

Civility

for professional conversations



Executive Summary

The Problem

Contextual Interviews

Task Analysis

Application Ideas

Preliminary Design

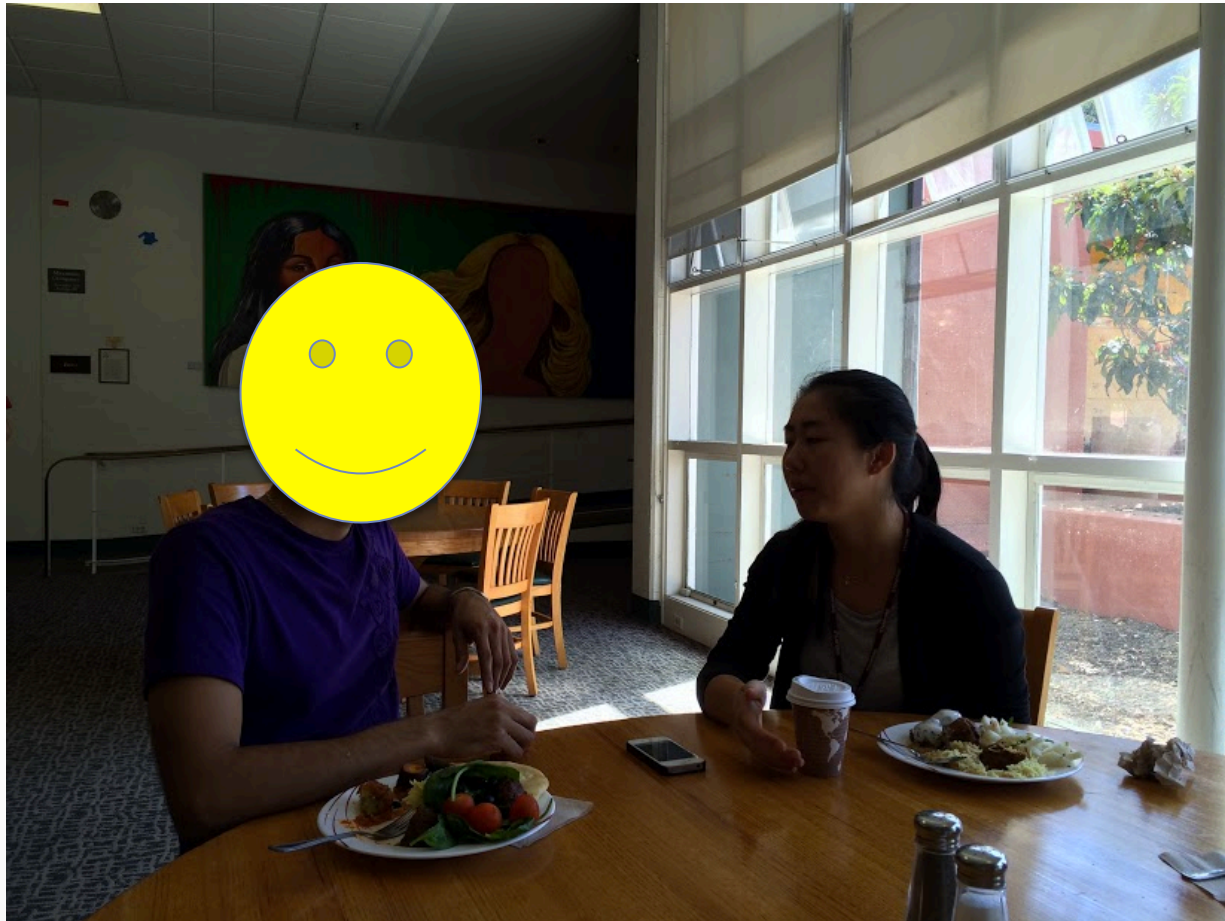
Problem/Solution



J.L.



J.M.



R.H.



Task Analysis

- Users
- Current Tasks
- Desired Tasks
- Task Learning
- Tasks Performed
- Customer Data Relationship
- Customer Tools
- User Communication
- Task Performance/Constraints
- When Things Go Wrong

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Users



Current Tasks



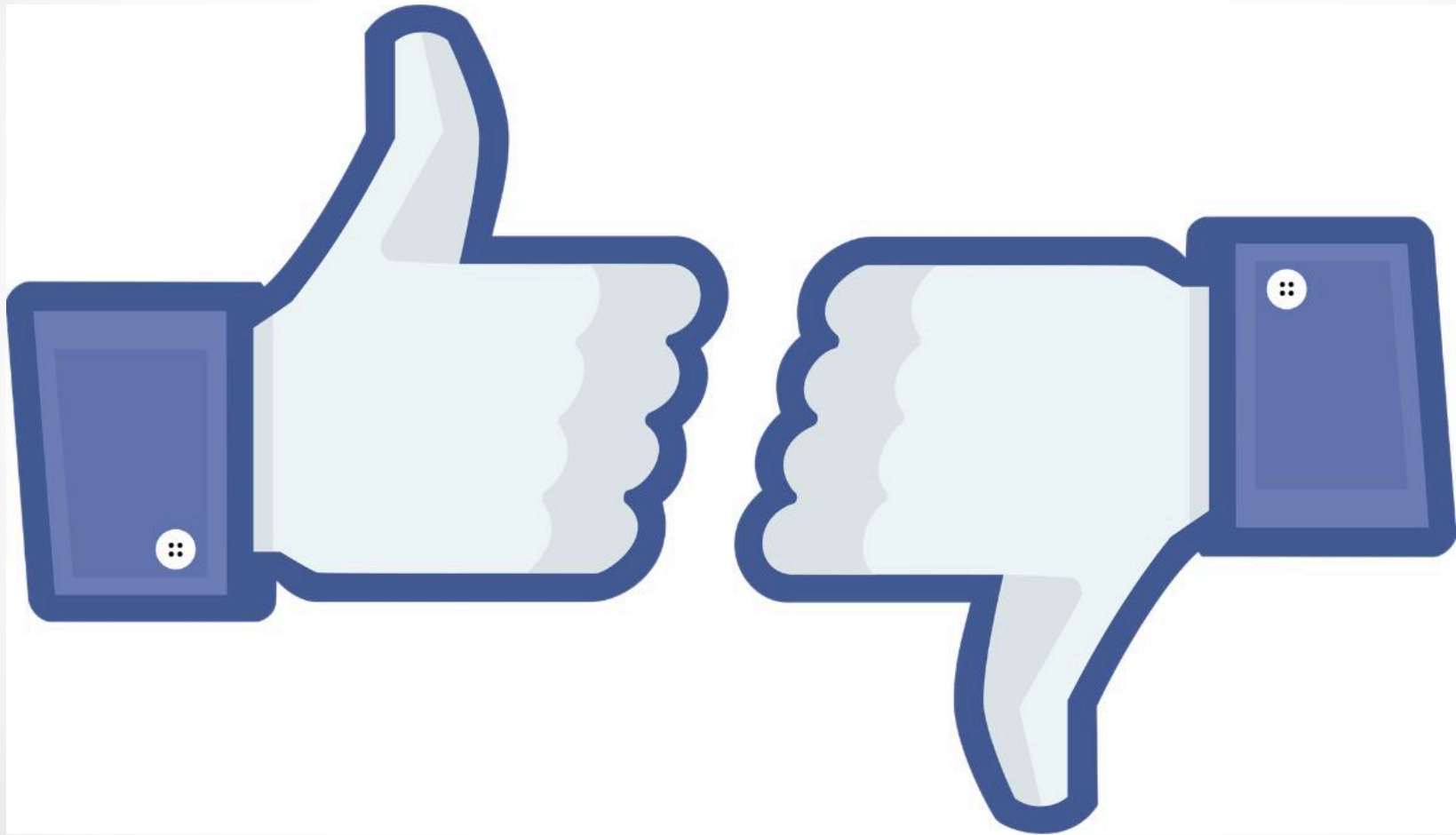
Desired Tasks



Task Learning



Feedback



Staying Calm



Identify Fruitless Conversation



Intoxication Communication

Alright next weekend then?

Nov 17, 2012, 1:04 AM

You make it home ok?

Nov 17, 2012, 11:46 AM

Ya somehow... Had a little to drink last night. How was the rest of yours?

Shit sorry haha just realized that was my own text

Family

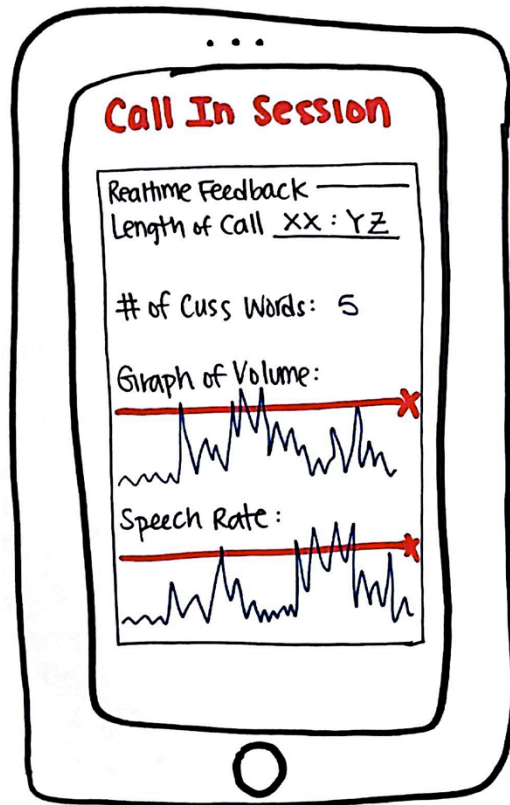


Business

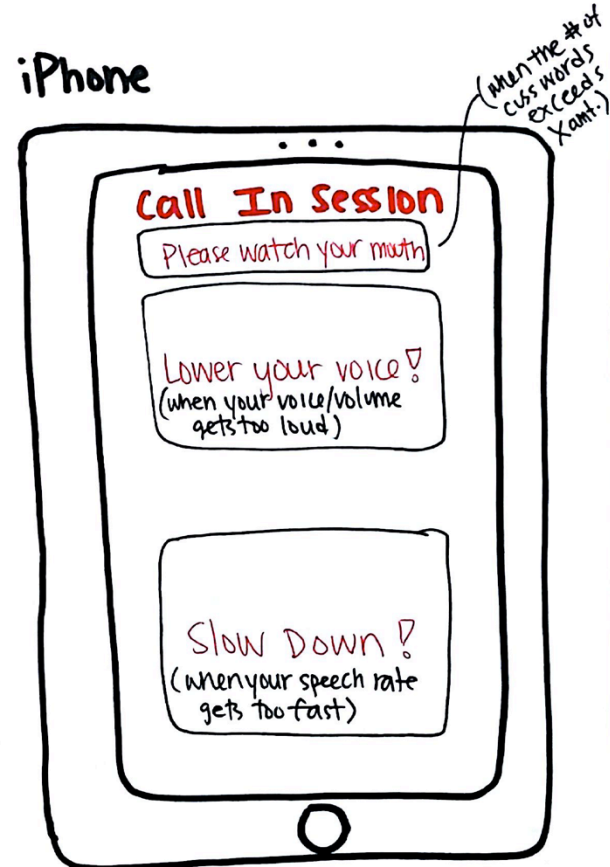


Phone Call

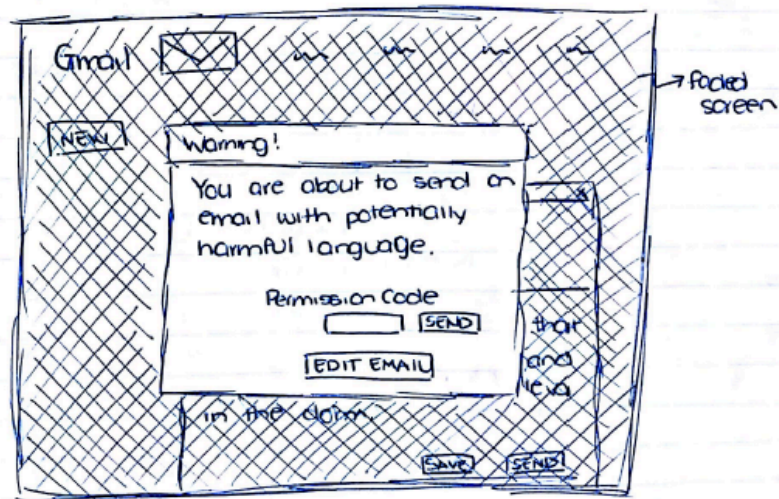
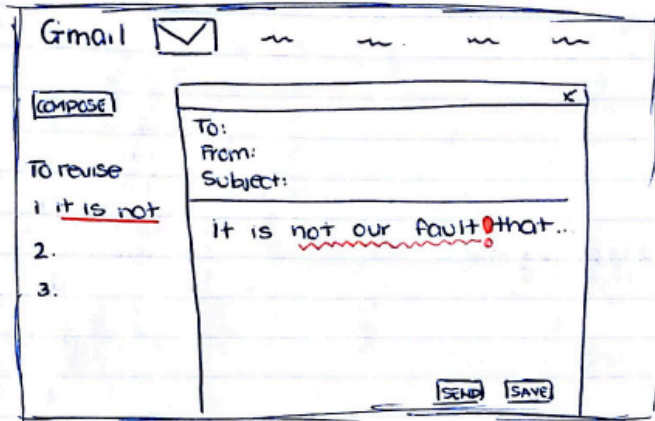
iPhone



iPhone

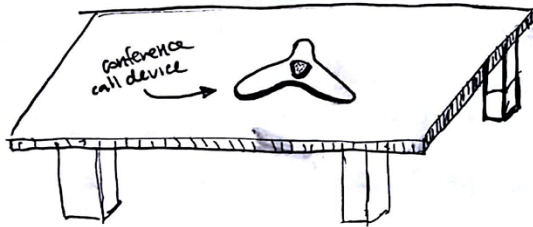


Email Check



Conference

For conference calls:



* PAUSE. TAKE 3 DEEP BREATHS *

Hologram
in the air



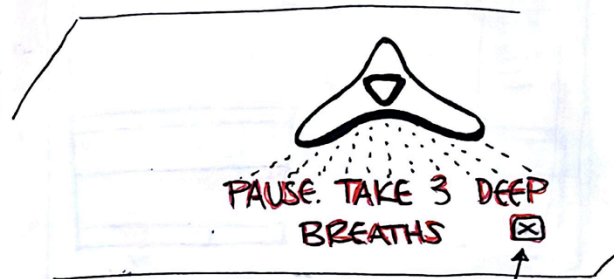
Flashes on and off.
Red

If someone doesn't calm down...

* YOU HAVE BEEN MUTED FOR TEN SECONDS *



Projected on the table



hides notification



buttons projected on table. able to interact w/ them

Smart watch



- touch interface on watch?
- buttons?
- not ideal for many people in one room

Summary

Outset

Application

Task Analysis

Designs

What We Want

