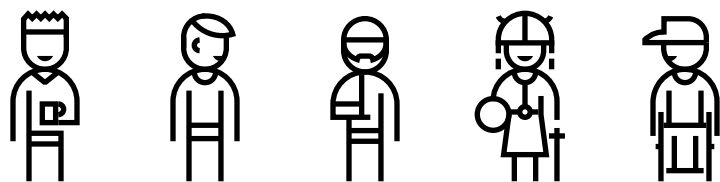
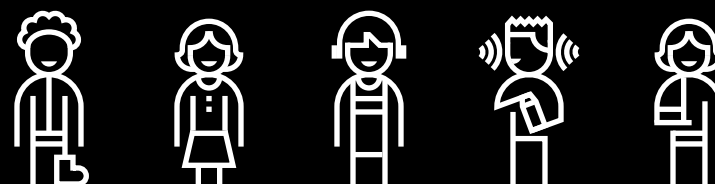
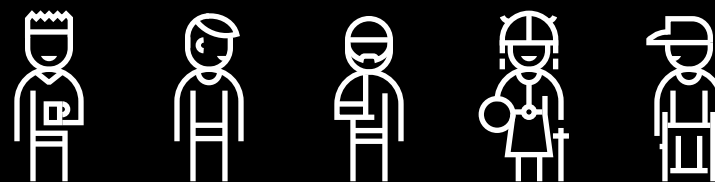


Inclusive

A Microsoft Design Toolkit



Activity Cards



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Purpose

To unearth why humans trust and mistrust interactions with technology.



Instructions

1. Write on paper or a digital white board
*I'd trust a computer to _____ ,
but I'd only trust a human to_____."*
2. Fill in the blanks as many times as possible in five minutes.
3. Reflect and discuss.
 - *In the range of responses, what stands out?*
What are the forces that impact trust?
 - *How could technology behave better to positively impact trust?*



Materials

Note taking supplies



Tips

Use this activity as an icebreaker in a small groups. Write down responses or share them out loud.

Purpose

To shed light on the potential shortcomings of human-to-computer interactions.



Instructions

1. Choose a common interaction people have on their phone (eg. ordering a coffee, following directions in a car, searching for an old message).
2. Role play the interaction with a partner.
3. Take note of both verbal and non-verbal cues. Include things like how the information was shared, any obvious emotional responses, etc.
4. Repeat the scenario with one partner playing the role of a computer.
5. Reflect and discuss the differences in the interactions.
 - Where did communication breakdown? Why?
 - What can we learn from the human interaction that could improve the human-to-computer interaction?



Materials

Note taking supplies



Tips

Try a variety of interactions ranging from strictly transactional to pretty personal.

Do this as a quick 5-minute exercise, or pace it for a more thoughtful role-play that could be re-enacted and discussed amongst the group.

Purpose

To learn from the expertise of people who experience disability or exclusion on a permanent basis.



Instructions

1. Watch this video.
2. Read/watch first-person experiences from people who have a variety of abilities and permanent disabilities that exclude them from activities. Look for sources like Reddit AMAs, Medium Articles, TikTok videos, YouTube vlogs, etc. to find these experiences.
3. During your observation, note the following:
 - What strengths and abilities do they show regularly?
 - What is their motivation/ goal for doing their daily tasks?
 - What themes are similar between their permanent disability and those that are temporary or situational?
 - What are the specific challenges of their interactions?
 - How might you get the best sense of their daily interactions with people or technology?



Materials

Interview questions
Note taking supplies
A recording device



Tips

If you are really stuck on where to begin, check out this link for some examples.

Purpose

To pore over the research and begin to define the scope of a design solution.



Instructions

1. With your research notes at hand, answer the following questions.
 - With human capabilities and motivations in mind, what were the strongest themes you discovered?
 - What mismatches did you find in the human-to-technology interaction?
 - What were the top two methods of access (touch, sight, hearing, voice)?
 - What's the human-to-human interaction that informs the behavior of your solution?
 - What's the design challenge to be solved and the need it addresses?
 - Why does it matter to the audience?



Materials

White board or large paper



Tips

Keep your design challenge focused on the research insights that you've uncovered. If you have access to other research studies, consider incorporating that into your synthesis process.

Purpose

To brainstorm opportunities for an improved product or experience, based on mismatched interactions.



Instructions

1. From your research, make a list of all the mismatched interactions that people experience.
2. For each mismatched interaction listed, create a focused question about the opportunity to improve your product or service experience.
For example:
"How might we create..."
"How might we improve..."
"How might we enable..."
3. Go through the list of opportunities and select the three you're most interested in exploring further.



Materials

Examples of Mismatch support card
Large paper and markers
Note taking supplies



Tips

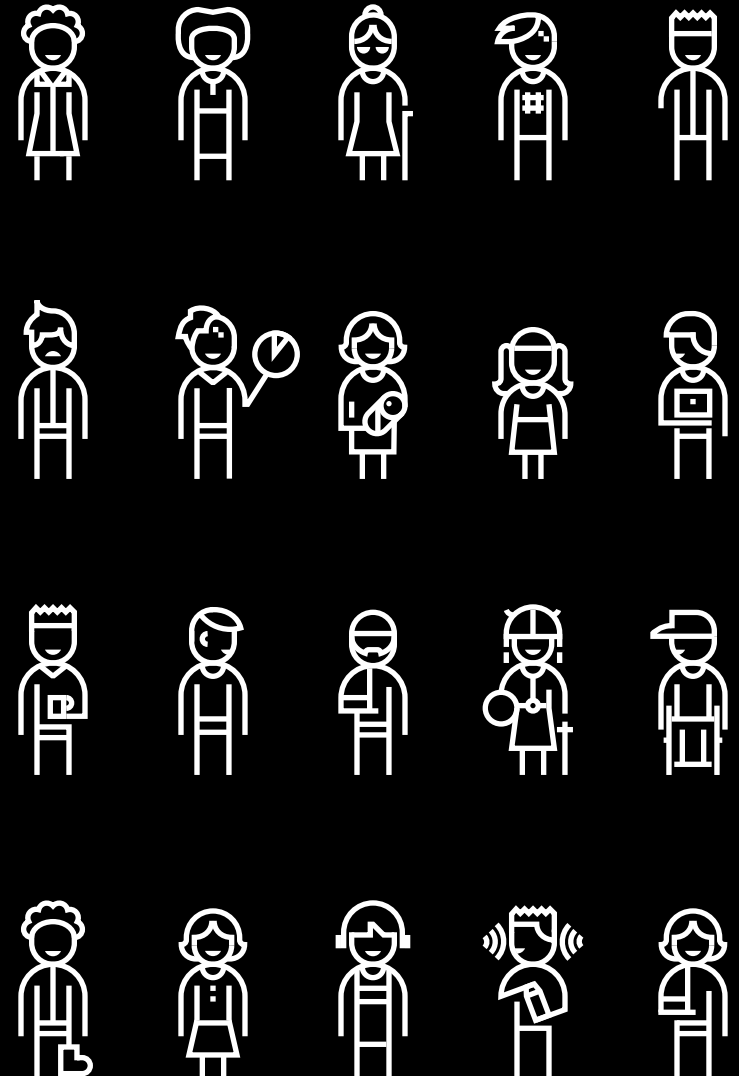
Writing the opportunities in the format of a question will help during the brainstorming process to keep people focused. Going one by one down the list of mismatches can help prevent overwhelming participants.

Inclusive

A Microsoft Design Toolkit



Support Cards



Support Card | Physical Context

Different environments enable different capabilities, present different limitations, and have different rules and social norms.

Here are a few examples for inspiration:



At home



In the wilderness



In a library



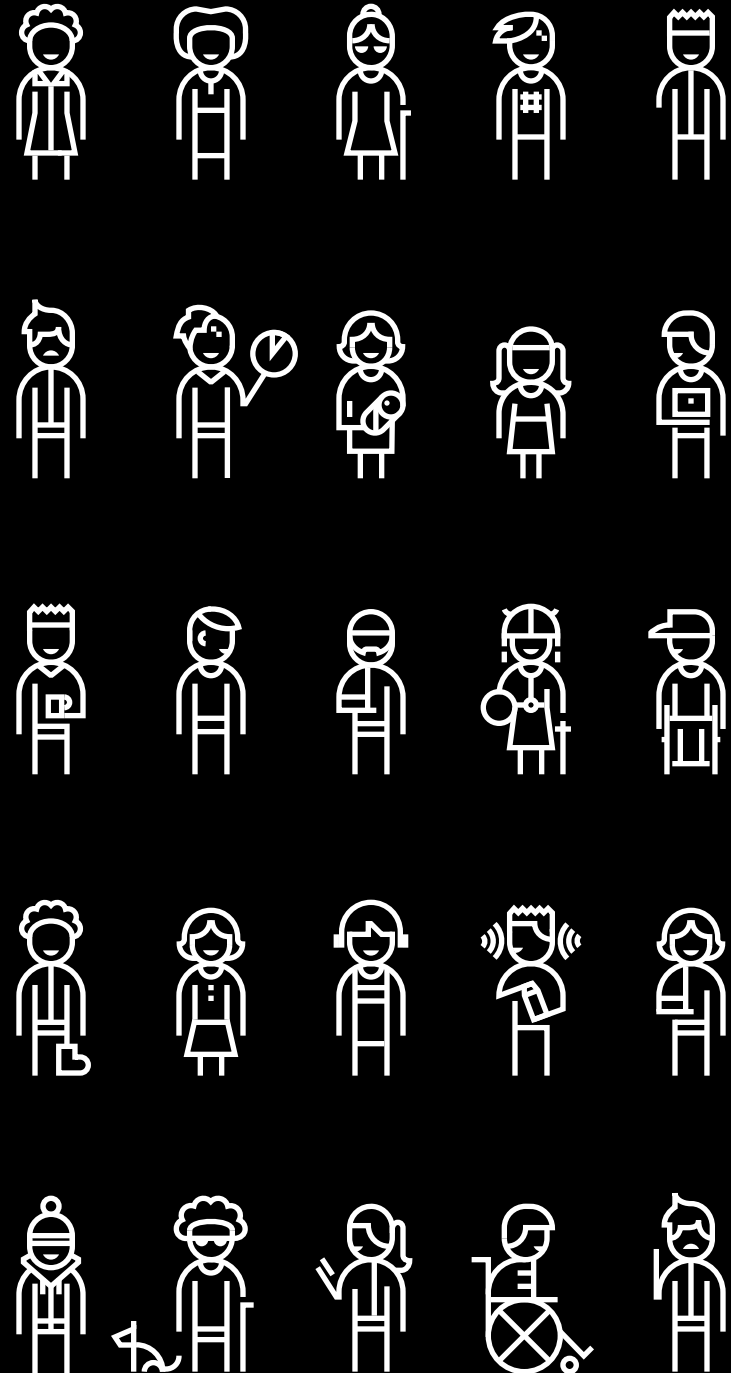
In a car



In the city center



On the bus



Support Card | Social Context

Different social contexts come with different rules, behaviors, and social norms.

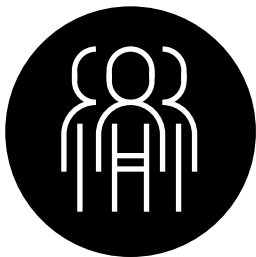
Here are some examples of social contexts for inspiration:



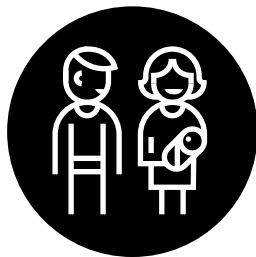
Alone



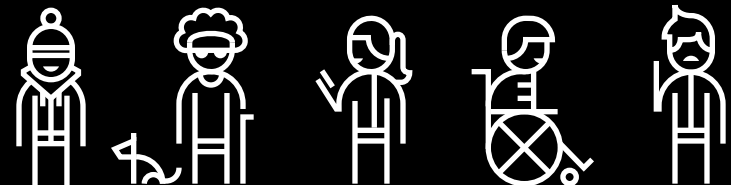
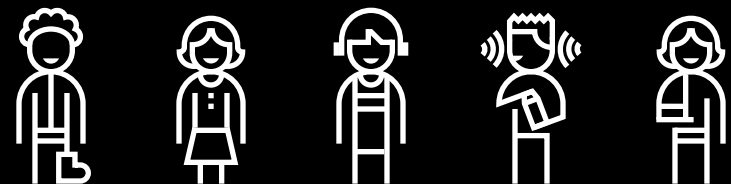
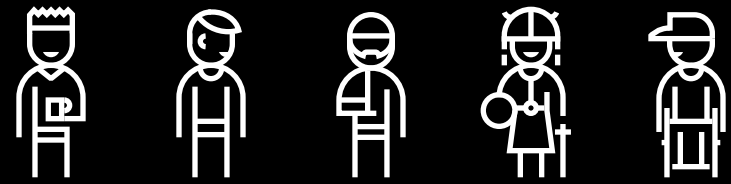
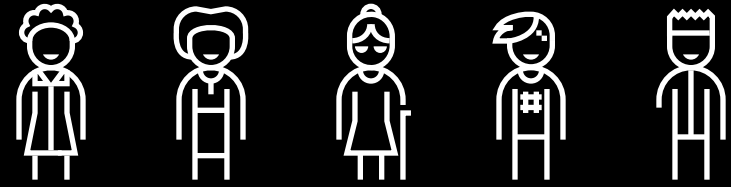
With coworkers



In a crowd

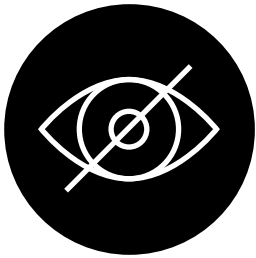


With friends and family

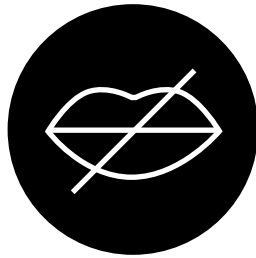


Support Card | Temporary/Situational Limit

Disabilities are often temporary or situational. Use this card to pick which limitations apply to your scenario.



Can't see



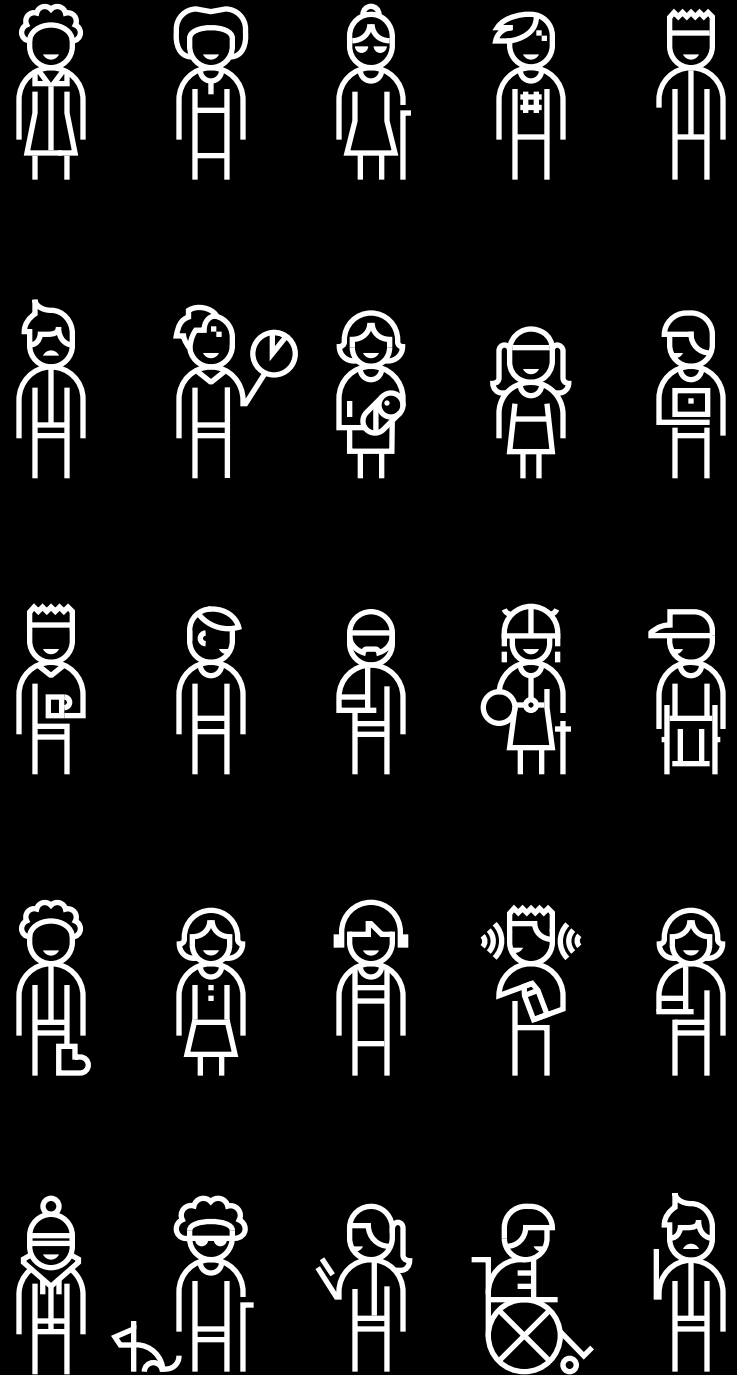
Can't speak



Can't hear



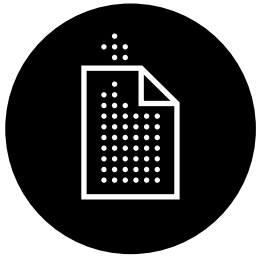
Can't touch



Support Card | Role of Technology

Most digital products have one or two roles that are at the core of their functionality.

Some examples of common roles are:



Collect & summarize



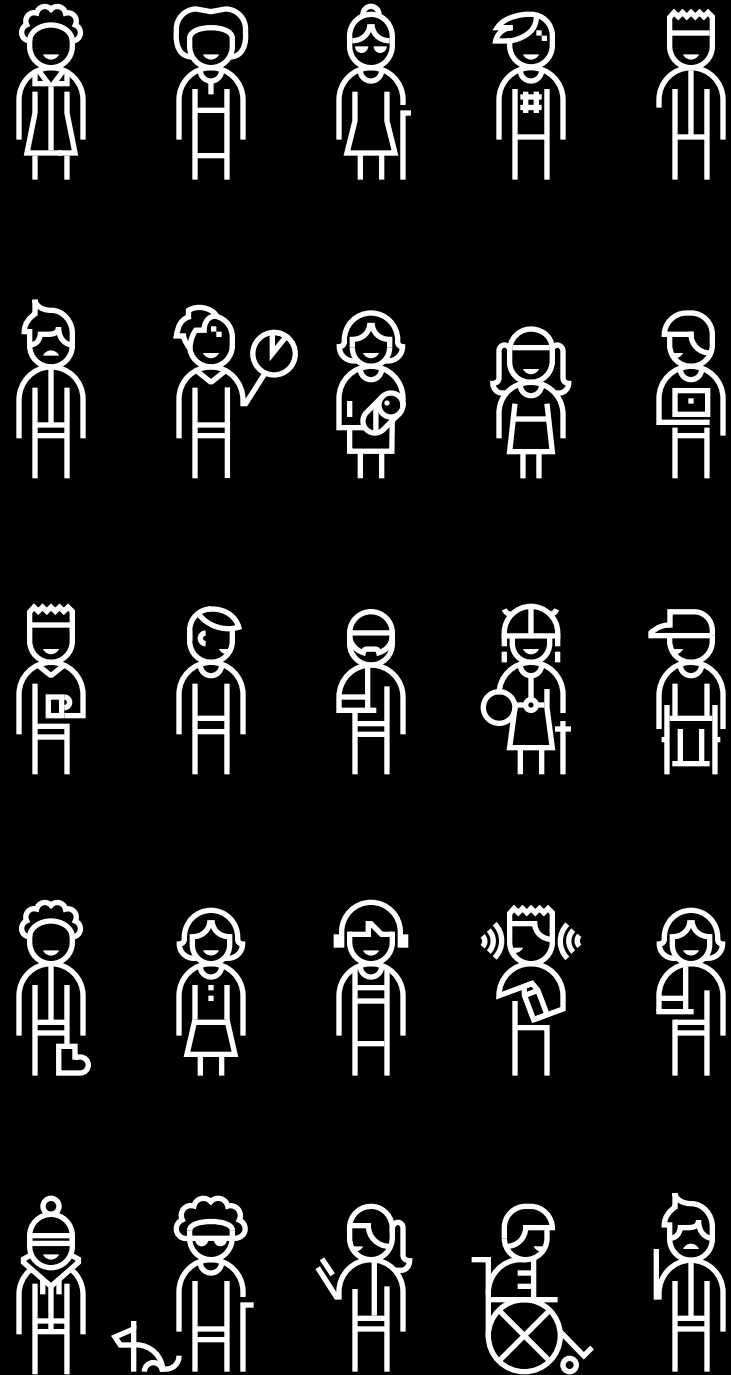
Translate



Transport



Listen

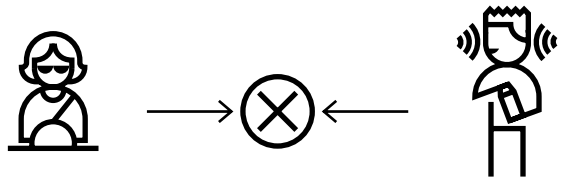


Support Card | Examples of Mismatch

Exclusion can be caused by mismatched interactions between other humans, humans and their environments, and humans and objects.

A few examples of these are:

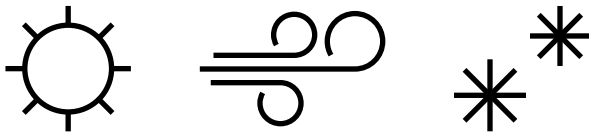
Between humans



Can't type

Can't hear

Human+environment

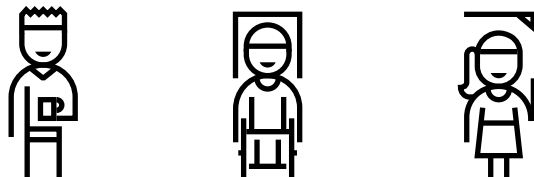


Glare from sun

Windy

Cold

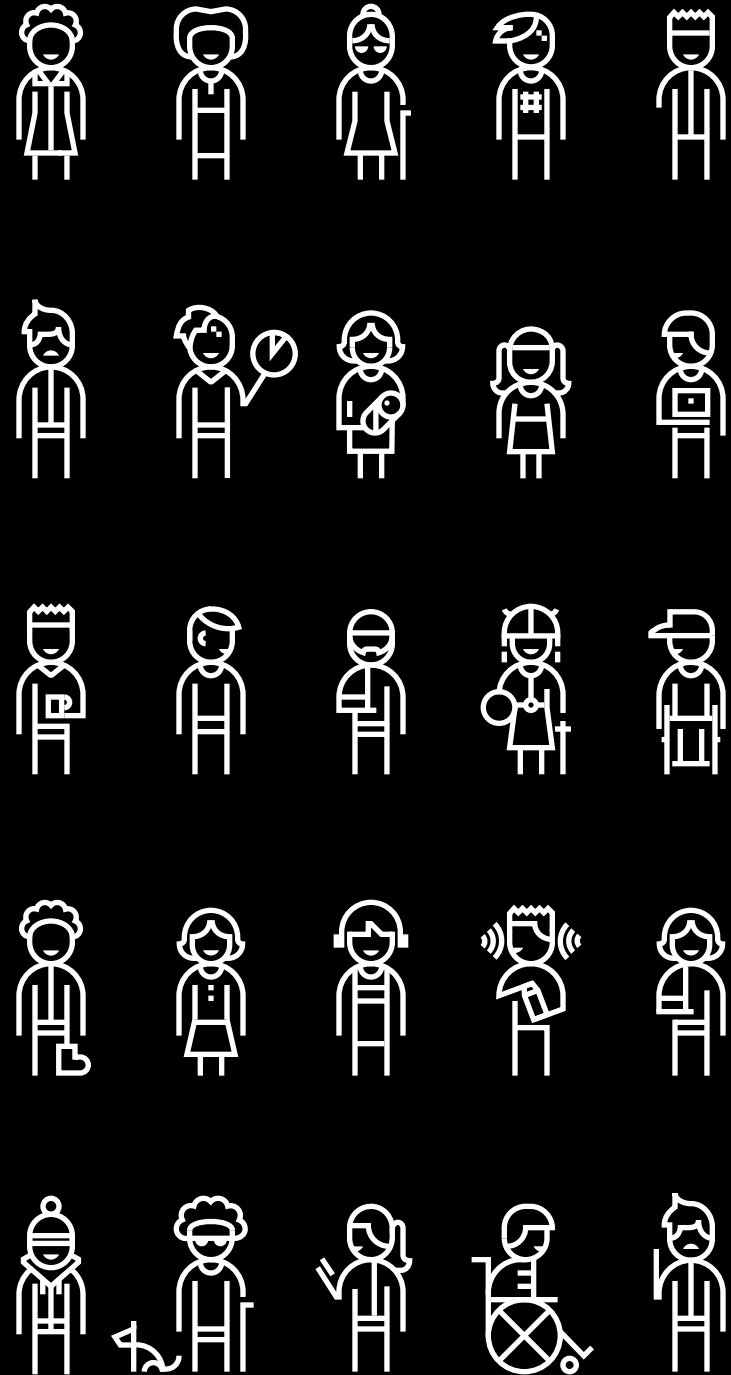
Human+object



Left-handed user

Narrow door

Tall shelf

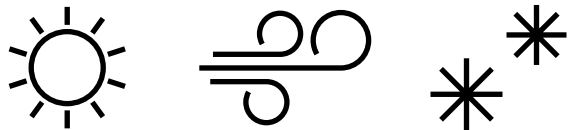


Support Card | Conditions

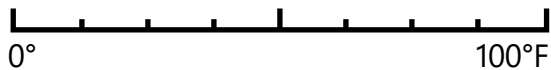
Different environmental conditions can change our situational limitations.

Here are some examples of conditions to consider.

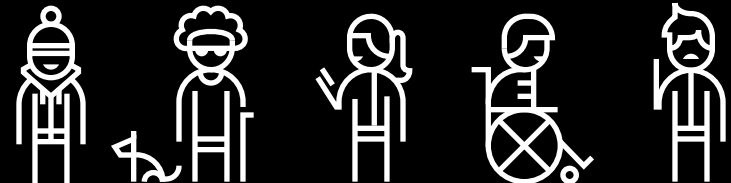
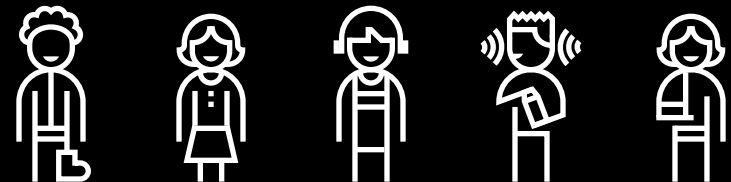
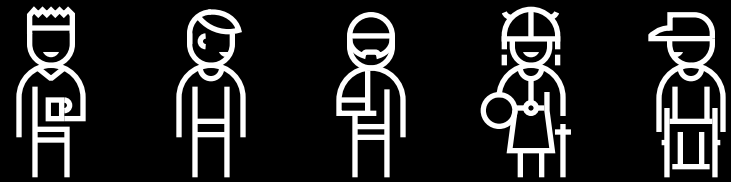
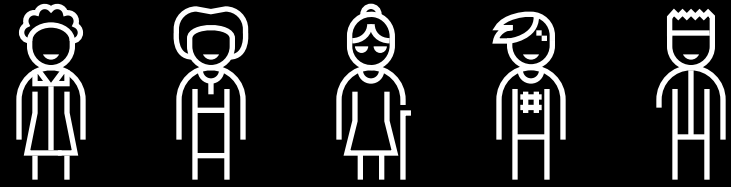
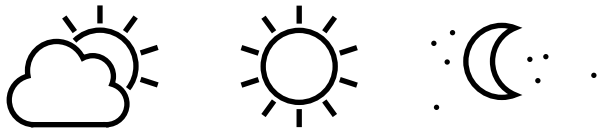
Weather



Temperature




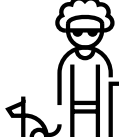










Time of the day



Support Card | The Persona Spectrum

We use a Persona Spectrum to understand related limitations across a spectrum of permanent, temporary, and situational disabilities. It's a quick tool to help foster empathy and to show how a solution can scale to a broader audience.

	Permanent	Temporary	Situational
Touch	 One arm	 Arm injury	 New parent
See	 Blind	 Cataract	 Distracted driver
Hear	 Deaf	 Ear infection	 Bartender
Speak	 Non-verbal	 Laryngitis	 Heavy accent

