Perspective Taking

"Superman is the best superhero."

MAYBE

What about Batman?

YES!

Wonderwoman!   NOT   Thor!

YES!   YES!

But first…   Lectures next week

Lectures next week will be entirely online
Zoom only

But first…   Experiments and Report

From Wattle assessment information:

Communication skills 25%

Active participation 10%
Forum 6%
Continuous improvement 4%

A report on user centred design 15%
Based on participation in human centred computing experiments
Experiment participation as submitted in the report is a hurdle assessment

Report

From Assignment and Report specification document:

The Report task involves COMP1710 students taking part in **two or more Human-Computer Interaction research experiments which add up to 2 hours**, and then **writing a report on their experiences as experiment participants**. In this report the students will (i) describe the purpose of each experiment and their personal experience of taking part in the experiment, (ii) compare their experiences across the different experiments and (iii) write what they have learned about the relevance of participant-focused experiments like these to the overall process of designing and building a set of web pages.

For most students, it's **easier to write the report *after* having participated in the experiments**. Participation in experiments / is a hurdle assessment. We will use the **Research School of Psychology's experiment management software (SONA)** for you to participate in experiments.

SONA – Experiment selection platform

What is perspective taking?

Broadly speaking, perspective taking is understanding and accommodating the perspectives of others, not just ourselves.

"The ability to understand how a situation appears to another person and how that person is reacting cognitively and emotionally to the situation."

– Gehlbach, 2004

Gehlbach, H. (2004). "A new perspective on perspective taking: a multidimensional approach to conceptualizing an aptitude." Educational Psychology Review, 16(3), 207-234.

Why should we care about perspective taking?

Remember this quote from last week?

"You are not your audience. You don't see things like they do, know what they know, want what they want, or work how they work."

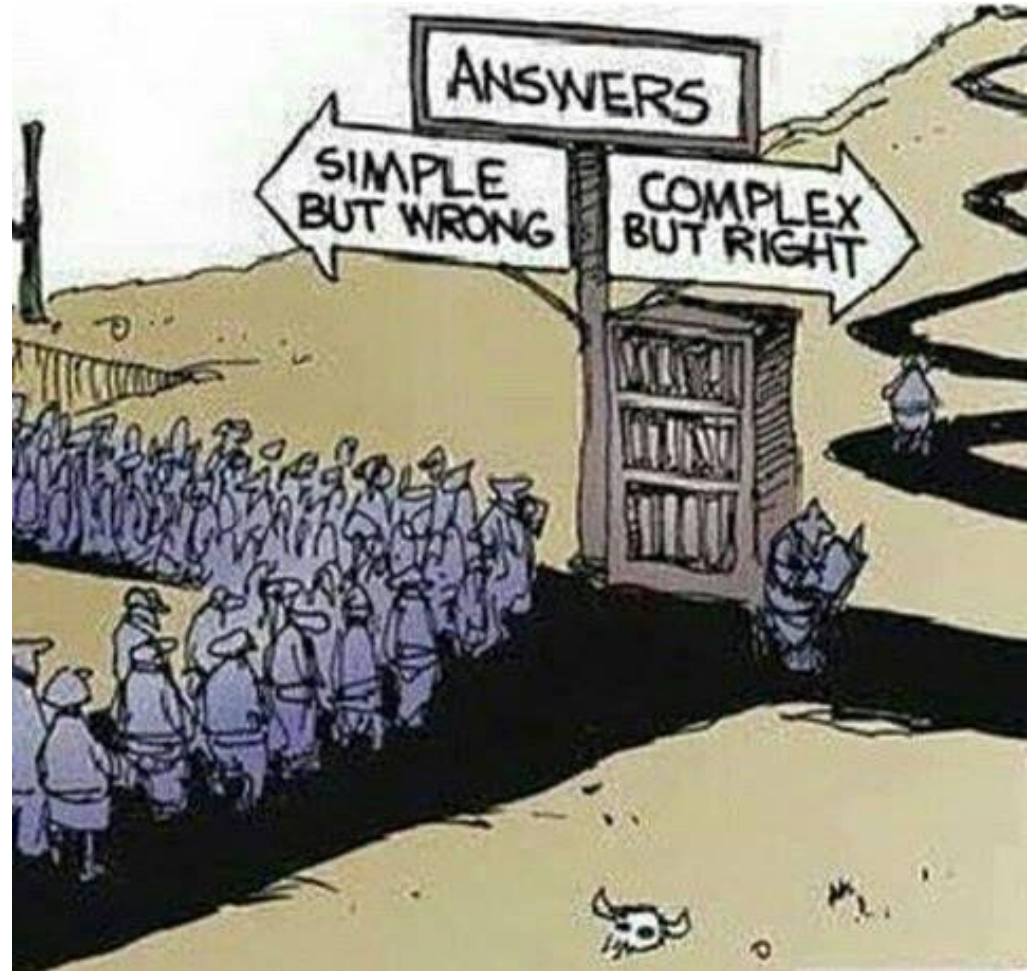*Mike Kuniavsky, author of Observing the User Experience*

Perspective taking helps you:

- Understand your audience's needs and wants
- Understand why what you thought would work doesn't
- Expands your knowledge about your topic
- Gives you more credibility as a nuanced authority in your field
- Increases your ability to resolve conflict
- Be a good leader
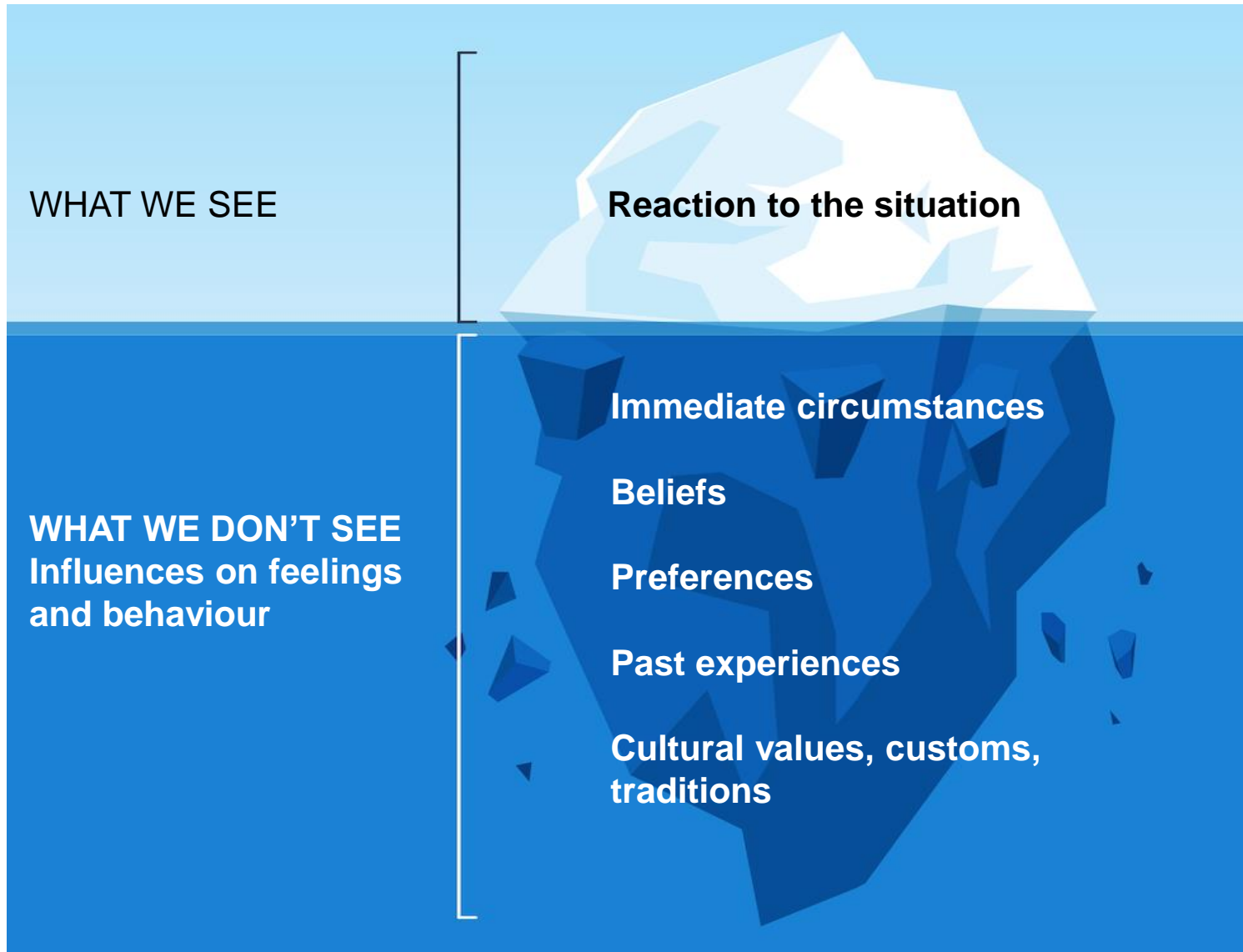
Perspective taking helps you avoid:

- "My way or the highway"
- Misunderstandings
- Perpetuating stereotypes
- Being biased (and making biased statements in your website)
- Being exclusive of others rather than inclusive

Gehlbach, H. (2004). "A new perspective on perspective taking: a multidimensional approach to conceptualizing an aptitude." Educational Psychology Review, 16(3), 207-234.

Australian National University

Perspective taking is challenging

Gehlbach, H. (2004). "A new perspective on perspective taking: a multidimensional approach to conceptualizing an aptitude." Educational Psychology Review, 16(3), 207-234.

WHAT WE SEE

Reaction to the situation

WHAT WE DON'T SEE
Influences on feelings and behaviour

Immediate circumstances

Beliefs

Preferences

Past experiences

Cultural values, customs, traditions

Empatico: https://empatico.org

How do we start?

Start here

Seek to understand

Monitor

Reflect

Adjust

Hypothesise

Check

Seek to understand

Listen to others
- Put your feelings and ego aside when listening.
- Give others your full attention when they speak
- Pay attention to non-verbal cues
- Don't be preparing what you're going to say next instead of listening
- Be open to new information
- Don't immediately reject ideas that conflict with your own

Research & investigate
- Read papers, essays by thinkers in the field,
- Seek data and evidence
- Consider assembling your own data: running polls and surveys
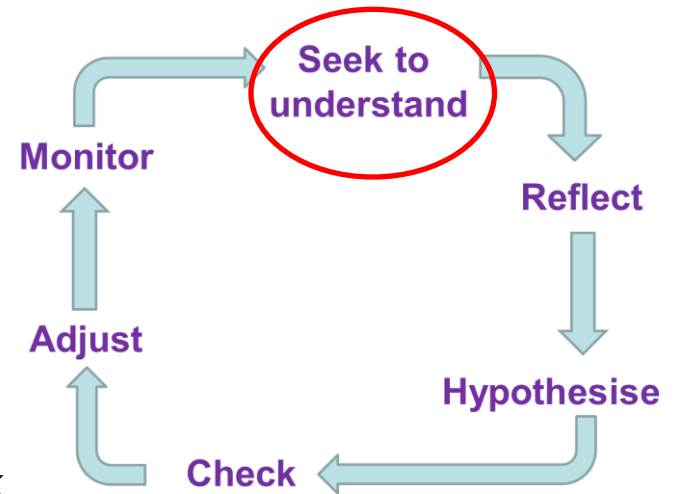
Reflect

Spend uninterrupted time considering what you have learned

- Think deeply about new information, especially when it conflicts with your previously held beliefs
- Don't forget that emotional responses of others are valid and powerful
- Approach your reflections with curiosity: "What is it that makes them feel/think/act this way?"
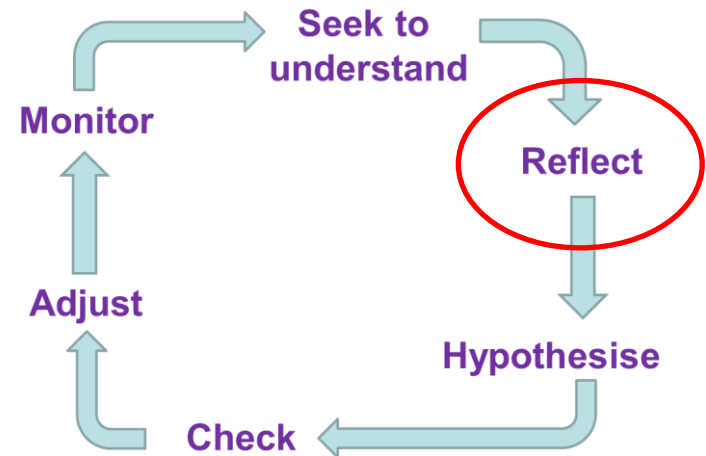
But don't forget '*Garbage in, garbage out*' & incomplete info!

Integrate the new perspectives into your understanding

- Be willing to change your mind
- Be willing to hold opposing views simultaneously
- Notice when your views are confirmed but don't favour a small group of people telling you what you want to hear over experts in the field
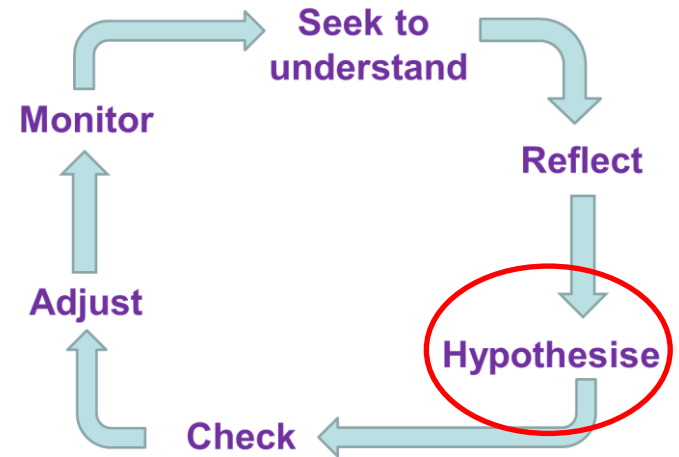
Hypothesise

Consider what you may have to change
You now have new information about the world / your audience / yourself. Are there any changes you might consider taking? What are they? What outcomes do you expect from your changes?

Be methodical
Writing down notes at this point would be very useful to help you assess outcomes of your next steps.

Check

Do you know someone / can find someone to run your new ideas past?
Use open ended questions to help draw out thoughts not possible with yes/no questions.

You now have new information about the world / your audience / yourself. Are there any changes you might consider taking? What are they?
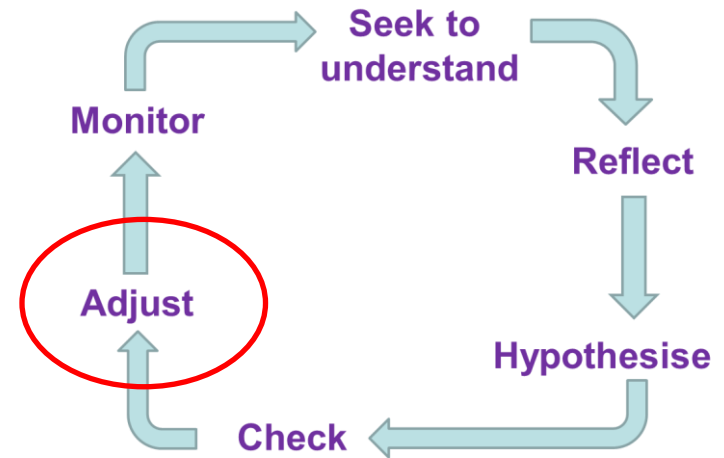
Write an action plan
Add to your previous notes with specific actions you want to trial.
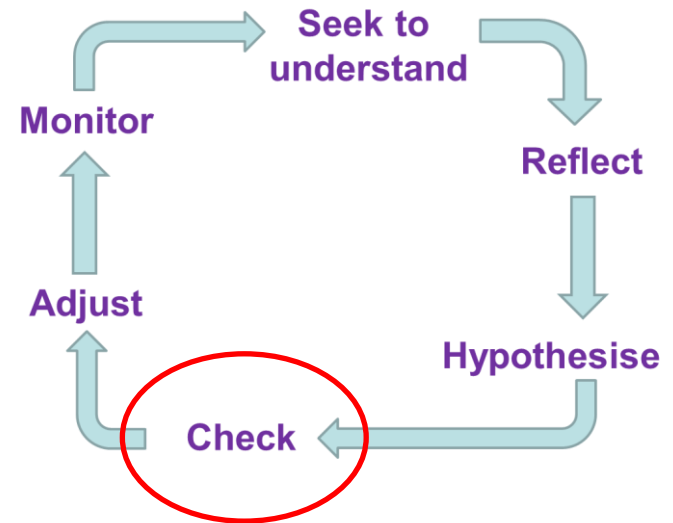
Adjust

Take action as appropriate
- Review your website in light of your action plan
- Review your future strategies
- Be mindful of your communications

Do keep your own position and goals in the picture!

Monitor

Changed responses may be swift or slow

- Pay attention to whether the outcomes you expected eventuated
- Be ready to respond to any adverse reactions
- Identify any responses that indicate your course of action should be adjusted

Seek to understand

Reflect

Monitor

Hypothesise

Adjust

Check
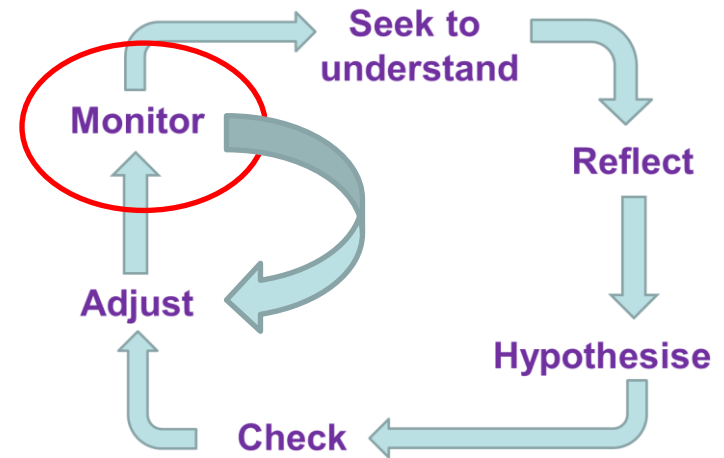
Then… start again at the beginning with seeking to understand!

Have a great learning week!

Why not put some of your new understanding of perspective taking into practice?

Don't forget – Zoom only lectures next week.