

Making Sense of UX and Design in the Enterprise

The Path Forward



Keith Harvey

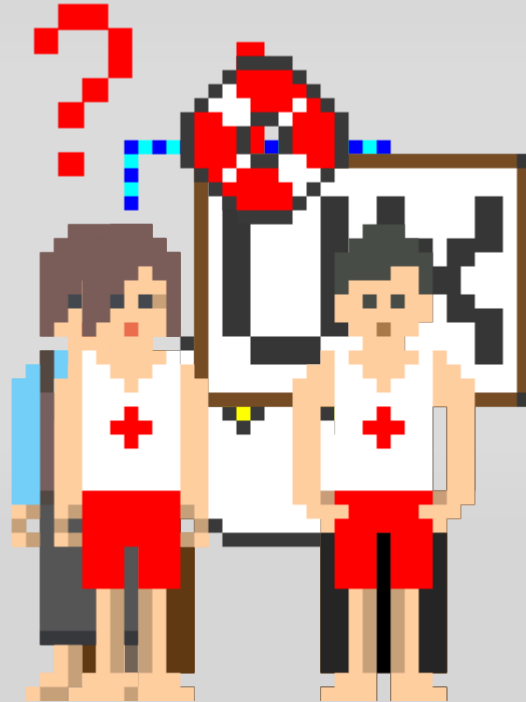
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Being Mindful



UX Resources

Hacking the User for Developers

by Keith Harvey

This course will teach you how to incrementally improve
brains.

▶ Resume Course

HOW TO MAKE SENSE OF ANY MESS

Abby Covert

ce / UX

tations, by hacking your users'

Don't Make Me Think, Revised Edition (1st Edition)

100 More Things Every Designer Needs to Know About People

Steve Krug

Susan Weir

@thebrainlady

Getting Outside Help



- Be Mindful
- Interview
- Common Language
- Measurable Results

User Experience & Design

- “How a person feels about interacting with something.”
- Desired Result
 - Happy
 - Satisfied
 - Productive
- “The measure of friction between a user and their goal.”
- Friction
 - Cognitive
 - Emotional
 - Physical
- “The practice of proactive problem solving.”

You Are Incredible!

