
**Leveraging
user research in
your inclusive
design quest.**

Who Am I?



@melbanyard

My Goal

To make research
alongside users with
disabilities the new
norm in design.

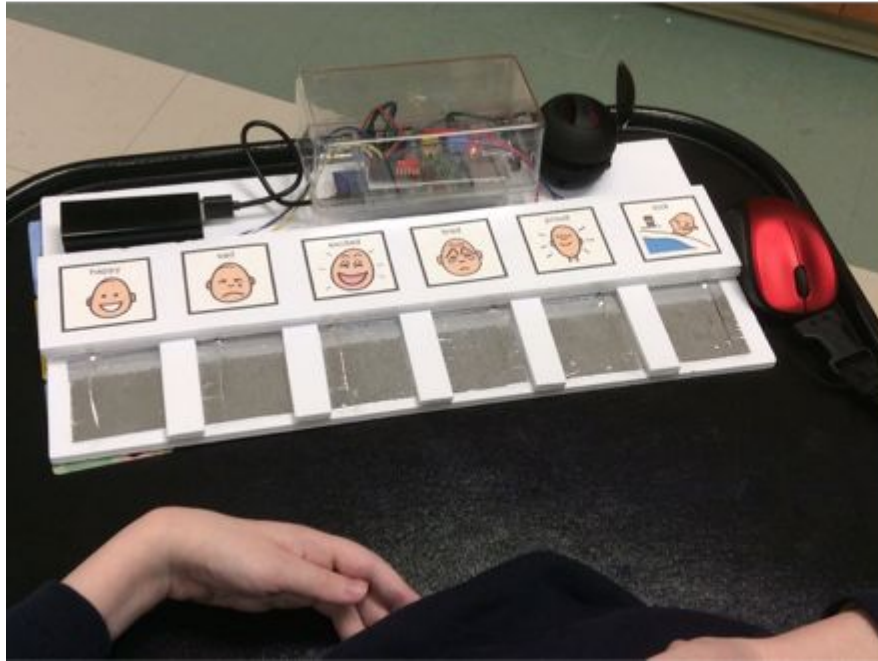
To get closer to that goal...

Examine the
existing landscape.

Outline 3 principles
for broadening
horizons.

**Person with a
Disability**

**Disabled
Person**



TalkBox Making Workshop (Using Participatory Design)

Minimum Compliance Approach:

Using baseline
accessibility standards
as the only method for
inclusive design.

Imagining disability
through empathy labs.



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**Move past the
minimum (!)**

1)

**Don't just
diagnose.**



Polymythic



NY Times

**“That is not my
voice... I want
my voice back.”**

From “Hawking Incorporated”

University of Cambridge



People consider not
only **if** a technology
can serve them...

But also **how** a
technology will
serve them.

They do this by
asking themselves:

**“ How will this
technology fit
into my sense
of self ? ”**

Examine the social context:

Investigate how a
product might work in
the day-to-day.

2)

Know Thyself.

~~Bias~~

**Limits of our
knowledge**



“In what ways do you manage your child’s negative behaviours?”

Be ready to make
mistakes.

Lean in to these
uncomfortable
moments.

Ask Yourself...

What do I know about disability?

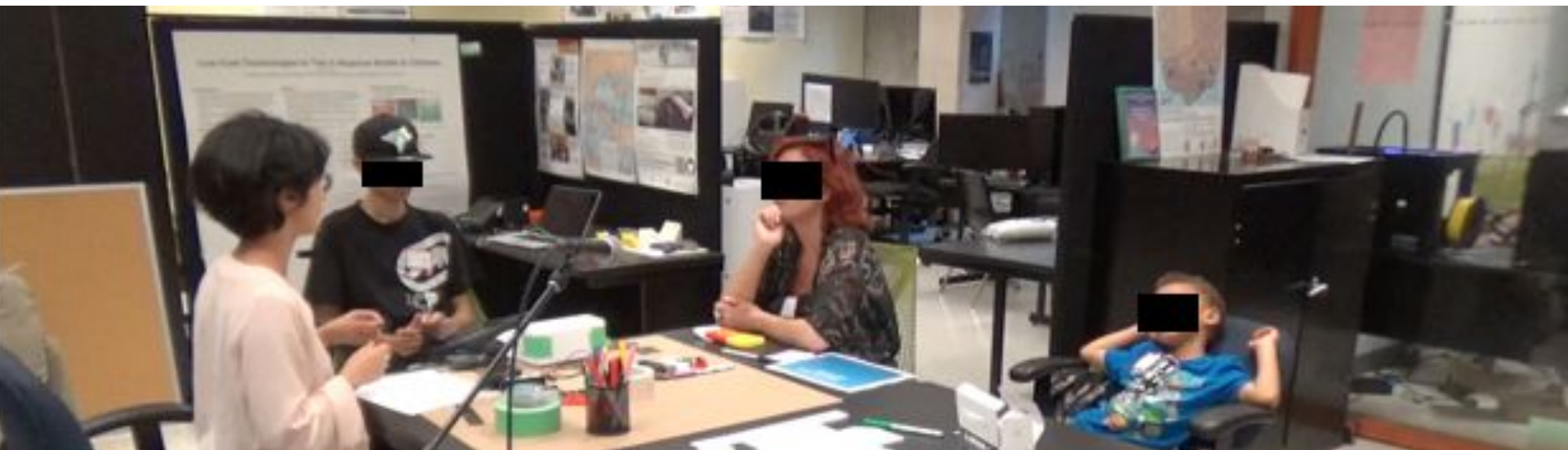
What do I not know?

Where does this information come from?

3)

Adapt.

**Inclusive design calls
for inclusive research.**



Ask Yourself...

How does your definition
of success limit someone's
ability to be successful?

**Reassess.
Redefine.**

Adapt your process for
users of all abilities.

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- 1) Don't Diagnose.**
 - 2) Know Thyself.**
 - 3) Adapt.**
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Thanks!
