

IHA Workshop

Session 1: Workflow Role Play

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In this workshop, our objective was to breathe creative collaboration into the Symphony design process. By creating a space for imagination and discussion, we were able to initiate thoughtful around an IHA's experience.

People ignore [design] that ignores people.

Empathy is “*the capacity to understand or feel what another person is experiencing within their frame of reference, that is, the capacity to place oneself in another's position*”. It's essential for us to understand how our users actively experience Symphony so that we can design something that will be a natural and helpful tool in their daily work.

To that end, our workshop today focused on Workflow Role Play, where the participants had the opportunity to think through possible scenarios and questions that an IHA might encounter.

Agenda

After introducing and setting the expectation for our session, we asked the participants to pair into teams. Each partner would assume the role of either IHA or customer and explore one of the following scenarios:

1. Kitchen appliances for in-law suite remodel
2. Home theater for new build, semi-finished basement
3. Aging parent with mobility issues – technology to stay in home longer
4. Smart home consultation – make my condo sweet!
5. Home office – Help me set up a workspace in my home
6. Sidegig – I'm converting my garage into an AirBnB
7. Mancave – my boyfriend wants his own room for gaming

The discussions would begin with the assumption that the IHA had arrived at the customer's home and the conversation focused on solving pre-identified problems as opportunities to help the customer beyond the initial request. Each of the paired teams were given a Task Flow Sketchsheet to document their thoughts and the process from either the customer or the IHA perspective.

Observations / Comments

1. It was difficult to write down notes consistently through the Role Play conversations, as that interrupted the normal flow of conversation.
2. Although required as part of the exercise, most of the Customers did not take notes during the conversation
3. The Customers expressed that they expected the IH to take thorough notes as part of their conversation to document technology and purchase items as well as any additional requests such as follow-ups.
4. Customers also expressed that when they requested a follow-up, that they expected that follow up to happen (trust).

Next Steps

At closing, participants were given mobile paper prototypes and asked to design a mobile application based on the Role Play exercise today; mobile designs will be discussed in Session 2.