Finding the hidden corners

A guideline to developing considerate digital technology .

Something about the person standing in front of you...

It's me, Mary.

(Call me out if I use too much ux-designer jargon).

LinkedIn: **/mcyc56**

marychan.co.uk

mcyc56@gmail.com

Instagram:

MARY_CY_CHAN

Scotland > Finland > Netherlands > England

sli.do

Join at

slido.com

#SHFWIT

sli.do

Join at

slido.com

#SHFWIT

In 1 or 2 words, what are you good at?

022

sli.do

Join at

slido.com

#SHFWIT

What are you bad at?

0 2 2

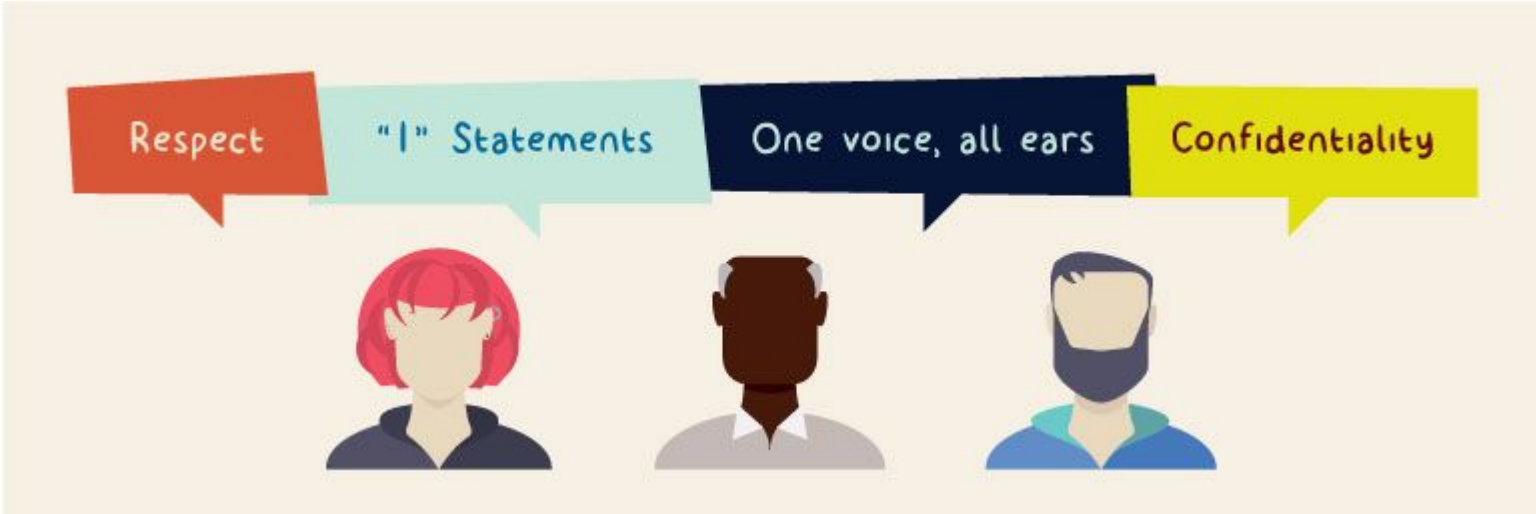
It’s important to realise who we are, and subsequently who we are **not**.

This is a key step in becoming more empathetic.

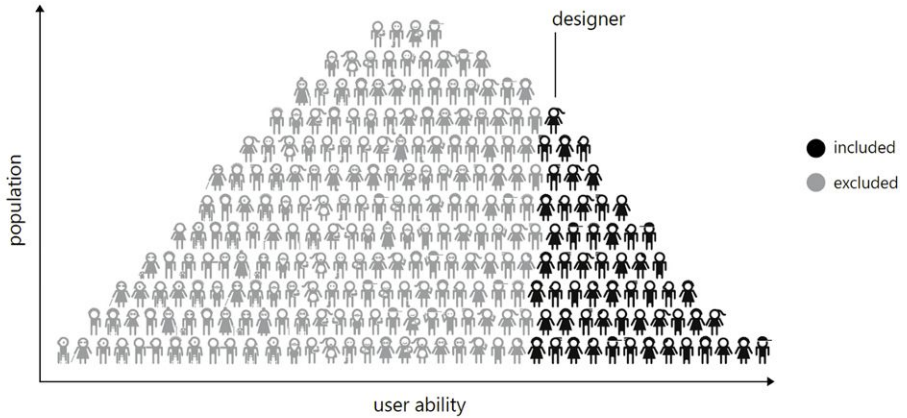
See: False consensus effect

The tendency for people to overestimate the degree to which others agree with them.

Common agreements

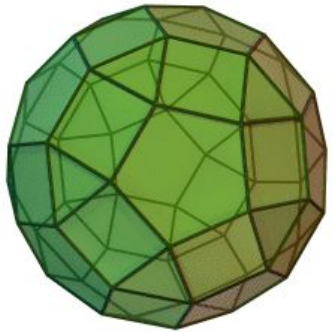


Why is inclusive thinking important?

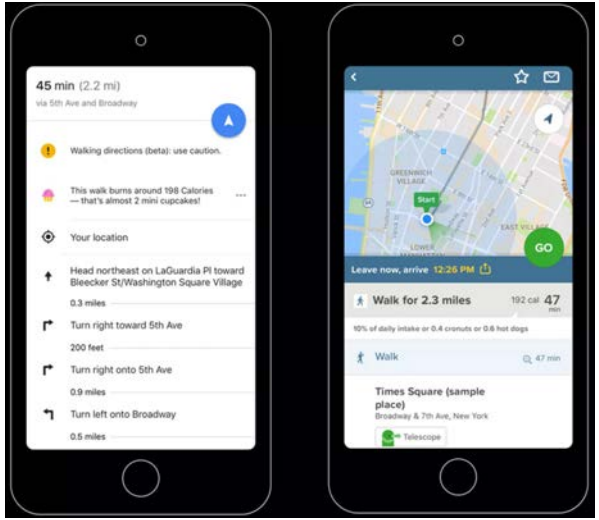


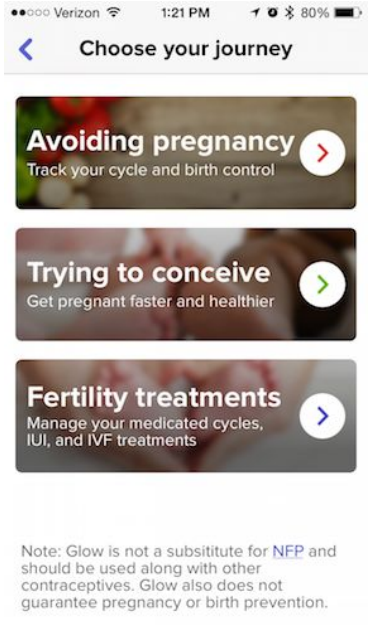
Why is inclusive thinking important?

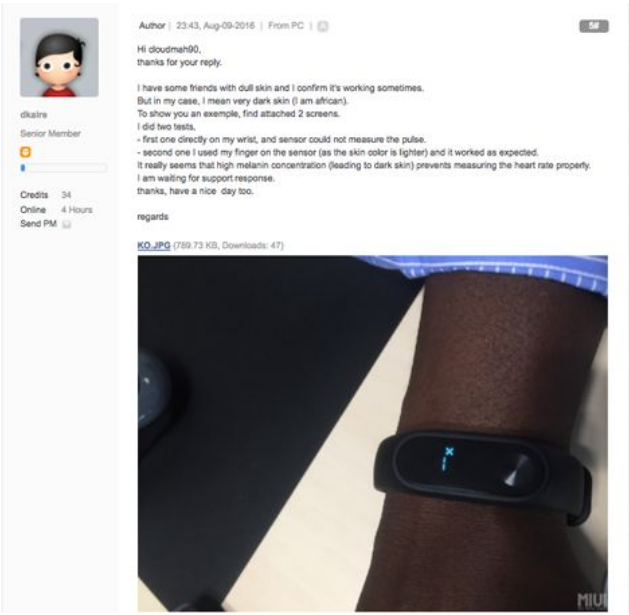
We can’t change our workforces overnight but we can change our mindsets



Why is inclusive thinking important?







Agenda

Intro + context (15 min)

Technology used widely now (15 min)

Emerging technology (15 min)

User’s perspective (25 min)

Wrap up/ buffer time (15 min)

Topic 1 current technology

"Algorithms model certain decision flows, but once you run them, no more thought occurs… we unleash so many literally thoughtless processes on our users, on our lives, on ourselves."

(Eric Mayer in his blog post about Inadvertent Algorithmic Cruelty)

Topic 1 current technology

Discuss:

How might we... ease unavoidable processes which are emotionally painful, such as sharing bad news?

Remembering

We hope people who love will find comfort in visiting his profile to remember and celebrate his life.

Learn more about the legacy contact setting and memorialized accounts on Facebook.

What will happen to my Facebook account if I pass away?

Computer Help Mobile Help

Share Article

You can choose to either appoint a legacy contact to look after your memorialized account or have your account permanently deleted from Facebook.

If you don't choose to have your account permanently deleted, it will be memorialized if we become aware of your passing.

Memorialized accounts

Memorialized accounts are a place for friends and family to gather and share memories after a person has passed away. Memorialized accounts have the following key features:

- The word **Remembering** will be shown next to the person's name on their profile.
- Depending on the privacy settings of the account, friends can share memories on the memorialized timeline.
- Content the person shared (example: photos, posts) stays on Facebook and is visible on Facebook to the audience it was shared with.
- Memorialized profiles don't appear in public spaces such as in suggestions for People You May Know, ads or birthday reminders.

Agenda

Intro + context (15 min)

Technology used widely now (15 min)

Emerging technology (15 min)

User’s perspective (25 min)

Wrap up/ buffer time (15 min)

Topic 2 emerging technology

Task 2 emerging technology

Get into different groups of 3 or 4, making sure there is at least one person with access to a voice assistant.

(1) Think of questions that are unusual and
(2) try them out on the voice assistant.

Try to think situations that are not so obvious either for you or for some other groups of people like children or elderly.

Note down any interesting or especially bad responses from your virtual assistant. Think about how it should respond instead.

Agenda

Intro + context (15 min)

Technology used widely now (15 min)

Emerging technology (15 min)

User’s perspective (25 min)

Wrap up/ buffer time (15 min)

Task 3: Step out of your box

1. Draw one trait change out of the bag. Keep it hidden!

2. Get into groups of 3-4. Pick an app/ technology you are familiar with.
    - e.g. dating app/ fitness tracker/online banking/ google maps/ social media

Task 3: Step out of your box

3. Without revealing your trait, discuss this technology in your group and identify what challenges you need to consider in using it

e.g.”I can’t remember passwords easily”

- Consider your physical, mental, technical and financial capabilities.

4. Think of solutions to these challenges & guess each other’s traits

Agenda

Intro + context (15 min)

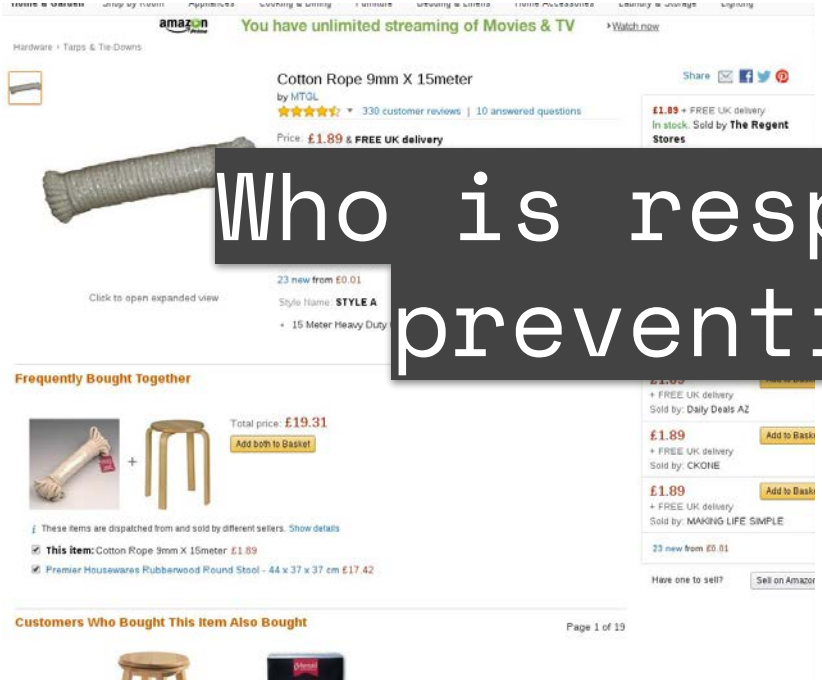
Technology used widely now (15 min)

Emerging technology (15 min)

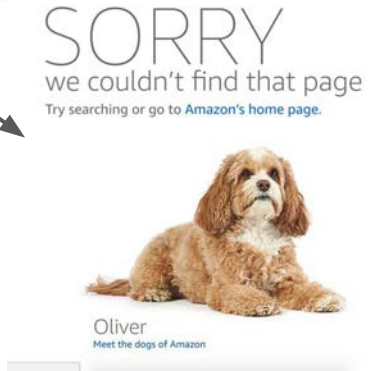
User’s perspective (25 min)

Wrap up/ buffer time (15 min)

Why is this relevant to me?



Who is responsible for preventing this?



Key messages

- Realise who you are (not) + Be aware of your privileges

- Context matters and affects how users interact with tech too

- Train yourself and your team to be more inclusivity-minded - to spot more hidden corners!

Some interesting resources

Microsoft Inclusive Design Guidelines & Exercises

Diversity Toolkit: A Guide to Discussing Identity, Power and Privilege (University of Southern California)

Sara Wachter-Boettcher (author of Technically Wrong: Sexist Apps, Biased Algorithms, and Other Threats of Toxic Tech) on Inclusive content, ethical tech, and you (30 min video, loads of great examples).

Improving self-awareness (take with a pinch of salt)

“Insightful” Tests:

Myers Briggs - personality test that helps you realise why you do things the way you do:

Strengthsfinder - recognises your top 5 career strengths so you can capitalise on them:

Love language - helps you to understand how you want to be shown love and appreciation by loved ones.

Apology language - accurately shows how you accept apologies from other people:

Tests for Fun:

Dichotomy - This test focuses on your philosophical views.

Sensation Seeking - Why you may display certain behaviours.

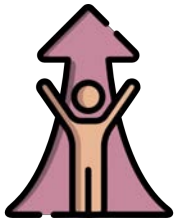
Fears and Anxiety - What are you scared of most.

Psychopathy test - A test focused on your psychograph and your morals.

Shamelessly stolen from http://alt-ed.uk/the-importance-of-self-awareness/

Inclusiveness

Professionalism



Diversity

women eit

Currently under construction -
hosting problem :(

https://women.eitalumni.eu/

https://www.facebook.com/womenatEIT/

eit Alumni

EIT Women is supported by the EIT, a body of the European Union

CODEFIRST:Girls

Thank you!

Code First: Girls run coding courses, mentorship programs and professional development events for individuals and companies.

Email info@codefirstgirls.org.uk to find out more