

Fundamentals of Human-Centered Design

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Regroup: Reconnect + Review



**Reconnect
+ Review**

Welcome to Day 3!

How's everyone doing?

Any thoughts since yesterday?

Reconnect
+ Review

Day 3 Agenda

- Regroup: Reconnect + Review
- PROTOTYPE: Studio Work

Break

- TEST: Evaluating Prototypes
- TEST: Constructive Critique

Lunch 12:00-1:00

- TEST: Group Presentations
- Reflect: Implications + Evaluation

Wrap up 3:00?

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PROTOTYPE: Studio Work

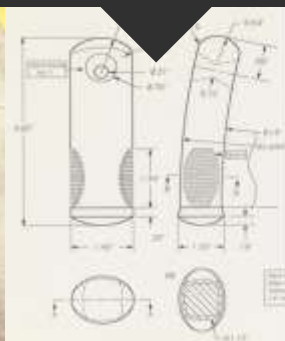


Prototype: A Definition

A first simple model, draft, or version of a design or an idea that tests a concept or process in the real world.

Studio Work

Time to build your own!



Prototyping Process

1. Decide What to Prototype

Discuss which components of your design concept are particularly critical to its success and value. Determine which of these elements you need to learn more about through real-world prototyping and testing.

2. Develop Your Prototype

Create a prototype that models one or multiple aspects of your design concept. Use the materials provided or seek out your own. Get creative and be resourceful.

3. Prepare to Test Prototype

Guide someone else (not in your group) through an interaction with your prototype. Observe what's working and what's not. Consider how to iterate and refine.

Studio Work

Create Prototype



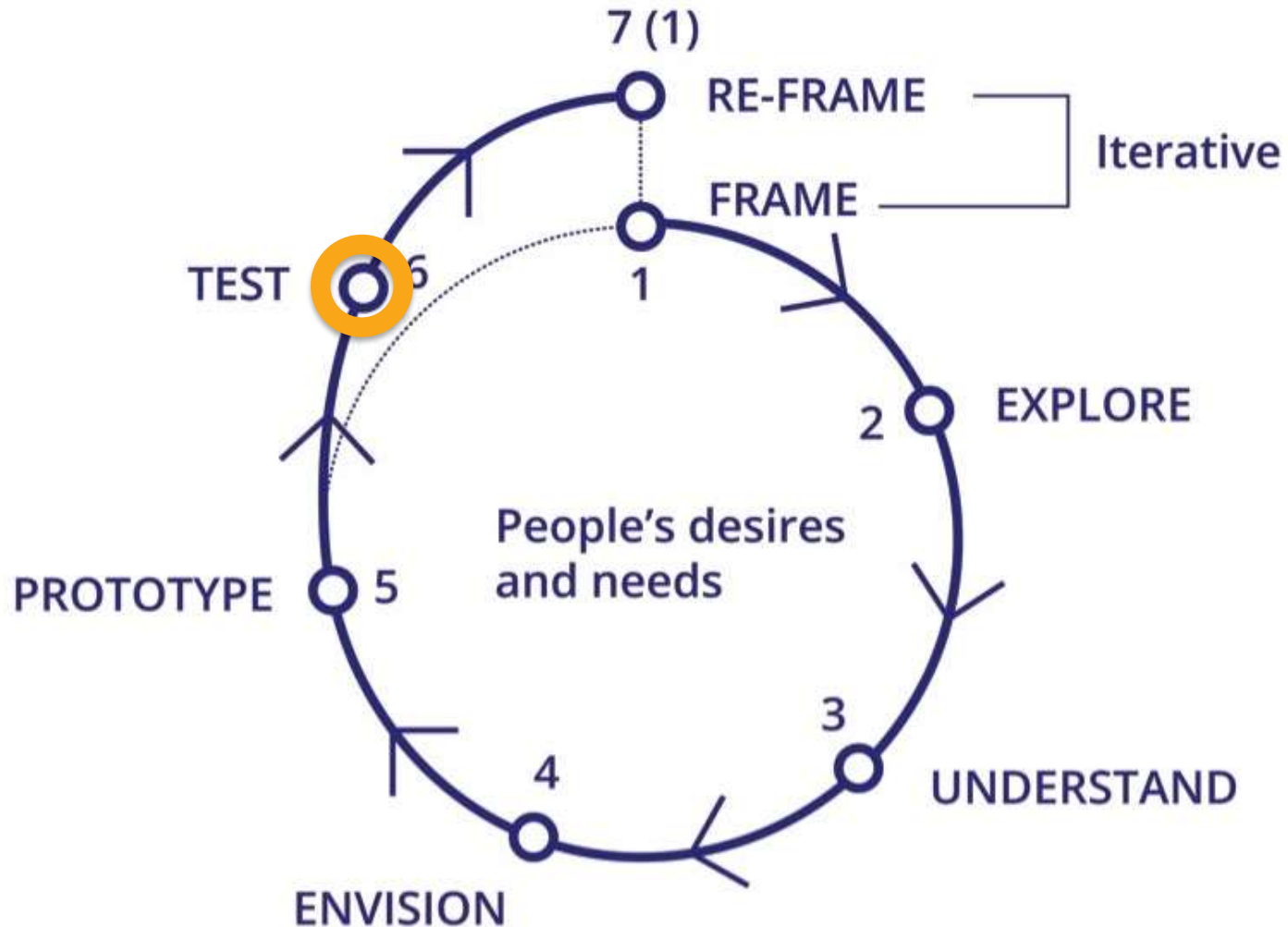
Break

15 min.

TEST: Evaluating Prototypes



HCD Process Check-In



Testing Process

1. Develop a Testing Plan

Create a prototype someone else can interact with. Plan what you want them to try, how to explain the test to them, and any prompts you'll have for them along the way.

2. Try it Out Yourself

Run through your test with your teammates and make any adjustments needed. Have someone in your group facilitate the test just as they would for someone else.

3. Invite Someone to Test

Invite someone from another group to try your prototype. Set up and run the test it without biasing them. Ask them to think out loud as they go. Watch their interaction closely.

Studio Work

Test plan worksheet

TEST: Constructive Critique



Design Critique: A Definition

A design critique is a way to discuss and evaluate a set of existing ideas and *ways of doing* in order to identify what to change (or not) in the future.

Design critiques should be *constructive and productive*.

Quality of Critique

con·struc·tive adjective

1. *of or relating to construction or creation*
2. *promoting improvement or development*

**Constructive
Critique**

Tell Us About...

**How you got
here today**

Many Hats of Feedback

1. Write down how you made your way here this morning, and why you chose your approach to getting here.
2. Find a partner and explain it to them.
3. You can describe a process or mode of transportation. Keep it brief but descriptive. Make sure you provide your rationale.
4. Take turns sharing your travel descriptions and providing critique wearing one of the various “hats of feedback” provided.

Shifting Practice

FROM

TO

Person > Subject

Absolutes > Nuance and depth

Tearing down > Contributing to

Anonymous > Identifiable

Asynchronous > Coordinated/simultaneous

Clinical, prudent
& set in stone > Optimistic, provocative
& always in beta

Shifting Practice

FROM

TO

Features > Process and experience

One directional
(one-and-done) > Collaborative dialogue

Hierarchical > Giving and receiving

About the physical > About the intangible

Via technology > Via personal interaction

Critique Session Rules

- Listen closely
- Pause and reflect before reacting
- Ask for clarity
- Use your words
- Provide feedback on what it is,
not what it is not
- Avoid absolutes
- Center on the self/selves
- Share the floor



Lunch

TEST: Design Presentations



Presentation Components

- Concept poster
- Prototype + How the test changed it
- The next step

Reflect: Implications + Evaluation



Implications + Evaluation

HCD @ NAVAIR

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**HCD in Your Work:
Human-Centered Design
for Government**

Discussion Framework
How do you see the human-centered design principles, practices, and precedents just discussed in relation to your work? Please write down any ideas or impressions that you have to share.

COMPARISONS

How does this type of approach compare to standard practices in your office? How is it similar or different from the ways in which you typically work?

OPPORTUNITIES

Are there areas where this type of approach could be particularly beneficial to your office? What specific opportunities or initiatives can you envision?

CONSTRAINTS

What are some constraints to consider before employing this type of approach at your office? Are there especially important limitations or risks?

Anything else?

Optional info:

Name: _____

Title: _____

Email: _____

Closing Thoughts

Following Up

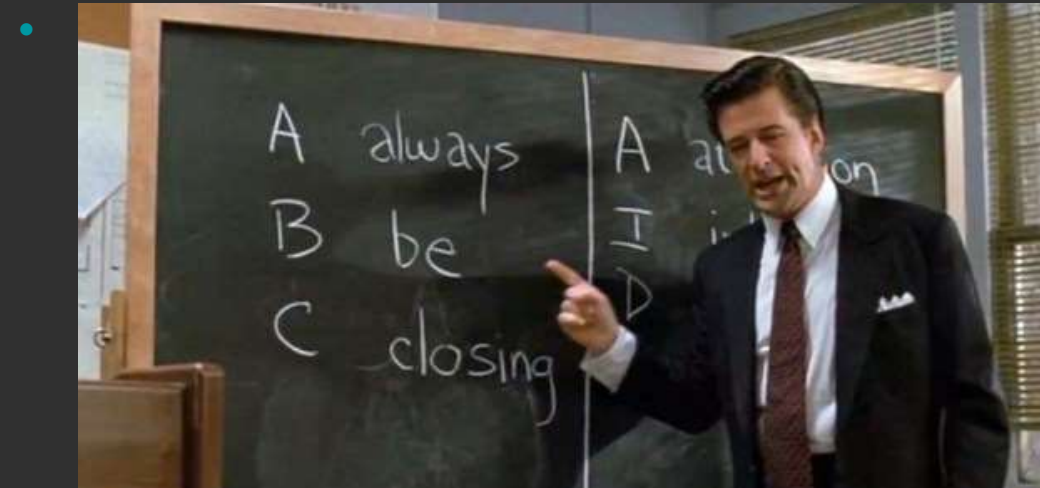
- Slide decks
- Framework posters
- Reading list
- Email listserv
- Other resources?

Closing Thoughts

Following Up

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- Other resources?

Partnership Possibilities with the Lab at OPM!



Implications + Evaluation

Course Evaluation

FUNDAMENTALS OF HUMAN-CENTERED DESIGN

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Class Survey

Name (Optional):

What did you value?

What could be improved?

How did you feel about the class and activities?

| | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Scared | | | | Engaged |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Intimidated | | | | Discomfort |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Too hard | | | | Too easy |

How are you feeling about the class as an educational experience?

| | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Confused | | | | I got it |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Not what I expected | | | | Just as I expected |

Highly Likely

Forward

Useful

Accessible

More than content?

Less than content?

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Thank You

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