

MOMENT

PARTICIPATORY WORKSHOP

DESIGN FOCUS

Creating interactive resources that assure clients that Moment Energy's product is reliable and sustainable in order to promote lasting relationships.

GOAL

The goal of this co-creation workshop is to collaboratively ideate and iterate upon interfaces that can help build trust between Moment Energy and its clients.

Icebreaker! 5 minutes

Goal: Get the participants speaking, thinking, and having a good time.
Outcomes: The participants really enjoyed the word association game we prepared. After some fun and laughs, they were ready to proceed with our agenda.

1 Graffiti Board 10 minutes

Goal: Get each member to think about what trust means to Moment Energy.
Outcomes: Each participant was able to describe their own understanding of trust in 5 - 10 sticky notes with relative ease. Many of the answers were overlapping. This helped us discover themes, and showed us that the team members were on the same page.

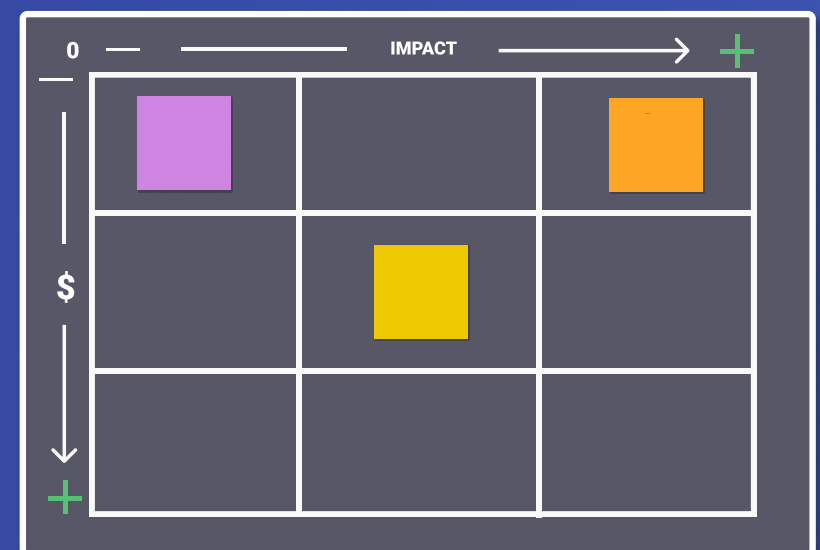
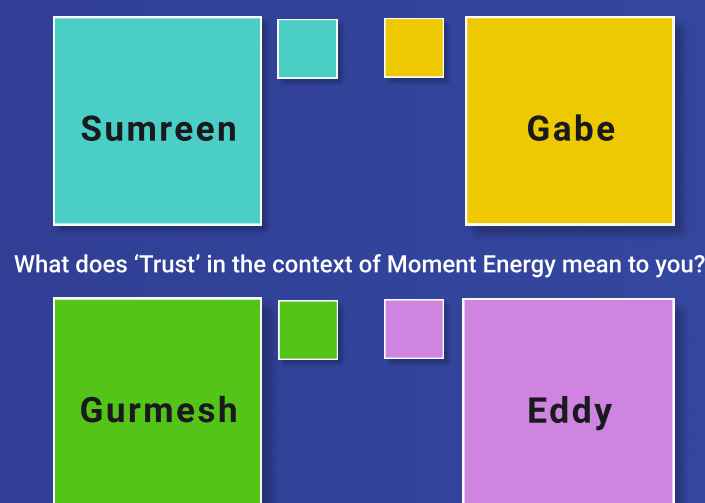
2 Impact Ranking 15 minutes

Goal: Find out what the Moment Energy team values in terms of trust, and weigh them against the cost/difficulty of implementation.
Outcomes: The group was able to come up with consensuses quite quickly. This showed us they had a clear understanding of their goals, but also made us question how much thought went behind those decisions.

3 H-Form 10 minutes



Goal: In pairs, present the members of Moment Energy with a prompt and generate pros and cons. Then, think of suggestions and ideas to combat the cons and compliment the pros.
Outcomes: Both groups were able to communicate their feelings on each prompt and came up with suggestions on how to improve the topic. Each pair had multiple pros and cons and ideas for the given prompt.



4 H-Form Discussion 10 minutes

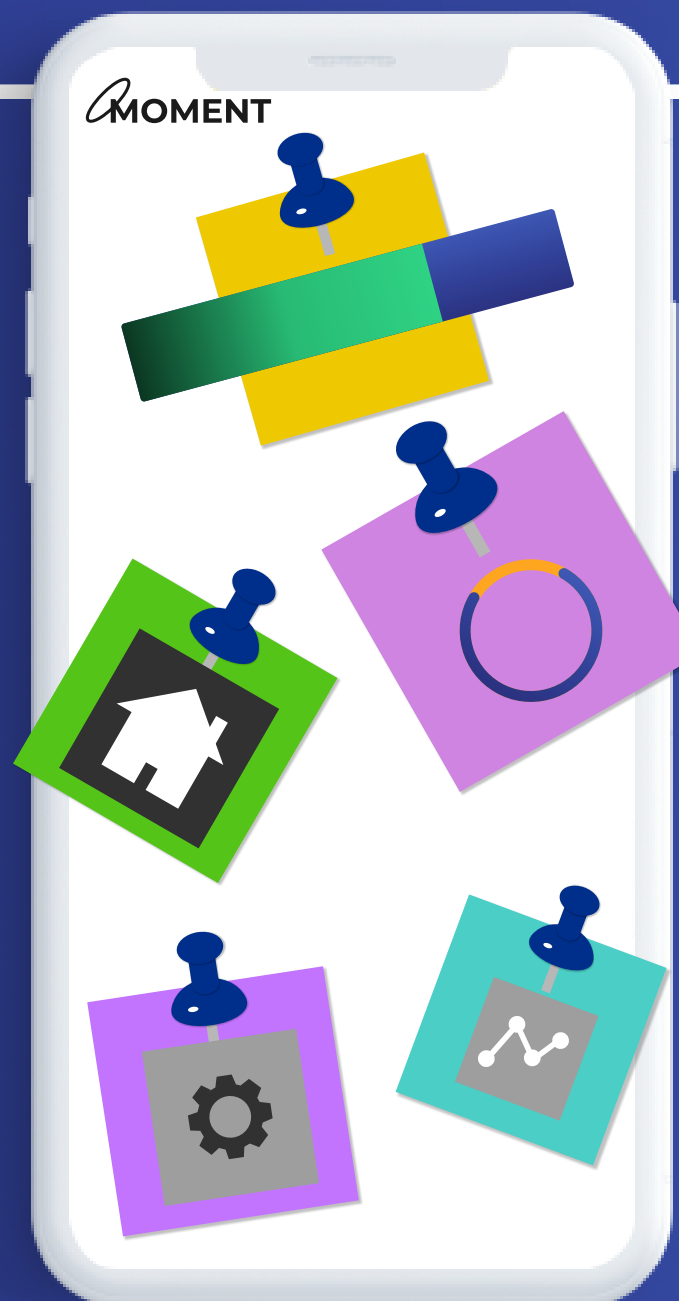
Goal: Each pair from the H-Form activity will present their ideas to the others. Feedback will be given to build upon the generated ideas.
Outcomes: Each pair took turns explaining their prompt, their pros and cons, and ideas for them. Both pairs also discussed which ideas they were drawn to more. They also discussed the practicality of each idea and which types of customers or clients the prompts would be better for.

5

Frankenstein Interface Building Workshop 30 minutes

- 5.1 Brainstorm 7/30 minutes
- 5.2 Rank 5/30 minutes
- 5.3 Design 10/30 minutes
- 5.4 Show & Tell 8/30 minutes

Goal: Use a fun and interactive activity to quickly understand how the Moment Energy team prioritizes information on an interface. We aim to learn what UI elements are the most important and why.
Outcomes: The activity was successful in engaging the participants in a playful design activity that had meaningful results. We were able to learn that the team prioritized battery statistics and monetary values in their interfaces. More importantly, we heard explanations for why they made those design decisions.



REFINED FOCUS

Create an interactive informational application for direct-to-consumer clients that assures them the product is reliable and sustainable in order to promote lasting relationships.