

What's Happening

In the **SYNTHESIS** stage of the communication journey, a person is emotionally guided by their thoughts and feelings. Person's judgement might be affected by their current emotional state, possibly triggered by recent occurrences. This puts the communication at risk to be exacerbated by emotions, in return provoking exclaimed reactions.

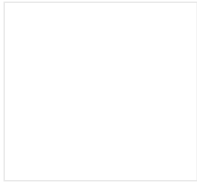
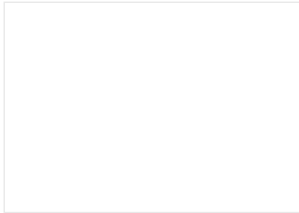
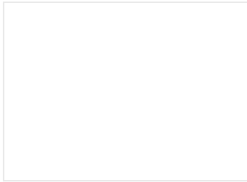
Performative Activities

Object Relevance

During **SYNTHESIS**, perceived operation of the device or platform has greater significance than the process of interaction. Form of a device, or an object in the activities, can hint at their purpose or instil dependant functionalities.

Activity Directions

As the primary user, you don't necessarily have to be engaged in any physical interaction at this stage. You could be looking at the object, or observing the device, holding it, touching it, or even wearing it on a particular place for a duration of time. How could the object prompt you to recognise emotional affect? What interactions can help to pace your action? Let your mind wonder about how the physicality or functionality of a device can help you in the **SYNTHESIS** stage.



It is also an interesting exercise to get a feeling for whether solely the object is making you feel in a certain way, in addition to your emotional state.

Challenges and Opportunities

Challenges

Primary challenge at this stage is emotional (self) awareness. Past and present occurrences might impact current emotional state. Recognising such affect is crucial to ensure the communication is not led by instinctive inclinations. The speed in which we reach the other person and assumed availability introduced by mutual adoption of digital is also presents a novel behavioral challenge. Inclination to certain behavioral paths are further exasperated by the ephemerality and ability to undo in digital.

- Emotional (self) awareness towards current state and prejudice in communication.
- Recognising affect of past or present occurrences on current emotional state.
- Control over biological responses triggered as result of untypical experiences.

Opportunities

**SYNTHESIS** stage presents opportunities for digital data, emotional detection, designed intervention.

- Promote a paced communication in order to decrease risk associated with immediacy.
- Integrate interactions to increase user engagement with emotional (self) reflection.
- Activate digital systems to assist user in pace of delivery, action and reaction.
- Help person develop a sense of how their past and current emotions are affecting their actions.

Design Suggestions

Reflective Interactions

Keywords: Pace, Engagement, Reflection, Nudges.

Design interactions that provide subtle unobtrusive nudges to provoke self reflection or interventions to prompt a momentary pause. There exists research and proven methods on slowing down reaction time. Visual cues and time-based elements could influence users to consider the emotional context for their communication and pace their response.

Emotional Insights

Keywords: Data, Representation, Emotional.

Create a separate space or incorporated features that allow users to gain insights into their emotional patterns. Offer visual representations to highlight trends in emotional expression. Consider elaborating specific moments to promote awareness through healthy understanding of historical data.

Empathetic Features

Keywords: Empathy, Flexibility, Reflection, Tone

Create features that highlight potential instances for **SYNTHESIS** in communication. Encourage users to embrace empathy through offering several ways that accommodate the level of flexibility deemed appropriate. Think about providing suggestions for reflection or automatically adopting a considerate tone on behalf of the user.