



#49 Automation bias

We should avoid overusing instructions and security mechanisms. Instead, we can select key risks and periodically remind the user of them while working with the product.

#21 Distinction bias

Instead of abstract messages about risks, we can show the user the potential consequences of his inattention to work. This can be an illustrative example where the user will see and evaluate his “current status” and “what might happen” next to each other.

#36 Neglect of probability, #93 Ambiguity effect, #11 Base rate fallacy

We can change the wording in our communication with the user to push him to some actions.

#46 Functional fixedness

If users systematically ignore some action that we expect from them in a specific workflow, we can change the process itself. Even small changes in standard workflows in which users have ingrained habits will significantly grab their attention.

#50 Bandwagon effect

In our communication with the user, we can appeal to the majority of our users, demonstrating through their example the benefits of following our advice.

#51 Placebo, #76 Illusion of control

We can place an extra button which, according to our instructions, will need to be pressed at the end of a series of actions (workflow).

#70 Social desirability bias

In our communication with the user, we can appeal to the social desirability of the requested action. If we emphasize that this action will be visible to others at the same time, this can significantly increase the user's responsibility.

#74 Dunning-Kruger effect

When it comes to a B2B product, users' irresponsible approach to using the product can result from a combination of arrogance and incompetence. In such cases, we should not appeal to the professionalism of our advice, but to something that will not hurt their egos.