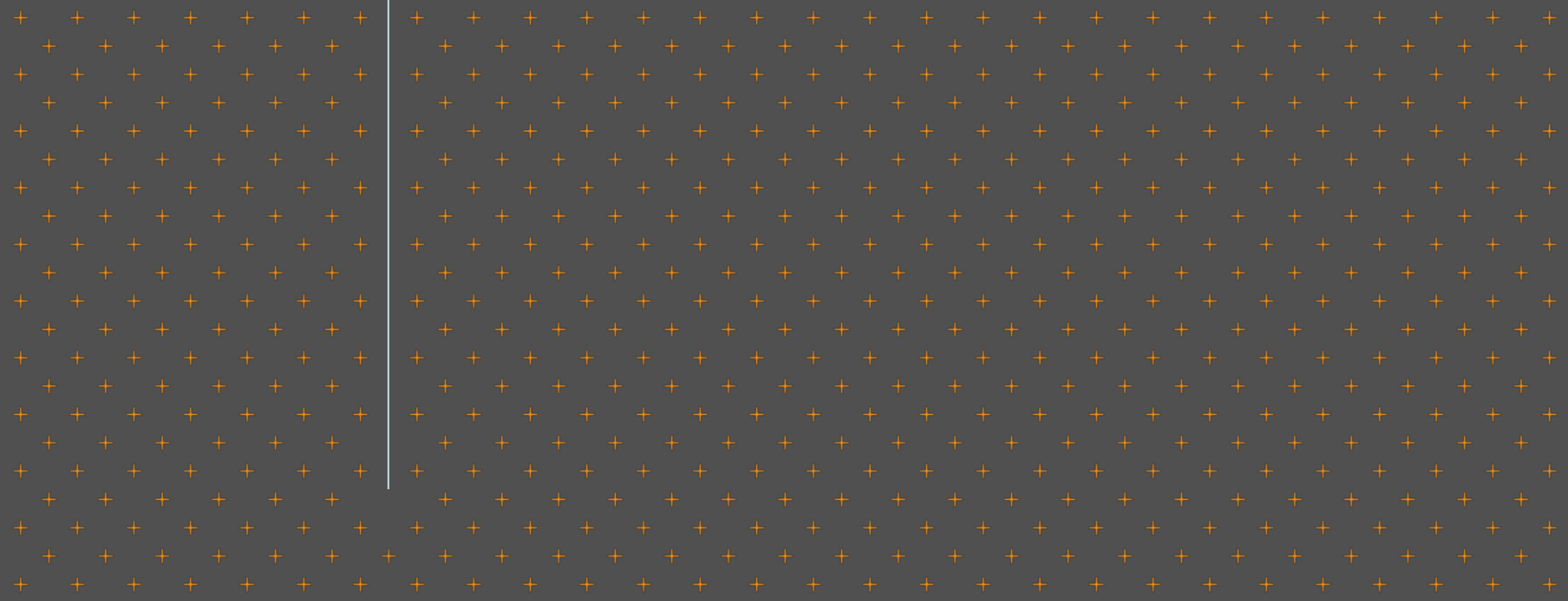


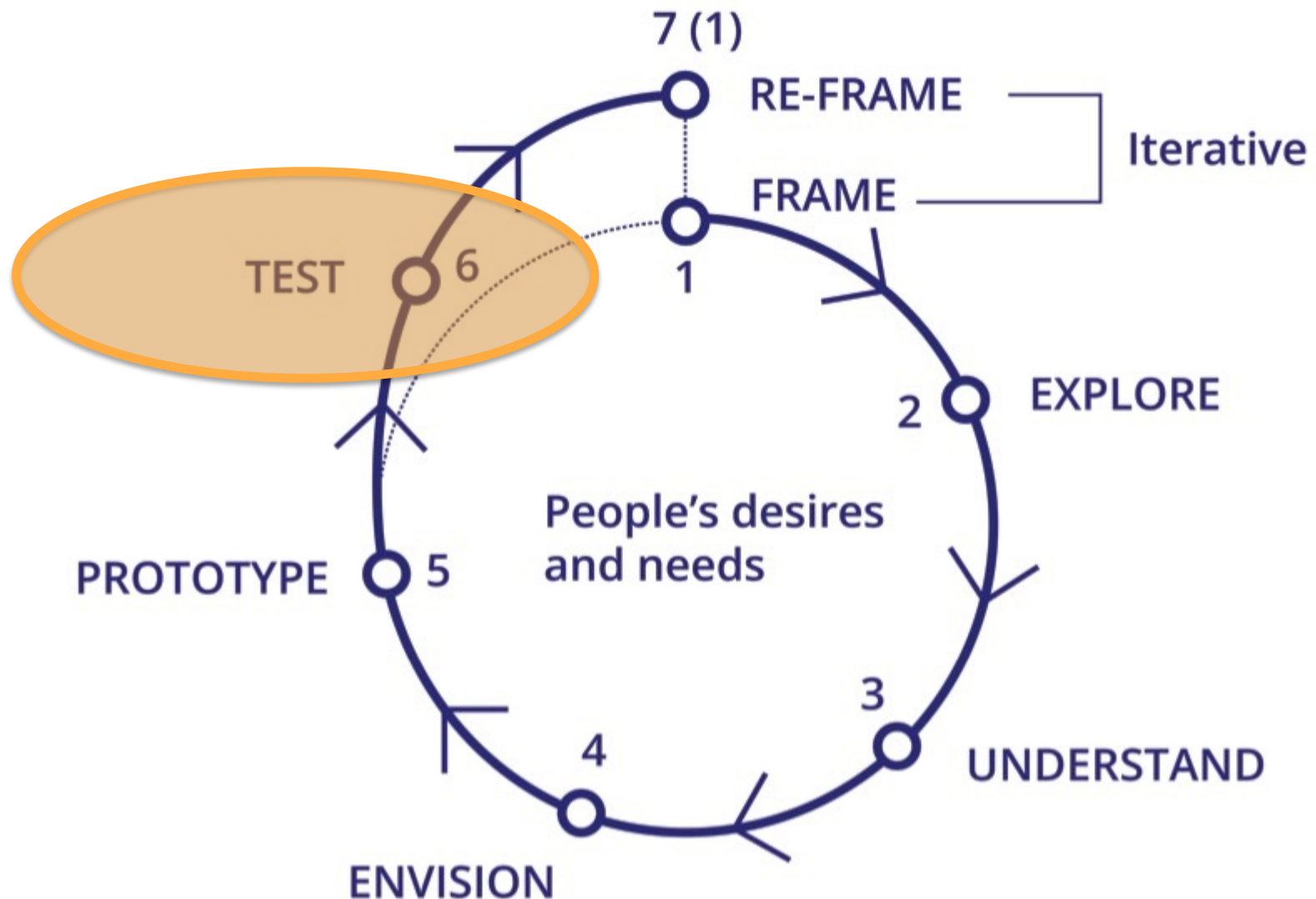


Reflection on HCD @ IRS

Constructive Critique



Our process to meet people's real needs



Design Critique

A design critique is a way in which 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**.



“

Through [critique] we are able to change future possibilities by how we (re-) interpret the past, and therefore re-think that which we have taken for granted as fixed and immutable.

Constructive
Critique

Clive Dilnot
— Professor of Design Studies



**What's your
experience?**

Types of Feedback

- **Positive, Negative, Neutral**
(Often absolutes)
- **Additive**
- **Reductive**
- **Contextual or Systemic**
- **Alternative Frame**
- **Facilitating Dialogue**
- **Action and Making**
- **What else?**

Constructive Critique

Common Modalities for Critique

- **Impromptu Exchange**
- **Facilitated Presentation**
(Numerous mediums possible - slides, script, performance, etc.)
- **Public Forum**
- **Co-design Working Session***
- **Participatory Design***
- **Retrospectives**

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)



Dialogue and collaborative

Hierarchical



Giving and receiving

About the physical thing



About the intangible thing

Via technology



Via personal interaction

Constructive
Critique

Incremental Critique Project Timeline



Beginning



Middle



End

Constructive
Critique

Incremental Critique Project Timeline



← CDC

Public Forum/Symposium

*Prior to scoping any work: Feedback on
discipline and methodology to be potentially
used during a project.*

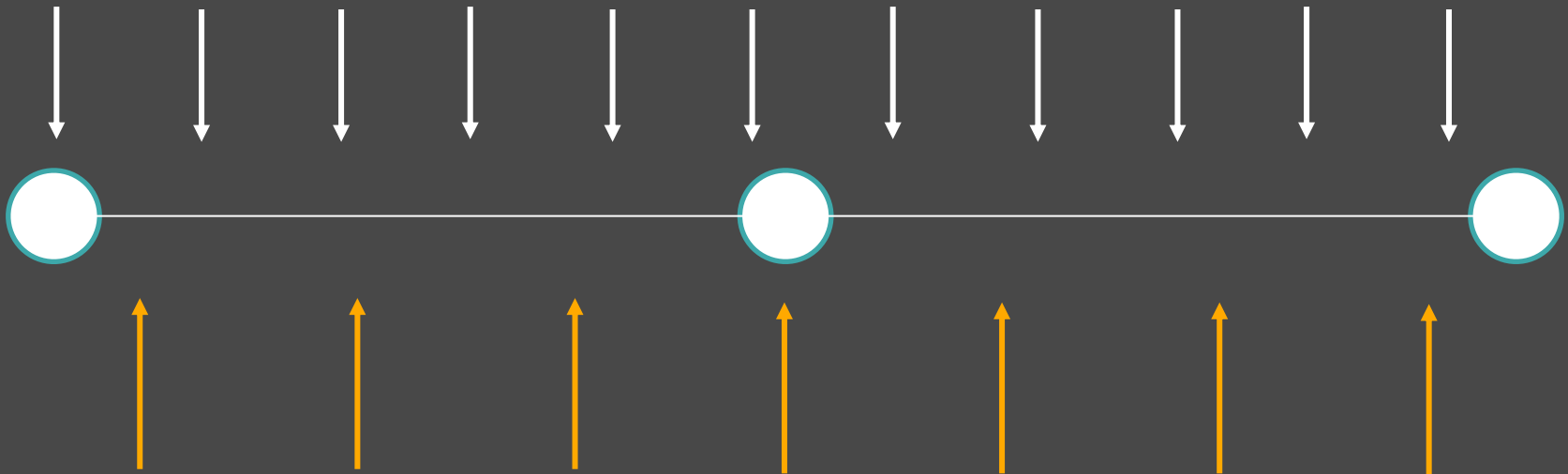
Constructive
Critique

Incremental Critique Project Timeline



Constructive
Critique

Incremental Critique Project Timeline

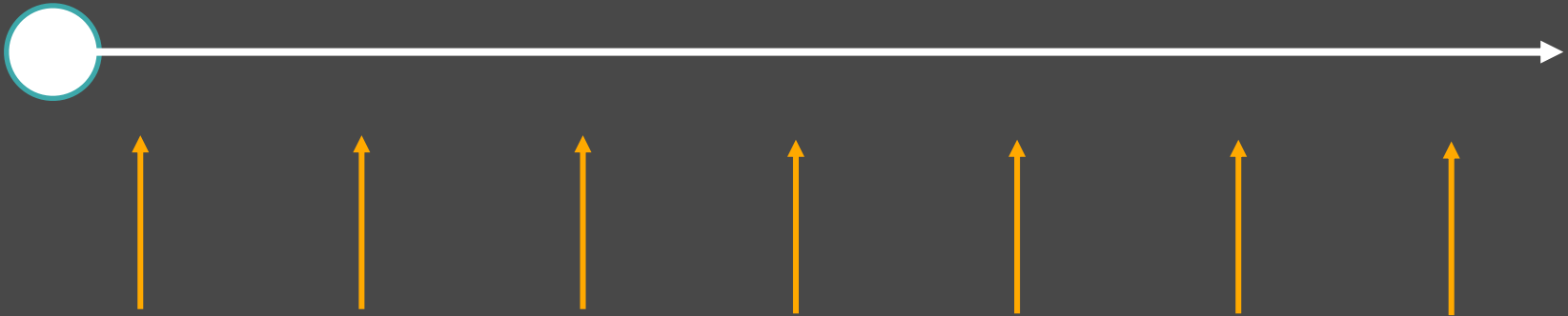


USAJOBS

Co-design Sessions and Retrospectives

Constructive
Critique

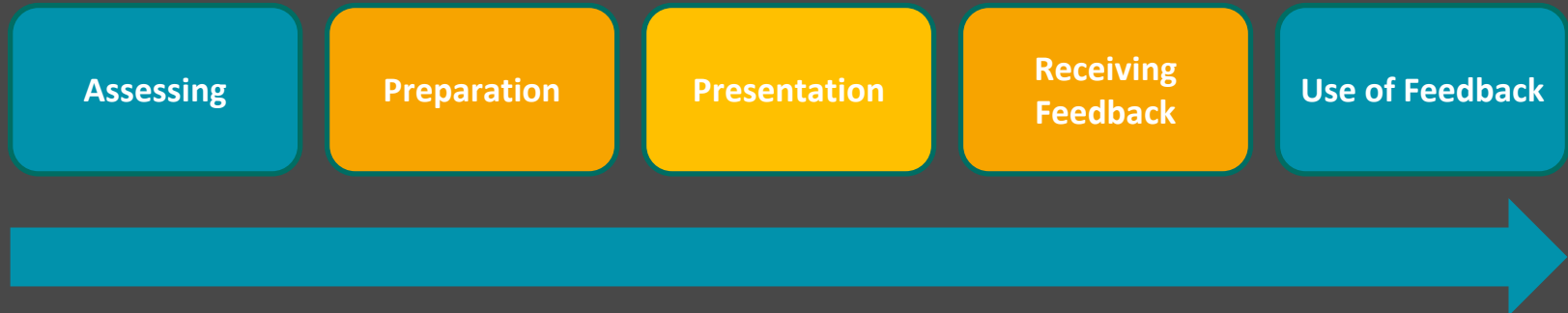
Incremental Critique Project Timeline



The Lab

Monthly/Periodic Design Critiques and Reviews

Broader Critique Process




Constructive Critique

Structured Design Critique Ground 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**



**Let's plan a
celebratory lunch
for a colleague**



1. Write down how you would plan a celebratory lunch for a colleague and why you chose that approach.

2. You can describe the planning process or the lunch itself. Keep it brief but descriptive. Make sure you provide your rationale.

3. Find a partner.

4. Take turns sharing your travel descriptions and providing constructive critique

Constructive Critique

Structured Design Critique Session Roles

PRESENTER(S)

Frame context of the material, provide a narrative about the work and ask for feedback.

NOTE TAKER(S)

Keep thorough notes on each contributor's feedback and share notes

MODERATOR

Maintain guidelines through facilitation of dialogue and diversify contribution

FEEDBACK PROVIDERS

Ask clarifying questions, and provide clear thoughtful and concise feedback

Constructive Critique

Structured Design Critique Feedback Process

1. At the end of the presentation, **presenters'** share what they want feedback on and open the floor first to clarifying questions.
2. **Feedback providers** ensure that they understand the context and presentation.
3. **Moderator** opens the floor to feedback.
4. Once feedback is complete, allow the **note taker** to ask any clarifying questions of the **feedback providers**.
5. Watch the time and move on to the next **presenter**.

Constructive Critique

Structured Design Critique **Receiving Feedback**

- **Say "thank you"**
- **Steer the conversation by presenting confidently and presenting your relevant material**
- **Take your own notes**
- **Pause and take time to frame your response**
- **Deconstruct feedback**
- **You do not have to respond to all feedback**
- **Reference an 'Appendix'**

**Constructive
Critique**

Final Presentation Structure **Three Panels**

Problem Framing

Present your current problem statement how your group developed it.

HCD Process

Describe the process your group employed throughout the week.

Solution

Present your group's prototype solution to your colleagues.

**Constructive
Critique**

Feedback for the Lab



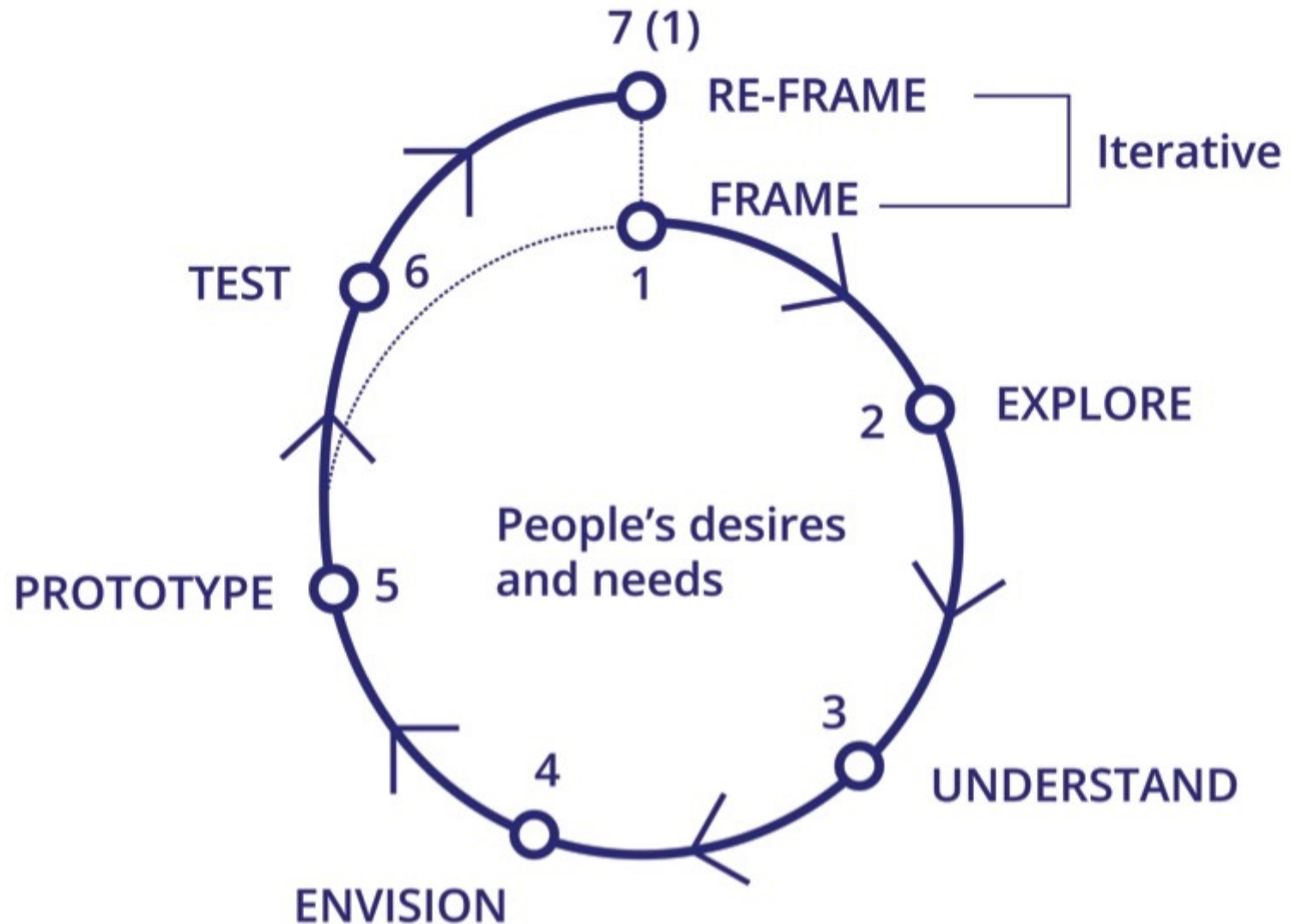
Studio Time and Lunch



Share out

RECAP & REVIEW

Our process to meet people's real needs





Thank You!

LAB[•]OPM