less intimidating, chat-based format, reducing hesitation and discomfort when asking for help. This promotes a stronger sense of workplace connection while maintaining a low-pressure environment for discussions.

Tone Adjustment



Sentiment-Based Smart Replies: AI adjusts tone based on user sentiment.

KEEP; Ideation #2

Annotation: In the sketch, WorkMate initially assists the employee with work planning. When the employee expresses feeling overwhelmed by their workload, WorkMate swiftly adjusts its tone, offering encouragement and recommending resources to uplift the employee's mood.

Rationale: This feature aligns with Card 3, where WorkMate provides one-on-one AI support tailored to each employee's mental well-being. The AI's ability to adapt its response in real-time ensures personalized emotional support, helping employees manage stress effectively as their workload and emotions change along the time.

Virtual Character



Customizable Work Persona: Users set preferences for AI responses (e.g., formal or casual).

TRASH; Ideation #3

Annotation: In the sketch, WorkMate is represented as a virtual character on a phone screen.

Rationale: This feature was inspired by Card 7, aiming to enhance socialization opportunities by introducing a personified virtual character as a workplace companion. However, this approach may discourage real interactions with colleagues, making employees too reliant on AI for social support. Additionally, since employees primarily use computers rather than mobile phones at work, this feature may not be as practical in a corporate setting.

Smart Notifications

Based on your schedules, past few day where have been exhausting! Here are some resources I find valuable for you! Remember, your stress is valid, and I am here to help!

Reserve a session at Meditation Center
Mon. Slot 1
Slot 2
Slot 3
Print on us! Clubbing at XXX

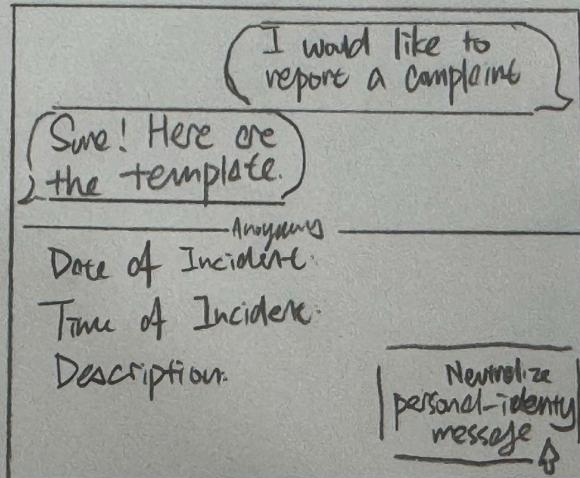
Smart Notifications: AI detects stress levels and suggests a break or motivational message.

KEEP: Ideation #1

Annotation: In the sketch, WorkMate detects the employee's workload and stress levels, then displays a message acknowledging their exhaustion after a long week. It automatically suggests relevant company resources for support.

Rationale: This feature is based on Card 5, aiming to bridge the awareness gap by having AI proactively push notifications when it detects signs of workload stress. By automating resource recommendations, WorkMate ensures employees are aware of available workplace support without needing to seek it out themselves.

Anonymous HR Reporting



Anonymous HR Reporting: A secure, structured way to report workplace issues.

KEEP; Ideation #2

Annotation: In the sketch, an employee wants to file a complaint, and WorkMate provides a pre-filled template to guide them. The template does not require any identity information and includes an option to automatically neutralize any identifiable details, ensuring complete anonymity.

Rationale: This feature is inspired by Card 4, while focusing on the anonymous helpline. Some employees may fear retaliation when reporting workplace issues, but by ensuring all identity-referable information is removed, this feature encourages employees to speak up while protecting their privacy.

Emergency SOS



Emergency SOS Feature: Alerts HR or a designated person if distress signals are detected.

KEEP; Ideation #3

Annotation: In the sketch, WorkMate automatically contacts emergency services after detecting a prolonged period of no response from the employee, indicating a potential emergency.

Rationale: This feature is inspired by Card 2 and Card 3, emphasizing WorkMate's role as a personal assistant that can respond quickly to emergencies. By proactively detecting potential distress or medical incidents, WorkMate ensures swift action is taken to protect employee well-being.

Voice Emotion Detection



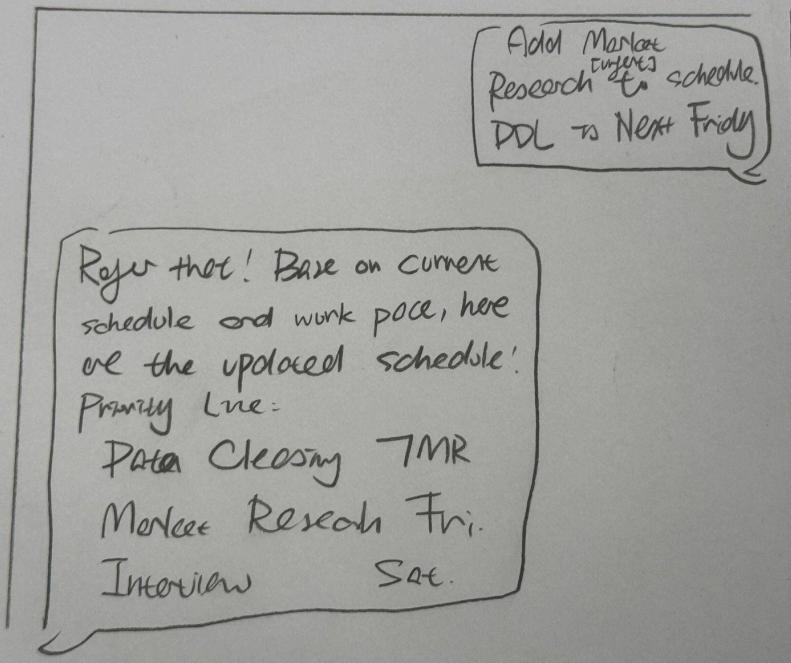
Voice Emotion Detection: AI detects emotion from voice inputs and adapts responses.

TRASH: Ideation #3

Annotation: In the sketch, WorkMate analyzes voice input to detect employee stress levels and provide appropriate support.

Rationale: This feature was inspired by Card 2, aiming to further automate WorkMate's role in workplace support. However, it raises privacy concerns regarding voice data collection and would be costly to implement.

AI driven Work-life Balance Tips



AI-Driven Work-Life Balance Tips: Insights on maintaining a healthy balance based on work hours.

KEEP; Ideation #2

Annotation: In the sketch, WorkMate automatically updates the employee's schedule in response to a new task, prioritizing it based on deadlines, urgency, and workload balance to help with time management.

Rationale: This feature is inspired by Card 1, showing WorkMate's ability to streamline workload management using AI. By automating task organization, WorkMate helps employees plan their work more efficiently and reduce stress, making scheduling more scientific and hassle-free.