

# **Interactive Screen Design Workshop**

**Your Goal:**

**Deconstruct an interaction  
& visualize  
how to improve it**

## **Description:**

In teams of four to six, go out into the exterior or interior space of the Banff Centre and choose an interaction you would like to observe.

Observations are for research into the nature of the interaction you have chosen, and conjecture about creative ways that the interaction could be modified, and improved.

- Interactions that we are usually interested in will be between people and technology. But they could be between people and people, people and architecture, people and the landscape, people and animals, animals and technology, technology and technology etc.
- Feel free to be creative and find an interaction that interests you and your group – preferably one that you think can be modified or improved. If you choose an interaction that is perfection itself, find out why. We'll all want to know.

- **Method:**

- 1 Participate in the interaction you have chosen. Try it out. What is the story?
- 2 Create ethnographic observations: Shoot photos, shoot video, make drawings, create a mind map, or a system map, make written observations, take notes etc.
- 3 Consider the nature of the interaction; who is it for? what are the elements? what is the flow of the interaction? What are the mission critical tasks?
- 4 Consider the affordances, the constraints, the feedback loops, mapping, time signature etc. of the interaction?
- 5 What works, what doesn't, and why?
- 6 How would you improve the interactive experience?
- 7 Create a visualization or a description of your improved interaction.

- **Schedule: 1 hour**
- **In this time you may choose to:**
  - **1. Create documentation and ethnographic material in order to uncover the structure of the interaction.**

- **2. Make an annotated map or diagram of the structure. Explain:**
- What's important about the interaction? What works smoothly? What breaks down? Why? What are the actions and responses that the person and the technology perform in the interaction? Does the conversation work smoothly, or does it have rough spots? What are the categories of people, things, actions, environments, etc? What are the goals of the people in the interaction? How are those goals met or not met by the system?

- **3. Identify opportunities for making the interaction a better experience.**
- With your team, brainstorm alternatives that will work. Your team will brainstorm alternatives of task, timeline or material that will substantially improve the interaction and make it a better experience. Think about a vision for changes to the system. Explain why you are making the changes. Identify the improvements you are suggesting, and how they will work. Feel free to identify both near-term and far-term possibilities for an improved interaction design.

- **In hour 2: Show and Tell Discussion**

- We will all meet back, to show and tell your experiences and your observations of the chosen interactions and to discuss and find out how you would propose to improve them.