Julio Pochet – Module 11 Discussion Post

For this week’s discussion, I’m focusing on two insights from **100 Things Every Designer Should Know About People**:

**#85 – People Will Always Make Mistakes; There Is No Fail-Safe Product**

**#88 – People Make Predictable Types of Errors**

**Embellishment #1 (on #85):**

No matter how polished a design is, people will still make mistakes. That’s why smart design isn’t just about making things “easy”—it’s about **error recovery**. For example, apps like Google Docs autosave your work constantly. That’s not just a feature—it’s a safety net for human error. I think designers should approach every interface expecting the user to do the “wrong” thing at some point and plan around it with things like undo buttons, confirmation modals, and helpful error messages instead of dead ends.

**Embellishment #2 (on #88):**

People tend to make the same types of mistakes, like mis-clicking buttons that are too close together or skipping instructions. A great example of design solving this is the “Are you sure?” pop-up when deleting something important. Another one is Gmail’s 5-second “Undo Send” option, which exists because the mistake of sending an unfinished or angry email is so common. Designing around these known patterns helps reduce frustration and builds user trust.

Both of these “things” remind me that user-friendly design isn’t just about what works perfectly—it’s about how gracefully your site or app handles the **imperfections of being human**.