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COURSE DAY 1

UI/UX Training for Engineers

September 2025

Everllence

WELCOME

Hello, we’re Nanna and Mathias.

What are your expectations for this course?

One expectation pr. card

Our expectations

Purpose

To empower you at Everllence to develop user-centric, design-inspired software solutions that **keep the end-user's needs and requirements at the forefront**.

Outcome

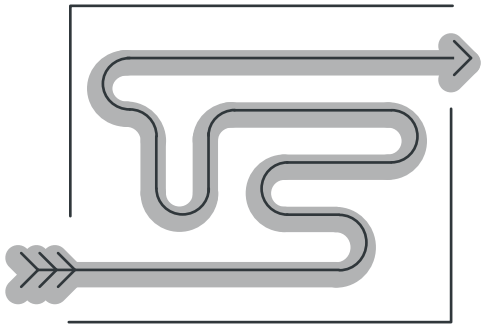
Our goal is to **equip you with concrete and practical tools and guidelines within user-centered design,** that you can implement in your daily work, enhancing the intuitive design of your systems.

We will touch upon

The Mindset

The principles and theory behind UX and user-centric development

The Tools

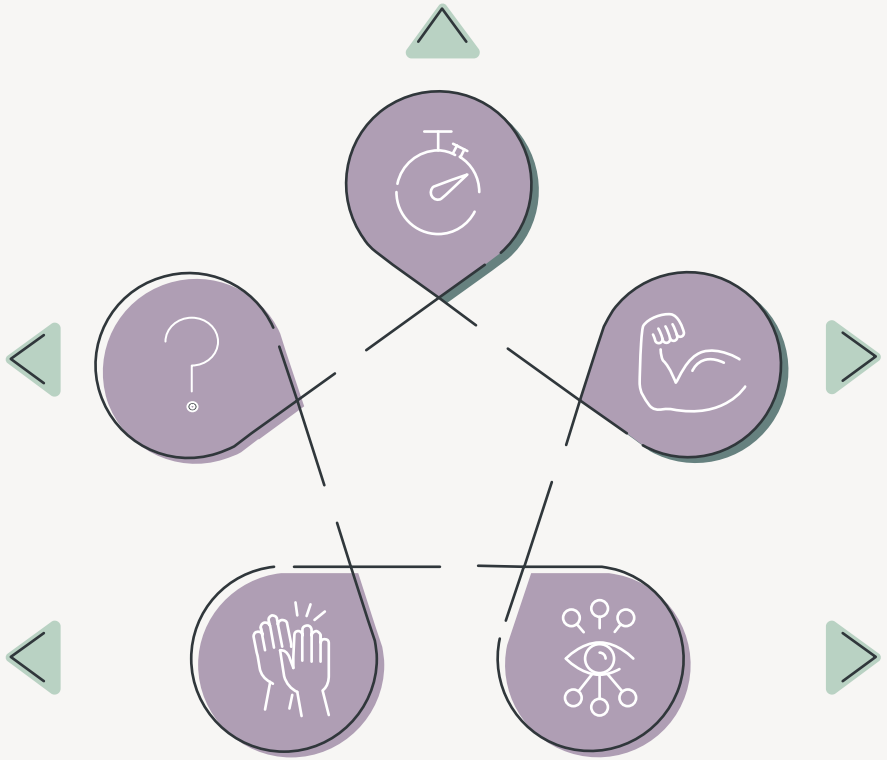


Specific tools and methods that can be applied in the process

‘Rules’ for today

We start on time
Be aware of when breaks ends and when to be back

Ask Questions
Be curious and feel free to ask questions



Lean in
Get involved in the tasks and give it a shot – even when you feel unsure

Bring in the good energy
Take ownership of maintaining the good energy in the room, exploit the breaks and let us know if you need anything,

Stay focused
Only use laptops or phones if we ask you to during the tasks

IT'S TIME
FOR THE AGENDA

Introduction to UX development

UX is a **holistic framework**, focusing on understanding and incorporating user needs in every stage of the development process.

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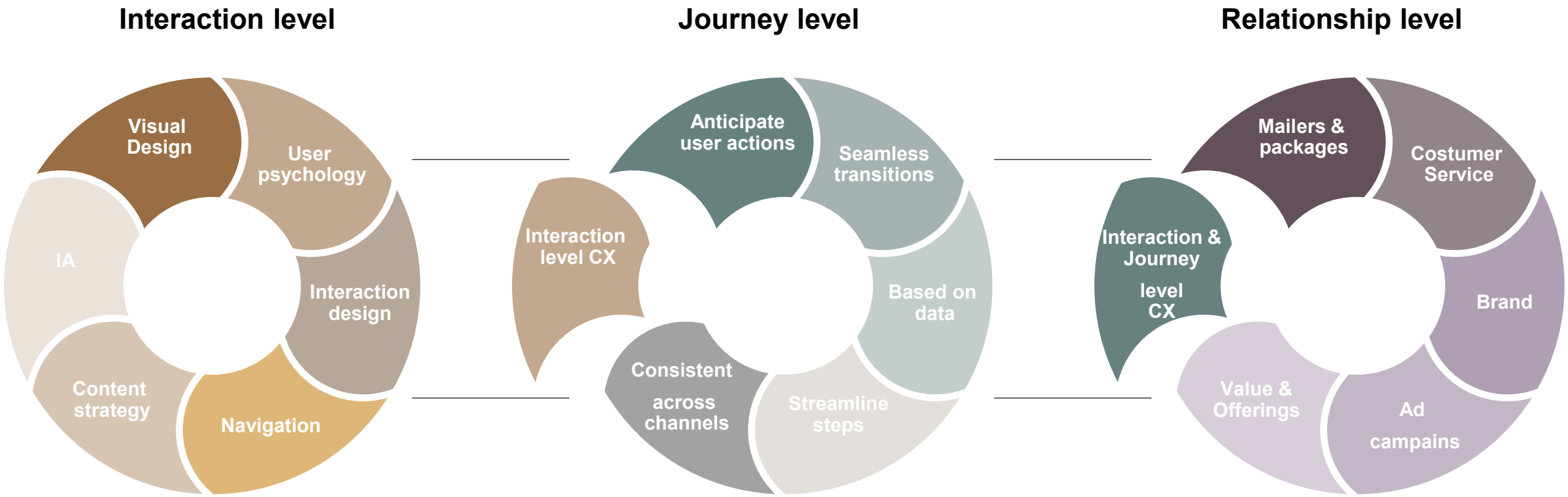

What user-group?

Novice Users?

Costumers?

Specialized enterprise users?

Understanding **Enterprise Users**

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Enterprise users are not customers

UI complexity leads to lack in usability

Enterprise users often face usability-related pain points

Usability can be enhanced through User-Centric Design

We will primarily focus on interaction level in this course

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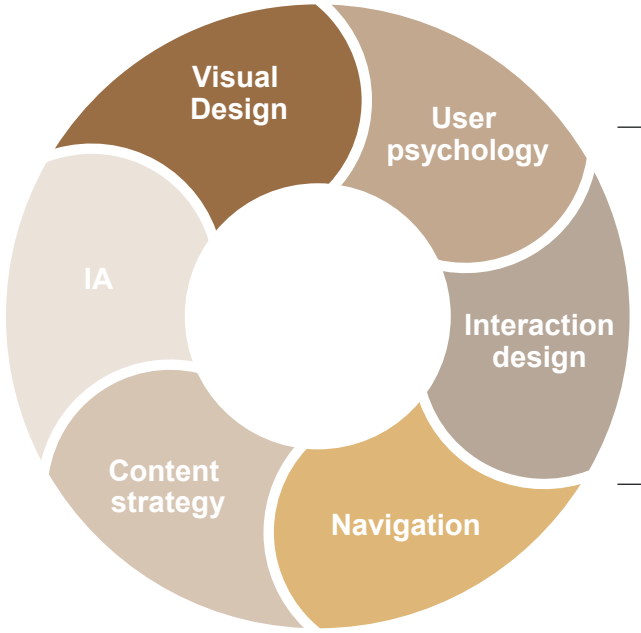
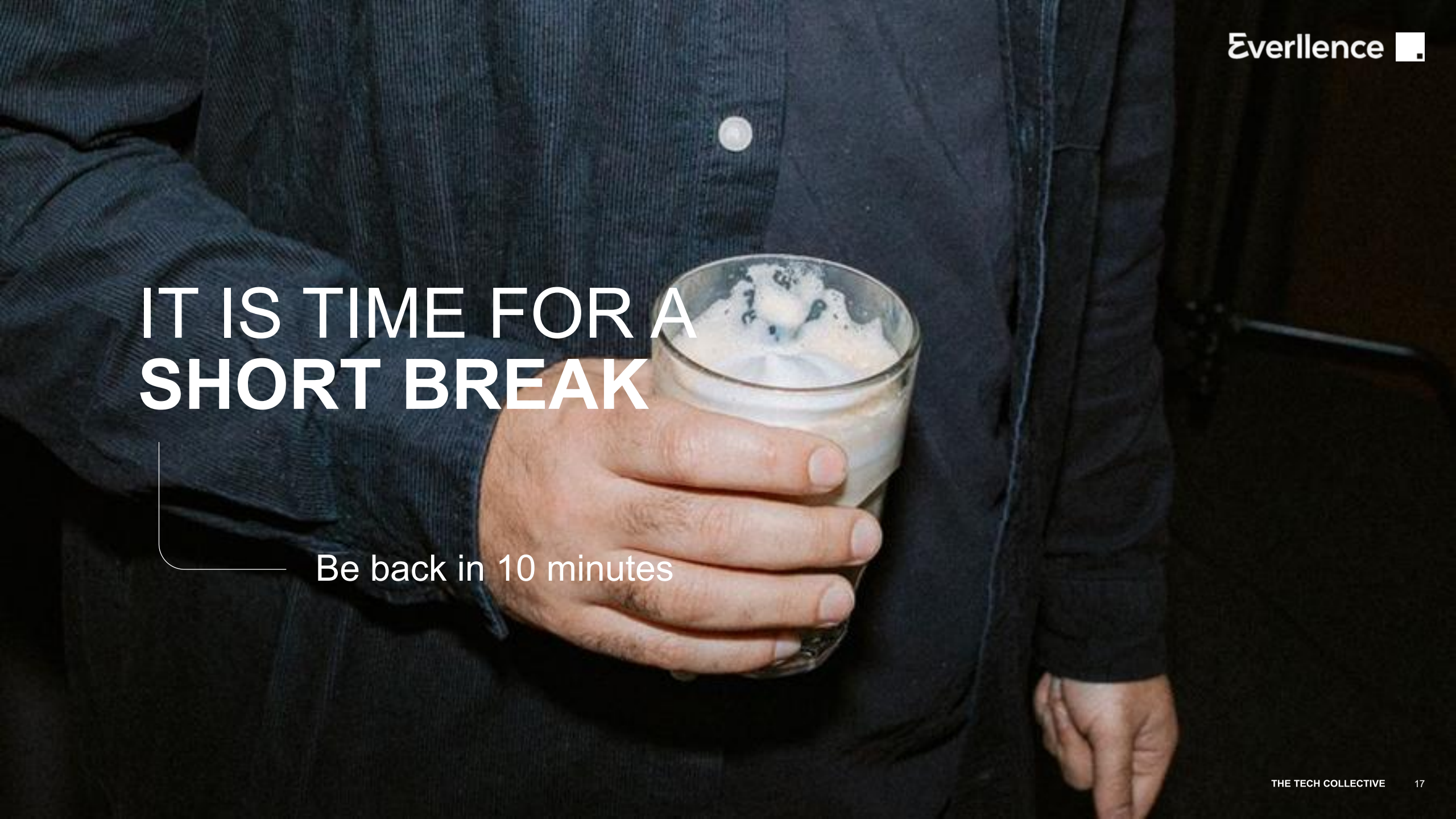
Interaction level UX



Journey level UX

Relationship level CX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IT IS TIME FOR A
SHORT BREAK
Be back in 10 minutes

The core ideas of this course

We will combine **Design Thinking** and **Lean startup** as core ideas

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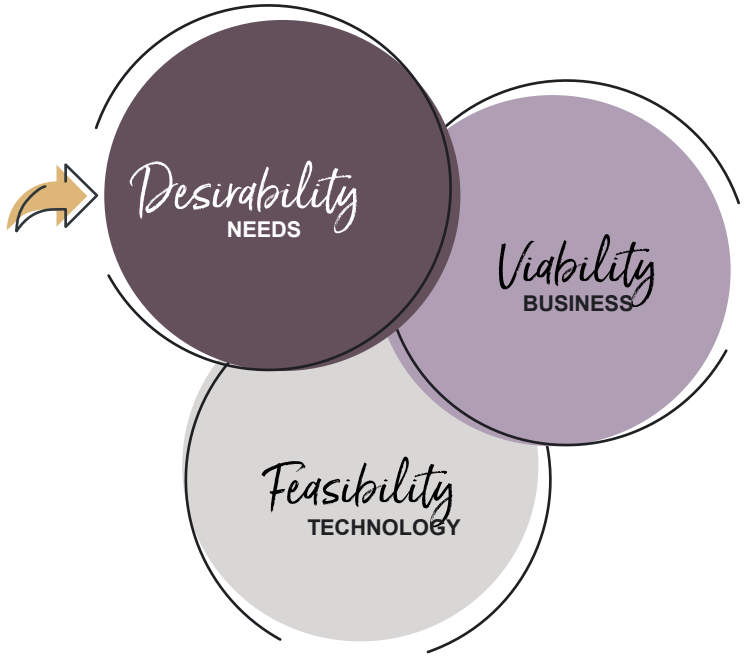
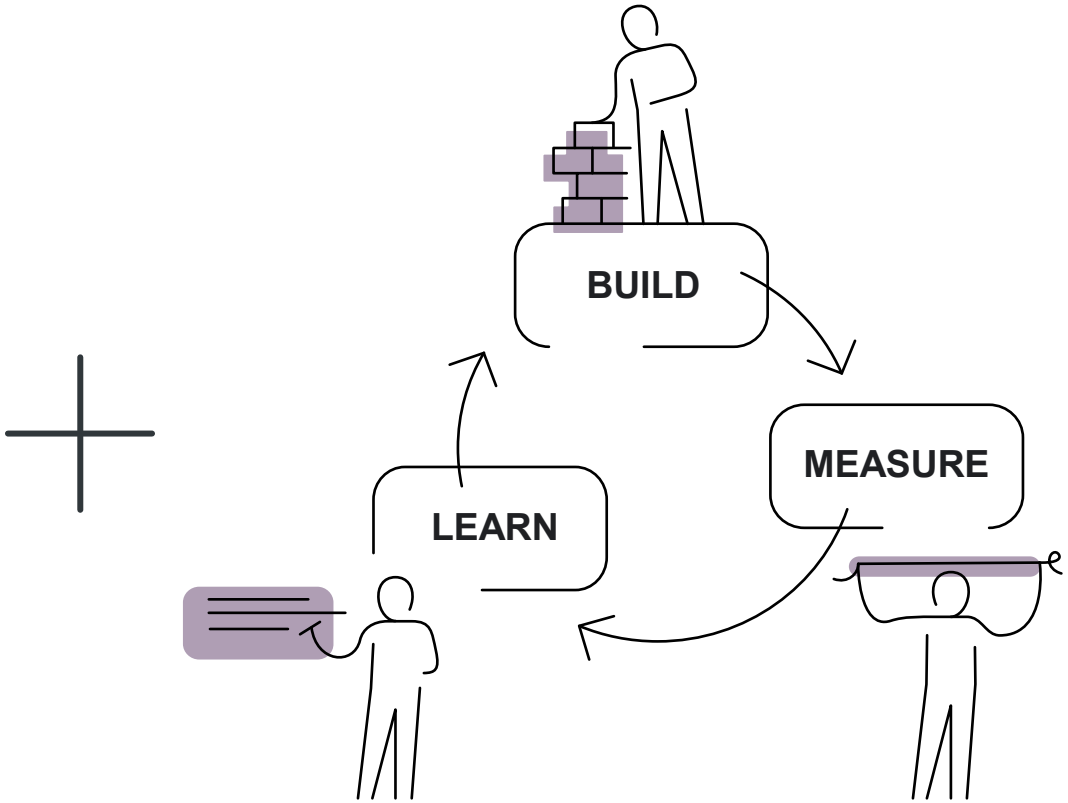
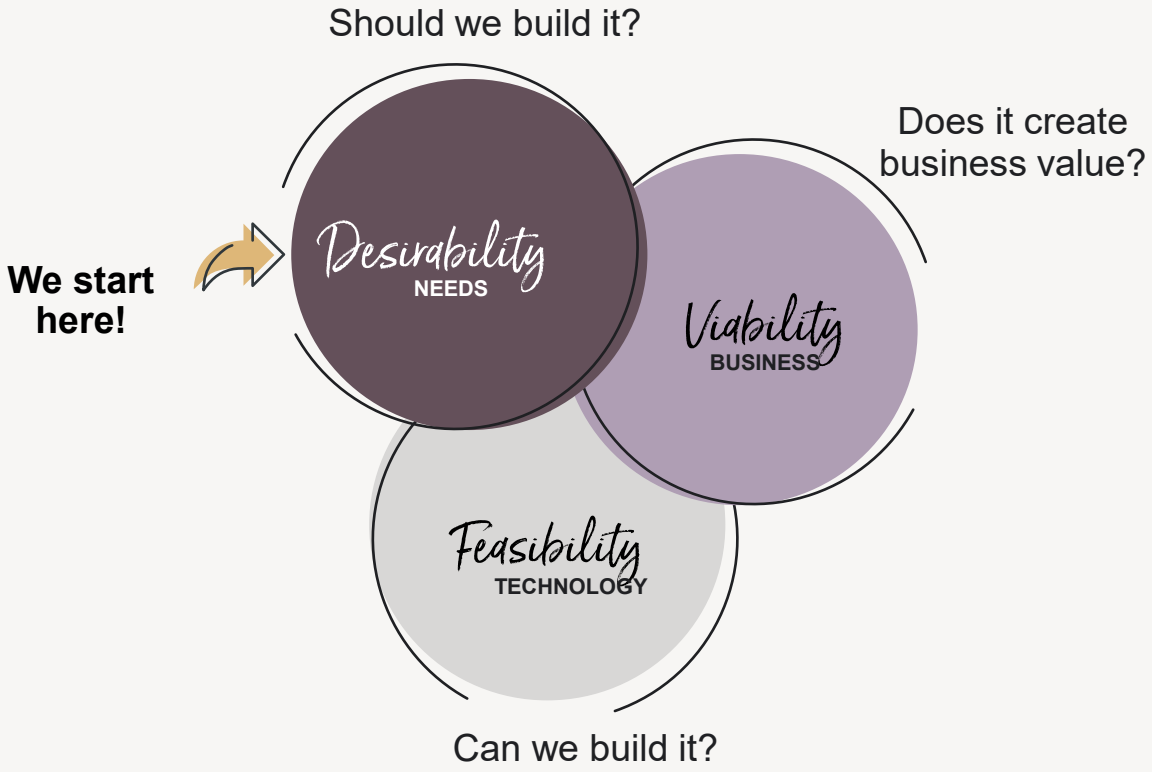
We start here!





We will combine **Design Thinking** and Lean startup as core ideas



Design Thinking is an iterative and solution-oriented process in which we seek to understand the user, challenge assumptions, and redefine problems.

Switching between Divergence and Convergence

A toolbox balancing intuitive & analytical thinking

We will combine Design Thinking and **Lean startup** as core ideas

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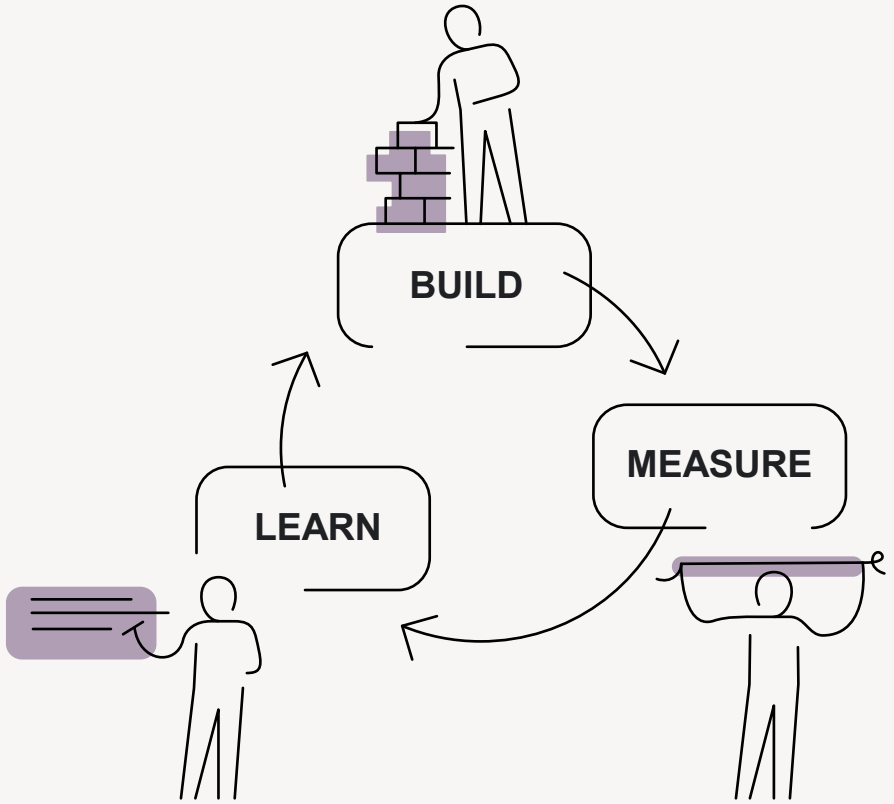
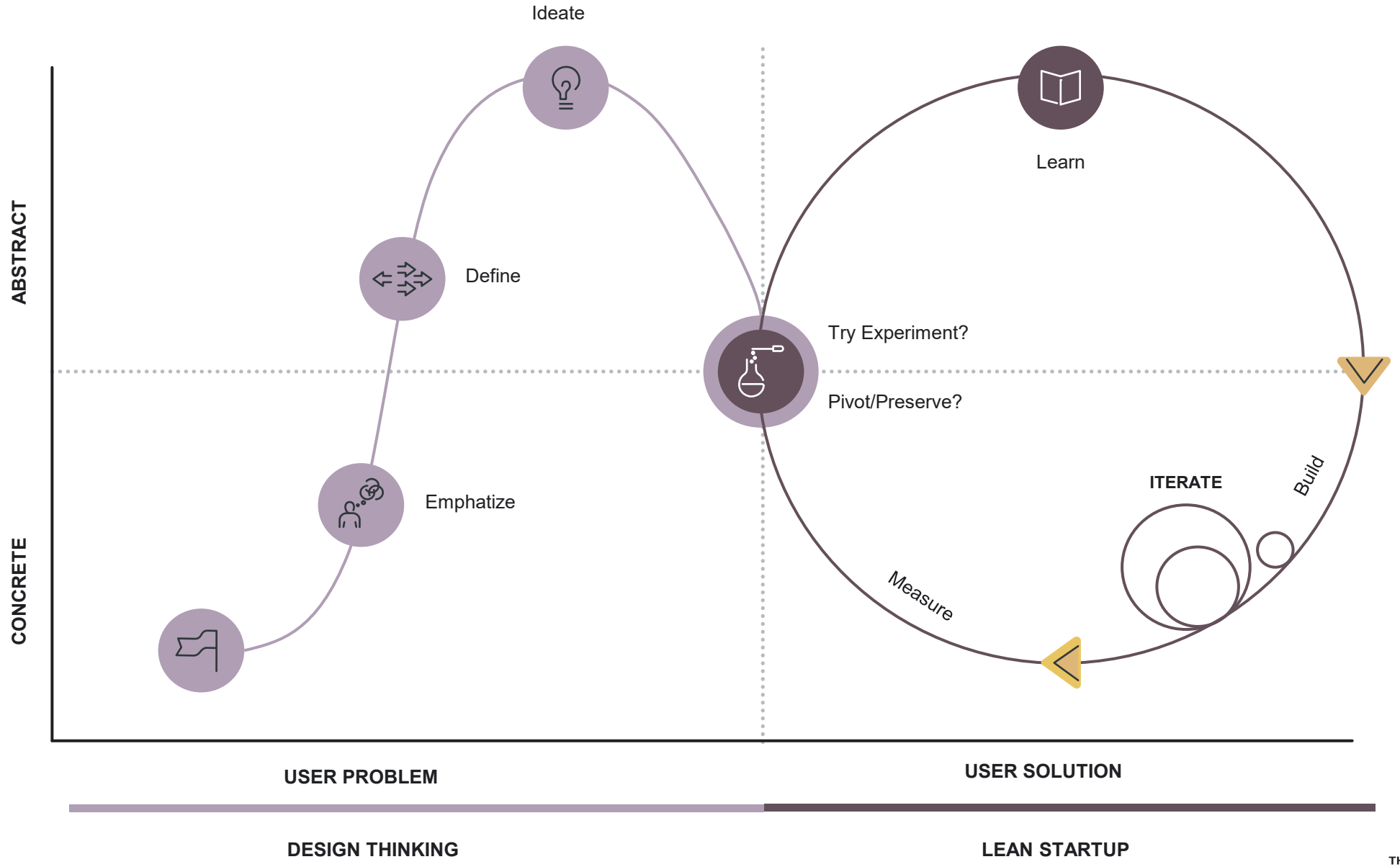
Build
Build an MVP – for the purpose of testing your hypothesis or assumptions as quickly as possible.

Measure
Measure the results obtained from the experiment and determine whether real progress is being made or not.

Learn
Should we “persevere”, “pivot” or maybe “kill”?



The combination creates a more user-centered and iterative approach

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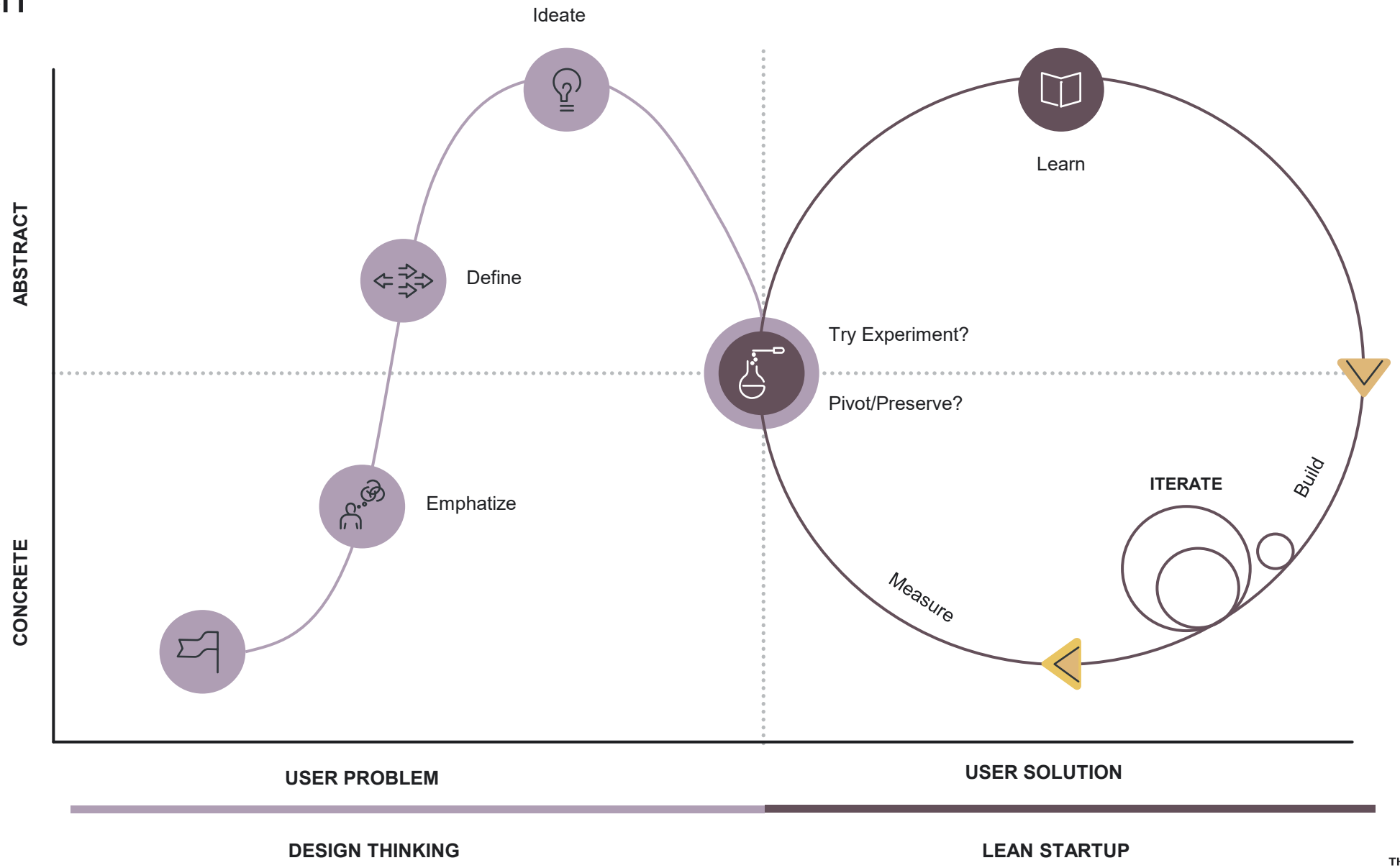
GRAB A COFFEE
AND STRETCH
YOUR LEGS
Be back in 5 minutes

Recap: The combination creates a more user-centered and iterative approach



UX research and testing

UX research and testing methods

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Attitudinal methods

“what users say.”

Behavioral Methods

“what users do”

We have a big set of different methods to use, depending on what you want to test or better understand.

Qualitative methods

Analyse non-numerical data to understand a concept in depth

Quantitative methods

Analyse numerical data to identify patterns, test relationships and hypothesis

UX research and testing methods

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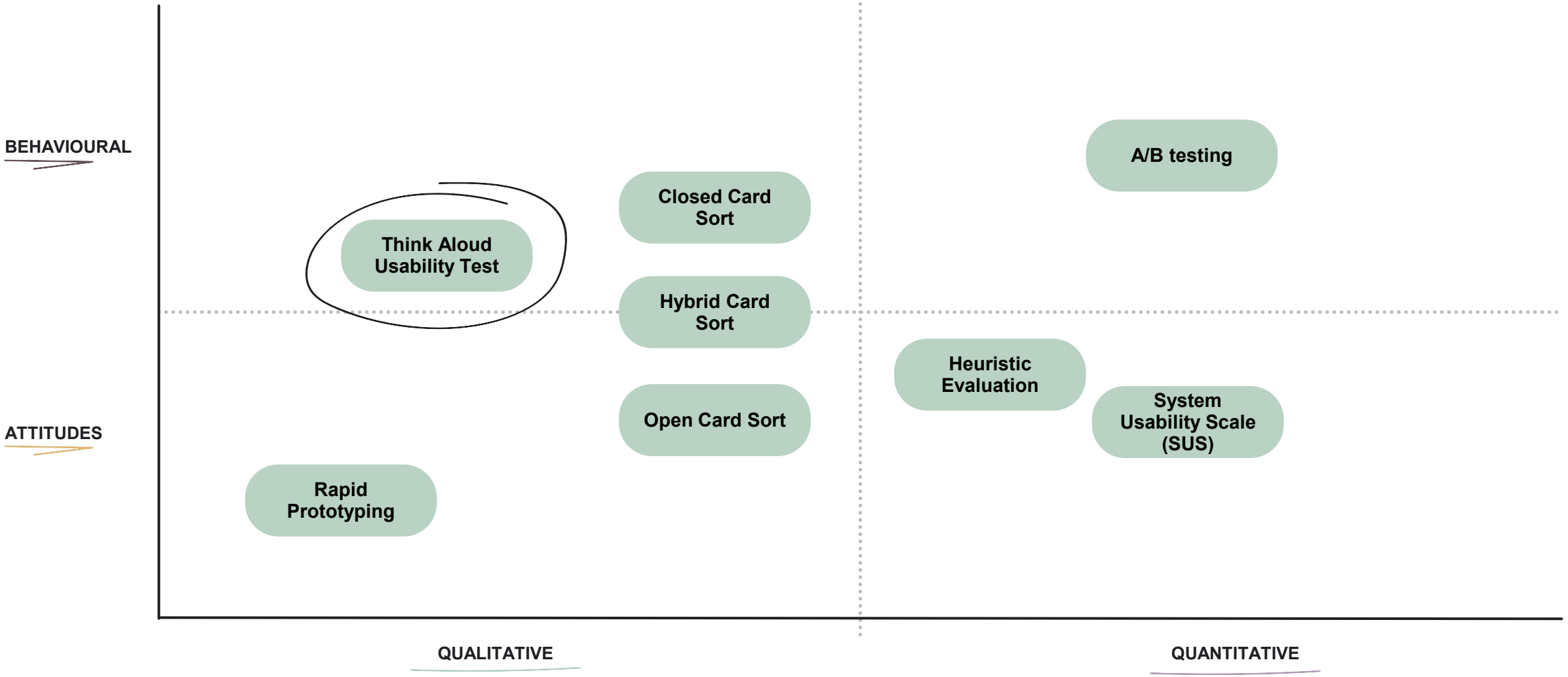
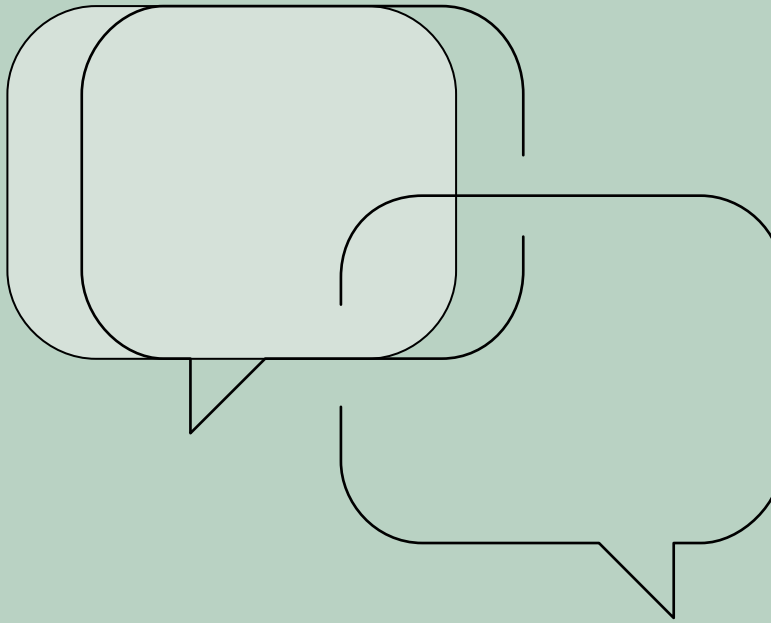
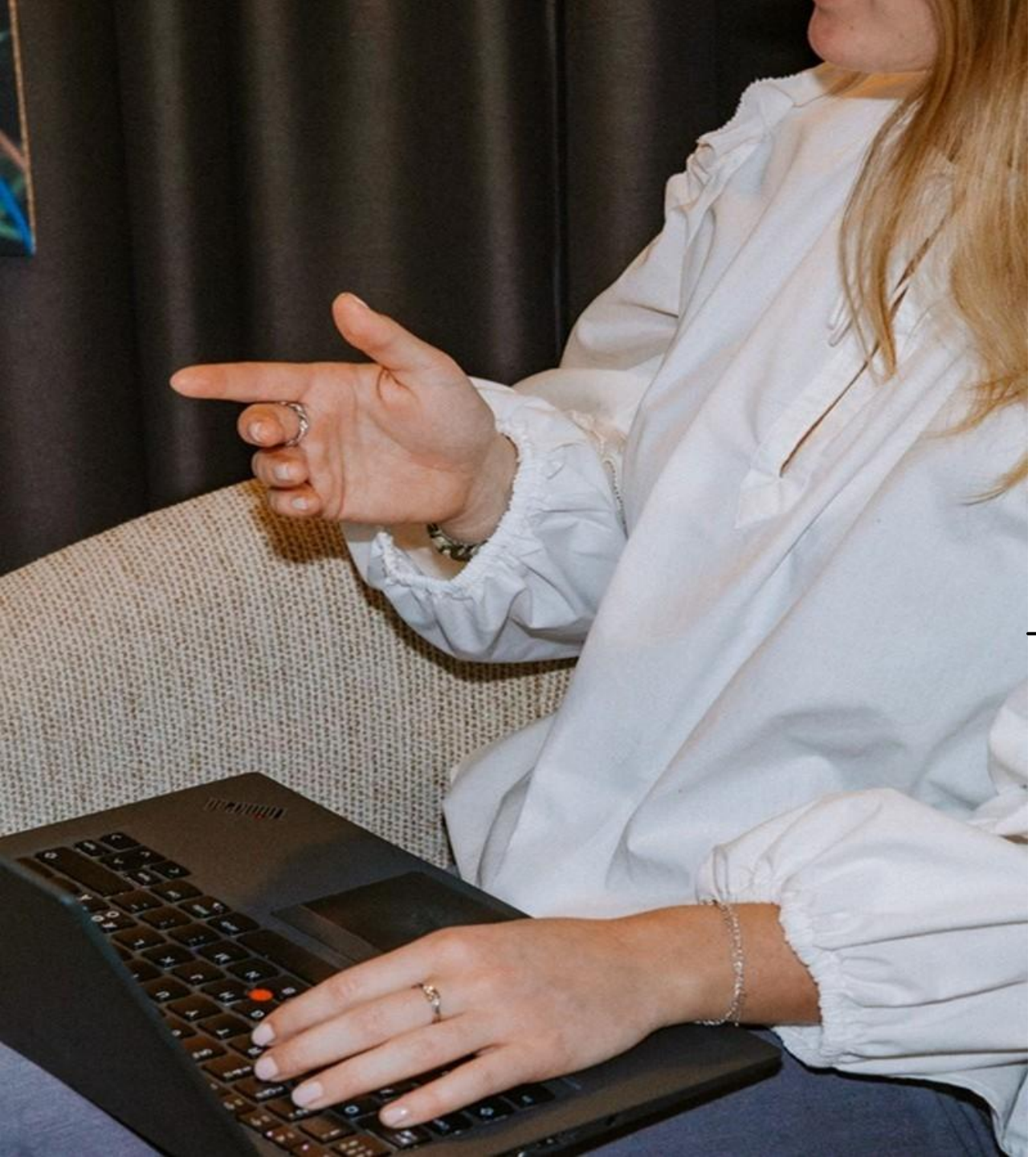


Think aloud test

The purpose of a think out loud test is **to observe and understand users' thought processes as they interact with a system**. You facilitate a session where a user is trying out a task you created, while speaking out loud and the researcher is observing, listening and asking follow-up questions.





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An example

→ **Of a think aloud test**

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Exercise

— Think aloud test

What is going to happen…

Find your computers

Person to the left is ‘participant’

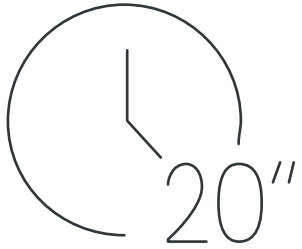
Person to the right is ‘facilitator’

Pairs of 2

What is going to happen…

sandbox.sentry.io

What is going to happen…



01

Read the task aloud

02

Ask participants to think out loud, of their thoughts, steps and confusion

03

Observe and note down interactions and issues.

04

Use the guiding questions and clues if needed

Reflections in pairs

What did the facilitator (and participant) observe and find out?

How was it conducting this method?

Follow up

— Think aloud test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IT'S TIME
FOR LUNCH!

Welcome back!

Let’s meet in the middle of the room

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Exercise

— Prepare your own test

CONSIDER USERS

Consider who your users are, are they novice? Are they experts?

CONSIDER SYSTEM

Select what aspects of the system you want to focus on (e.g., navigation, task completion, understanding specific features).

CREATE 2 TASKS

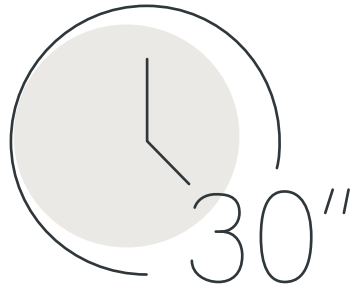
Prepare 2 think aloud tasks, that can test this feature

CONSIDER WORDING

Make sure your task description is non-guiding.

Prepare think aloud test on your own system

- use template



Follow up

— Prepare your own test

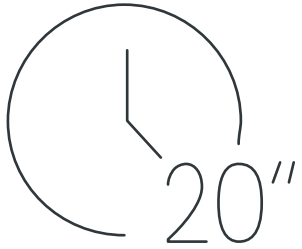
Time for a break.
We’ll meet again
in 10 minutes

What is going to happen…

Conduct the Think aloud test

Participants shifts and go to a facilitator with a computer

What is going to happen…



01

Read the task aloud

02

Ask participants to think out loud, of their thoughts, steps and confusion

03

Observe and note down interactions and issues.

04

Use the guiding questions and clues if needed

Follow up

— Think aloud test 2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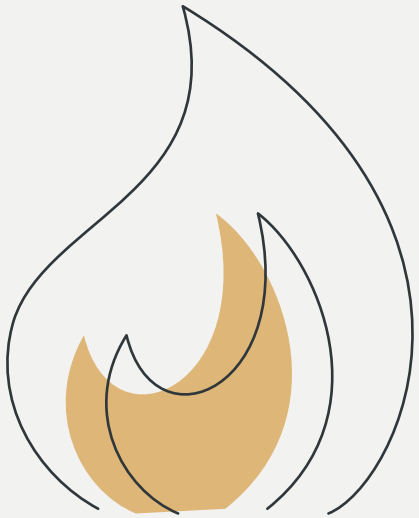
Be back in 10 minutes

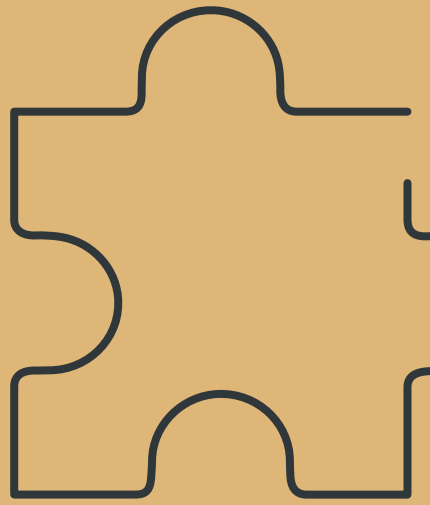


Let’s go outside

Interpreting the data and feedback

We have identified some challenges

Keep focusing on the problem



Methods for analysing findings

We have a big set of methods we can use depending on what we want to learn and what we want to use the learning for

Qualitative methods

Analyse non-numerical data to understand a concept in depth

Quantitative methods

Analyse numerical data to identify patterns, test relationships and hypothesis

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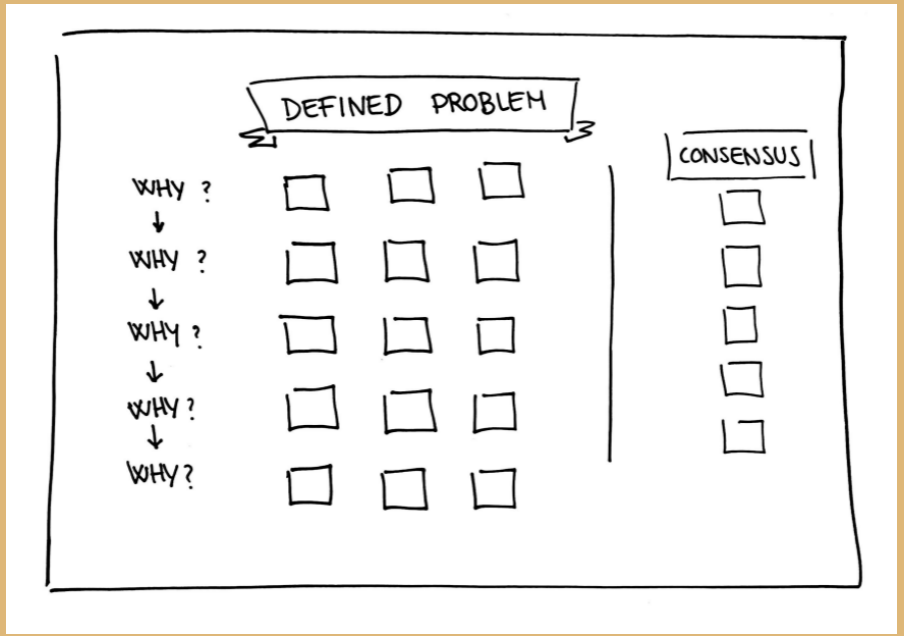
Exercise

— 5xWhy

5xWhy

The purpose of the 5xWhy method is to explore the cause-and-effect relationships underlying a problem. The technique helps uncover the root cause to an identified problem, leading to more effective solutions and improvements.



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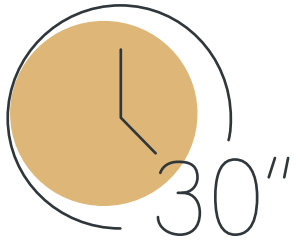
Walkthrough

→ Of 5xWhy

What is going to happen…



Round 1

Individual round
(10 min)

- Select one of the identified issues
- Put the problem on the wall,
- distribute postit and note 1-5 on each post it

Round 2

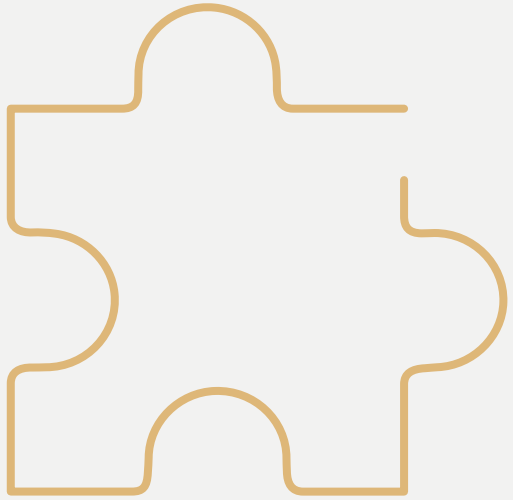
Common presentation
(10 min)

- Present whys for each other - 2 min pr. person

Round 3

Consensus building
(10 min)

- Build consensus, find a pattern in all the answers
- Find and save the root cause, be ready to present it



Root-cause presentation

Follow up

— Let’s revisit the expectations

THANK YOU

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