

In Short

This game is a method, which supports designers in connecting with the participants during field research, by starting conversations and building trust.

We created this game together with the psychiatric clinic in Wil, Switzerland. There we also used it as a tool to get to know the patients and build a relationship with them. Today, the staff still uses the game to get to know the patients better.





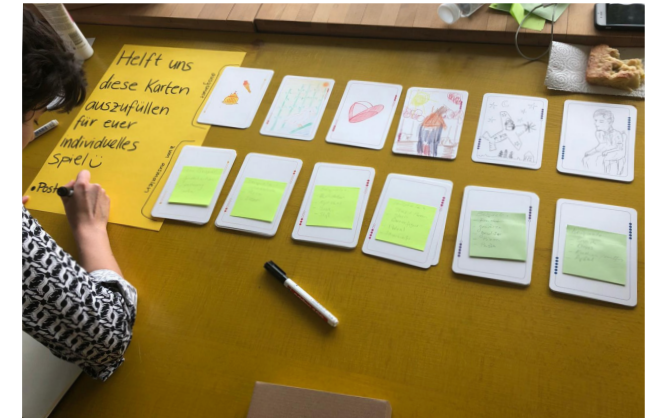
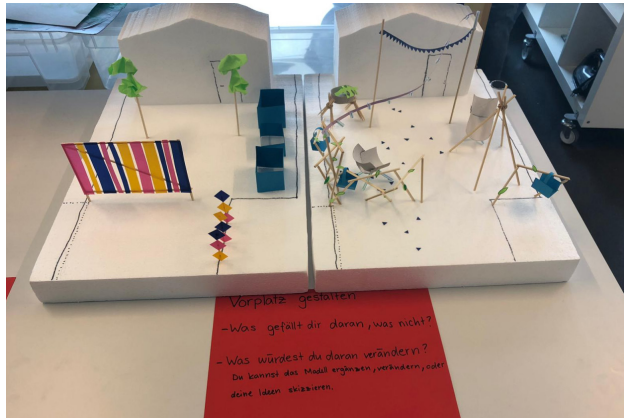
[Download Game: jetpack](#)

The core

The game consist of six different question rounds. During play the participants and the designers get to know each other and a meaningful conversation unfolds. Since the questions don't require any knowledge, it can be played by anyone. With a playing time of 10min it is a very quick and engaging game.

We have created a designer version with our own illustrations, which can be downloaded for free to use as a method, and we have left a version for the Tagesstätte that we have drawn with them on site.





Process highlights

This participatory design process required mutual respect. When we first started at the Tagesstätte we've encountered a lack of trust to outsiders. The people there felt disturbed by our presence in their "safe-place". Even though we actively participated in their rituals, it didn't result in an immediate willingness to interact closer with us beyond a simple conversation.

To make them as comfortable as possible we prepared a cultural probe kit, containing simple tasks for the visitors. This served the purpose to gain a better understanding on things that are important to them. The cultural probes were a good exercise to manifest our ideas into tangible objects.

We also learned a lot through direct creating and testing using methods such as bodystorming as well as creating simple paper prototypes. It helped us identify

shortcomings we have overlooked thus far. Since we aimed to move beyond the conversation point and try to figure out how to really build a connection / trust that would last, even after the game has finished. We created cards with different "levels" according to the difficulty of the question / activity. The backside of the card would have some illustration, that is related to the question. This way the people playing have some influence over the course of the game, again making it feel less like an interview.

**Keen to find out more?
Drop me a line:)**

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