Civility

Value Proposition
Civility is an un-intrusive background application that provides real-time suggestions for maintaining civil conversations in a professional setting.

Members and Roles
Lorena Huang-Liu: User Testing
Steven Qian: Developer
Katie Stockdale: Manager/Design
Jessica Xu: Documentation

Problem/Solution
        Conflicts are a common and normal part of relationships, regardless of whether they are romantic, platonic or professional. However, most individuals do not have any training in how to conduct a successful and civil argument and have to learn from experience or do not learn at all. Therefore, a large portion of all conflicts can become dysfunctional and stressful. This ends up being a particularly difficult problem in the workplace, where uncivil and unprofessional conflict can lead to job termination or decline in the company's public image. Our solution is an un-intrusive background application that uses natural language processing to act as a truly impartial third party and offer suggestions to arguing individuals to improve their conflict.

Selected Interface Design
        We chose the desktop design over the projector mainly due to the three factors of feasibility, UI malleability, and usage prevalence.
        We first had to realize the practicality of prototyping such a model and concluded that it would be too difficult to actually have any sort of practical low-fi or high-fi demo to display.
        Our second deciding and more design-oriented factor was that the projector UI seemed to be too set in stone whereas, the desktop application design could easily be modified and incrementally improved. We also wanted to leave the option available of using a mobile version of the desktop application, which would not only be able to include all of the features offered on the desktop application but also open doors to the advantages a mobile device has to offer. The reason we did not actually go with the mobile device at first, was because we believed that a business setting, where we want our product to mainly be used, would not find it appropriate to have conference calls on someone's mobile. However, we recently realized that extending our application to mobile devices could be suited to business outside of the office, where people are usually making one on one calls or working from home.
        The last deciding factor we considered was the frequency of usage opportunities a design presented. The projector would almost solely be used for large meetings, where people were gathered around a table. However, the

desktop application (and very likely also mobile application) presented a variety of scenarios where it could be used, including one on one calls and email checking.

Functionality Table

Detection of Fruitless Conversation:
One of the more complex features of the product will be for it to detect conversations that have gone off track or that are simply not being efficient. This will be implemented using NLP Machine Learning.

Keeping People Calm During Conflict:
This will be a core feature for our application, where the application will help participants in a conversation remain civil and calm, even when things are starting to get heated and tensions build.

Feedback:
Feedback can be utilized in multiple ways, whether it be to give yourself a personal report of how the week or day has gone or to have a manager check on the attitude of employees.

Mobile Sync:
The application will also support features where you can have it sync with a mobile device so that the next time you have a conversation on your phone, there will be a short notification of what you can do better to keep conversations efficient and healthy.

Concept Video Description
1) **Difficulties:** Outside of our subpar acting skills, the difficulties we encountered making the video centered on being able to demonstrate what we wanted to show without actually using any dialogue. We wanted such a video because we believed those types of videos would force us to be clearer in the tasks that our product does.
2) **What Worked Well:** Our team actually did not have too much trouble getting the filming done, as we knew what we needed from the offset based on the storyboard that we drew up. Everything ran smoothly after we figured out how we wanted to design the video.
3) **Time Breakdown:**
   a. Design prep: 1.5 hour
   b. Shooting: 2.5 hours
   c. Editing: 5 hours