

round about.

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FS2020 - Interaction Desing Process

abstract

A fun tool to enhance your empathy and communication.

In the module Interaction Design Process, where the goal was to complete a project from initial idea to final proposal, we decided to focus on living together. We worked 6 weeks in quarantine together on our concept using prototypes, user testing, and evaluation. You can follow the process we went through on our blog.

Our final project is a service in the form of a game, suited for households that want to get to know each other further and build trust and closeness, so as to be able to handle conflict with each other better. Once a month the household receives a set of questions with instructions, which further their connection, vulnerability, and empathy to and with each other.

round about.

What have you always done and
wondered if it bothered other people?

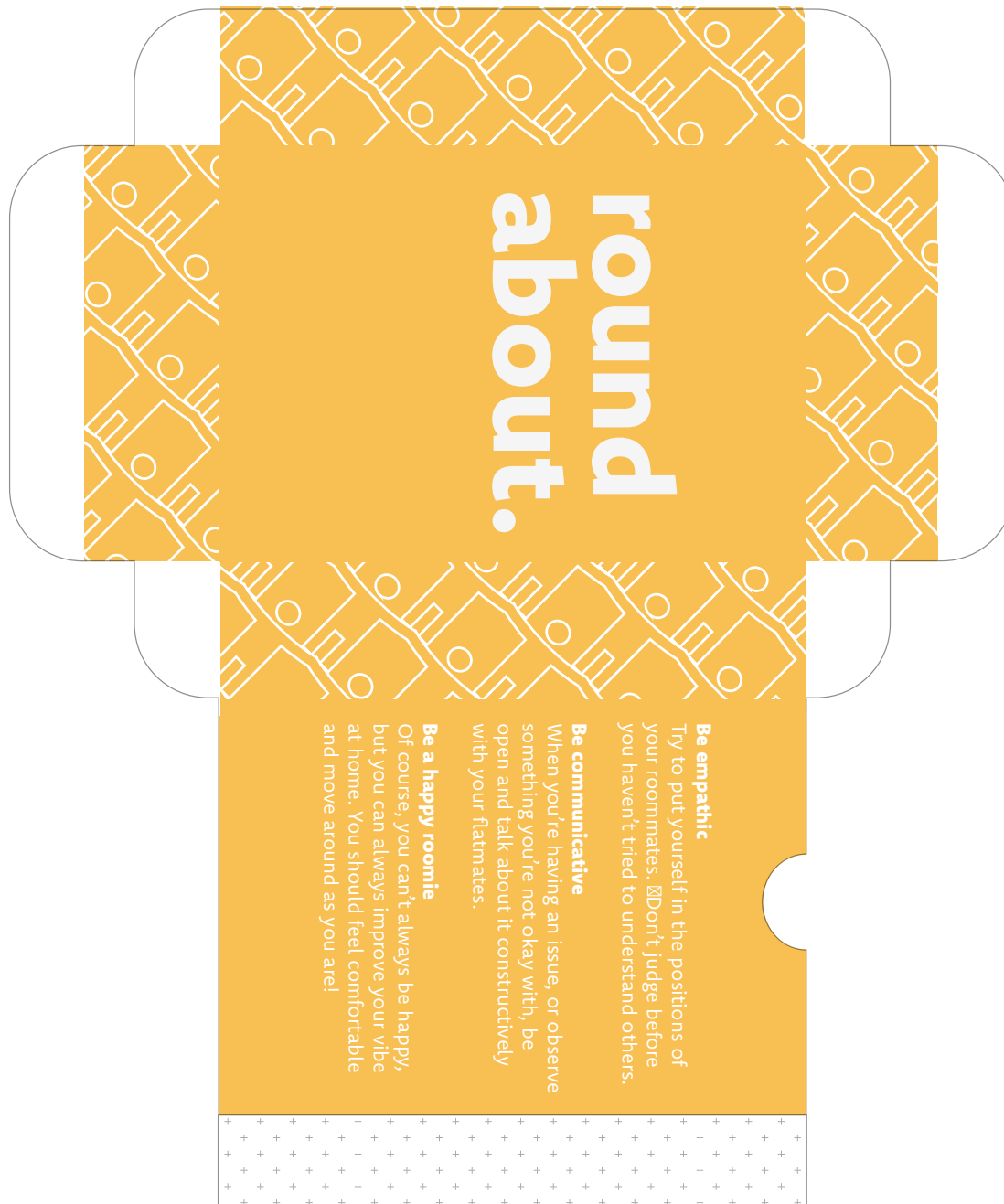
What was the
you feel

What was the last thing, that you got
annoyed at but didn't mention?

What's the best part about
living with you?







Game Instructions

Before the game starts, all of the players receive as many answer cards as there are questions. The questions are then shuffled and placed in a pile in the middle of the table, so that the questions are not visible.

At the beginning of the game, a game master is chosen, they pick the first question from the pile and read it out loud to the other players. The game master changes with every round of the game.

The other players write their answers legibly on one of their answer cards and then place them in the middle of the table, answer side down, where they get shuffled. Then every player picks one of the answer cards and tries to convince the game master, why the answer on their card is really from them. The goal of the game is to give such a convincing reasoning as to why the answer is yours, that the game master believes you - even if the answer isn't the one you gave.

After all of the answers have been read out and everyone has given their reasoning, the game master of this round has to decide, if he believes the player to be the originator of the answer or not. The game master is then of course welcome to speculate on who had written the answer.

After the game master has voiced all of his guesses, the players unveil the correct answers. The game master then switches to a new person, who in turn picks the next question.

Have fun and good conversations!

What do other people do in the household, that you can't relate to?

What do you do in an argument, that annoys you?

What's the best part about living with you?

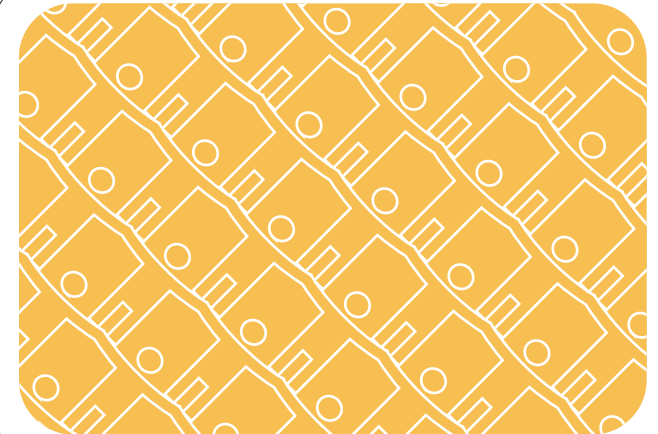
What was the last thing, that you got annoyed at but didn't mention?

What have you always done and wondered if it bothered other people?

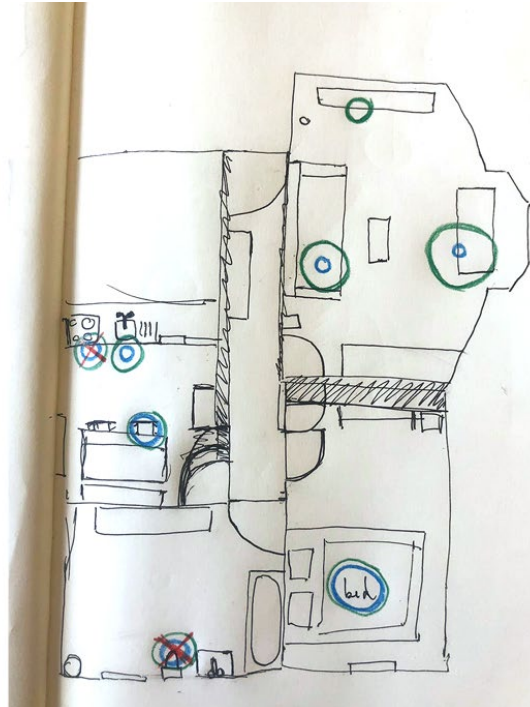
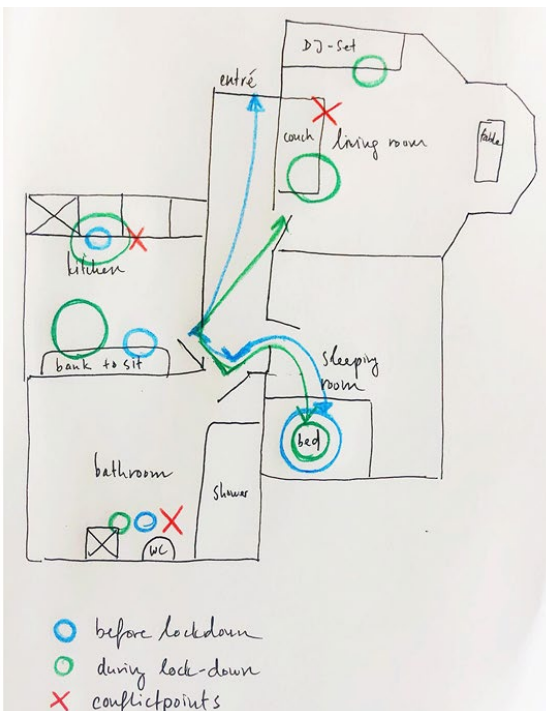
What was the last happening where you felt overwhelmed?

What was the last situation, where you felt excluded?

Which trait in yourself or other people, do you find hard to deal with?



into the wild

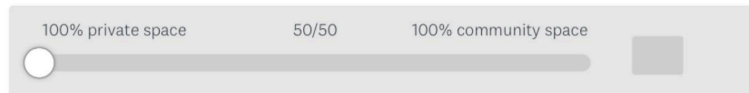


One theme that we were all interested in was Co-Living in one's own space. We started to discuss our own situations (in the time of the quarantine) and found it extremely interesting under how different circumstances we all live in our apartments or houses. We quickly came to the idea of sketching down floor-plans of our homes and to mark the areas where we spend the most time at, before, and during the quarantine. Additionally, we also marked the areas where most conflicts with the roommates/family occur and which ways we usually take in our daily routine.

With different methods (Chatroulette, Google Doc, Interviews...) we tried to reach out to different people to start with our field research.

surveys

4. Ideally how much private space versus community space would your living space have?



A horizontal slider bar with a light gray background. On the left, it says "100% private space". In the middle, it says "50/50". On the right, it says "100% community space". A white circular knob is positioned at the far left, and a gray rectangular handle is at the far right.

5. How comfortable do you feel in your living space?

	1 very comfortable	2	3 comfortable	4	5 neutral	6	7 uncomfortable	8	9 very uncomfortable
before quarantine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
now	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. How close are you emotionally to the people in your household?



A horizontal slider bar with a light gray background. On the left, it says "basically strangers". On the right, it says "very close". A white circular knob is positioned at the far left, and a gray rectangular handle is at the far right.

7. How well do you feel the people in your household communicate with each other?

	1 very well	2	3 okay	4	5 poorly
before quarantine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
now	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. How much conflict do you feel there is in your household?

	1 every few months	2	3 every week	4	5 every day	6	7 every few hours
before quarantine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
now	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Parallel, we spread a survey that we created on survey monkey. We asked our questions more precisely than in the google doc.

At the end of the survey, we added a response field, where the respondents were able to leave their email address for further contact. So we have a pool with all those interested and can contact them on a subsequent date for a personal interview.

We learned that it's really hard to read information out of a survey such as this and also that people are way happier with their living situation, even now in quarantine, than we had expected.

hypotheses

By formulating our learnings from the field-research into hypotheses, we tried to approach a more valuable way of supporting our assumptions, to be able to further investigate on them. If we feel like a hypothesis really proves to be true, we then already have a base to build our design system.

- Less possibility to retreat demands more communication
 - ↳ How can you encourage communication, while offering a space for a retreat?
 - ↳ The more people in one space the more conflict arises
- People retreat because they can't deal with conflict
- People can't deal with conflict because they retreat
- People want to live with other people.
 - ↳ What makes this difficult is organizing life together
- People like to surround themselves with likeminded ones
- There are clear differences between living with your family and other people

prototyping



Reverby.

↳ the finished prototype of our class exercise

Reverby is a device, that detects if a fiery discussion or a conflict is going on based on the voices' volume and reacts to it by repeating the sentences said. The idea is to decelerate a discussion and taking out the emotionality of it by giving the people the possibility to reflect on how they are communicating. We further thought it could be interesting to hear oneself in a discussion, as we may act totally different in a conflict situation and don't even realise it.

body storming

Zurück in den Briefkasten von: _____

oder ein Foto an coliving.zhdh@gmail.com bis Freitag, 10. April

Nerven Deine Mitbewohner*innen?

Wir sind vier Interaction Design Student*innen von der ZHdK und interessieren uns für das Thema Zusammenleben und Kommunikation zwischen Mitbewohner*innen und die Auswirkungen der Raumstruktur auf die zwischenmenschlichen Beziehungen. Aufgrund der momentanen Situation ist es für uns herausfordernd an möglichst viele Ergebnisse zu kommen. Deshalb sind wir auf Dich und Deine Mitmenschen angewiesen! Vielen Dank!

Wie alt bist Du? Wie alt sind Deine Mitbewohner*innen?

Was ist Deine Geschlechtsidentität?

☐ weiblich ☐ männlich ☐ anderes

Kreise ein, wie viele Menschen in Deinem Haushalt leben?

Zeichne ein, wieviel Privatsphäre, verglichen zum Gemeinschaftsraum Du idealerweise in Deinem Zuhause willst?

«Menschen ziehen sich zurück, weil sie nicht mit Konflikten umgehen können.» Was meinst Du?

Dürfen wir wieder Kontakt mit Dir aufnehmen?

☐ ja, E-mail: _____ ☐ nein

Anleitung Grundriss

Du brauchst: 1 Stift Deiner Wahl, 2 verschiedene Farbstifte

1. Zeichne einen Grundriss Deiner Wohnung / der Etagen Deines Hauses mit Bezeichnung der unterschiedlichen Räumlichkeiten.

Farbstift 1: Seit Corona-Krise

2. Zeichne Kreise an den Orten, an denen Du Dich seit der Corona-Krise üblicherweise aufhältst. Je öfter/länger Du Dich an einem Ort aufhältst, desto grösser zeichnest Du den Kreis.
3. Zeichne Orte, an denen Konflikte mit anderen entstehen, mit einem Kreuz ein.
4. Halte in einer Legende fest, dass diese Farbe "seit Corona" entspricht.

Farbstift 2: Vor Corona-Krise

5. Benutze den anderen Farbstift und befolge die Schritte 2 - 4 im Hinblick auf Dein Leben vor der Corona-Krise.

Dürfen wir Deine Zeichnung anonym veröffentlichen? ☐ ja ☐ nein

For the group body-storming, we decided to use this opportunity to test our mailbox survey idea. To see if we could glean any new information or further the project by playing through the user experience of the people receiving our survey. What we quickly realised is that someone has to motivate the people in the household to participate, which is quite difficult. We also noticed that if we wanted to have any chance of people participating, we had to make it immediately understandable and personal.

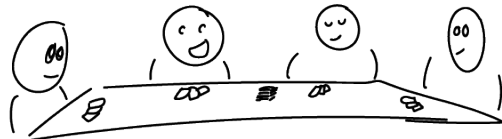
With the learnings we took with us from the bodystorming exercise, we defined the size of the letter and that we will put a QR-code on it with access to our blog where an introduction video will be embedded. Since we want to distribute the letter in our neighborhood, we decided, that we compile it only in German. Additionally, we ensure that we have enough space to fill out the exercises and easily readable font size.

Unfortunately, only three from 200 found the way back to us.

stories & users



Creating a room of trust and vulnerability without judgement



Based on our experiences and knowledge acquired in the last week, we learned that a lot of what makes a conflict very emotional, which consequently makes it more explosive, is how long you let this problem fester in your mind. We have learned that when one is obsessing about the little things they tend to grow into huge problems, that would have been resolved way quicker if they had been communicated earlier, when it wasn't yet so personal. Since we found, that a lot of people were more willing to compromise if their pride wasn't involved as much. So for our storyboard idea, we decided to build on this notion and our alternative solution would be to make it easier for people to communicate their concerns and problems with their housemates. Which we „solved“ by having the housemates get to know each other and build this feeling of vulnerability and trust with each other, which in our estimation should make it easier for people to talk about things early on, even when they don't view it as a huge nuisance yet.

game development

After a lot of discussing and deliberating, we decided to try and build on our idea of getting to know and showing empathy to your roommates by having them playing a game together that is based on those principles. What we came up with was a game of questions that everyone should answer and one of the answers would then be picked and everyone would have to put themselves in this answers position and give a convincing argument as to why they were the ones to write this. Then the players would get a chance to discuss together who they thought wrote the answer after they voted that would mark the end of this round and points would be given.

Furthermore, we tried to write down themes that would interest us when getting to know people that we live with.

We brainstormed questions that we would like to pose or that we thought were interesting and then categorised them in categories from 1-3 depending on how difficult we thought they would be to answer.

Further, we decided to do the first tests in our living situations to see how such a game would play itself out. It turned out that it might be difficult to be taken seriously when played in a family constellation with parents and children as the hierarchical structure can make it difficult to discuss on eye-level and because the people may know each other just too well to make it interesting (the easy questions aren't as useful then). Still, it was fun though!

In week 5 we tested our game with four participants. One of us was part of the game. During the game, we realised some points and adjusted the game rules. This is how the final game rules were made.

The questions are the most important aspect of the concept and the most challenging to do, especially under these circumstances. It took quite a while to define our eight questions.

PERSÖNLICHE FRAGEN

Contra:

2 What's a habit you would like to change?

2 In welchen Situationen würdest du am liebsten im Boden versinken?

2 Was denkst du, welche Eigenschaft fällt anderen Personen als erstes bei dir auf?

3 Was wäre das Schlimmste, was andere Menschen von dir denken könnten?

3 Was ist das schlimmste das jemand über dich gedacht hat?

3 Mit welcher Emotion kannst du nicht umgehen?

3 Auf was bist du neidisch bei anderen?

3 Wann hast du dich das letzte Mal selbst belogen? Bezüglich was?

3 Was empfindest du als deine mühsamste Eigenschaft?

Erzähl uns von deiner schlimmsten Kindheitserinnerung?

Was für Gerüchte gab es über dich?

Welche Vorurteile hast du, welche dich selbst nerven?

Neutral / InBetween:

1 Welche Superkraft hättest du am liebsten?

1 Was steht zuoberst auf deiner Bucket List?

1 Worauf achtest du bei deinem Gegenüber als erstes?

1 Erzähl uns von deinem schlimmsten Albtraum, den du je hattest?

2 What helps you to deal with stress?

2 What's a characteristic that people wouldn't expect of you?

3 Wann fühlst du dich am meisten wertgeschätzt? -- (What's your love language?)

Was würdest du tun, wenn du aus deinem gewohnten Leben ausbrechen könntest?

Pro:

1 Weshalb hast du das letzte Mal über dich selbst gelacht?

1 Wenn Geld nie wieder ein Problem wäre, was würdest du tun?

1 Erzähl uns von deiner schönsten/liebsten Kindheitserinnerung?

2 Welche Eigenschaft an dir magst du am meisten?

2 Worauf bist du besonders stolz in deinem Leben?

Worauf bist du besonders stolz, wenn es um eine Charaktereigenschaft geht?

Wie sieht deine Wunschvorstellung von deinem Leben aus?

ZUSAMMENLEBENS FRAGEN

Contra:

1 What do least like to do in the household?

1 Wann brauchst du deine Privatsphäre?

1 What annoys you in your home the most?

2 What's your pet peeve at home? Nenne eine Kleinigkeit die dich im Zusammenleben stört!

2 Wie reagierst du, wenn du erfährst, dass eine Person in deinem Umfeld schlecht über dich geredet hat?

2 Was wäre die schlimmste Situation, die in deinem Zuhause mit deinen Mitmenschen passieren könnte?

2 Wie reagierst du, wenn die eine Sache, ab der du dich immer ärgerst, auftritt?

3 what do you do in arguments that annoys you?

3 Was denkst du, was stört deine Mitmenschen an dir?

Was willst du an deiner Routine ändern?

Which situations stress you out the most at home?

Was für ein Erlebnis mit/in der WG ist bis jetzt das Schlimmste?

Neutral / InBetween:

1 Wie wichtig ist dir Ordnung?

1 Wie stellst du dir eine ideale WG-Regelung vor?

1 How do you react when you are very tired and someone/something keeps you from sleeping?

1 Was würdest du gerne mal mit deiner WG unternehmen?

2 Dir geht es gerade nicht sehr gut. Wie kann man dich aufmuntern?

2 Stell dir vor, dein/e Mitbewohner/in isst ohne zu fragen deine Nahrungsmittel, wie würdest du reagieren und handeln?

3 What was the last situation, where you felt left out?

Was erwartest du von deinem/r Mitbewohner/in?

Wie wichtig ist dir deine Privatsphäre/eigener space?

Du hast das Gefühl, irgendetwas bedrückt deine/n Mitbewohner/in, wie reagierst du?

Pro:

1 Was ist das Schöne, wenn man dich an seiner Seite hat?

1 Welches Erlebnis mit/in der WG ist bis jetzt das Schönste?

1 Wie sieht dein perfekter WG-Abend aus?

2 Was schätzt du am meisten an deinen Mitwohnern?

3 What do you feel you can do particularly well in a disagreement?

Was ist das Schönste für dich am Zusammensein mit Menschen, die du magst?

Was ist dein Lieblingsding an deiner Routine?

Neue Fragen

Wie sollte man auf dich zukommen, wenn es ein Problem gibt?

Was bedeutet für dich die geschlossene Zimmertüre?

Dein/e Mitbewohner/in bringt ohne Voranmeldung mehrere Leute nach Hause. Wie würdest du reagieren?

Was machst du, wo du dich schon immer gefragt hast, ob es andere nervt?

Was machen andere im Haushalt, das du nicht nachvollziehen kannst?

Was war das Letzte, worüber du dich aufgeregt aber nichts gesagt hast?

Das letzte Ereignis mit dem du überfordert warst?

Welches war die letzte Situation, wo du dich ausgeschlossen gefühlt hast?

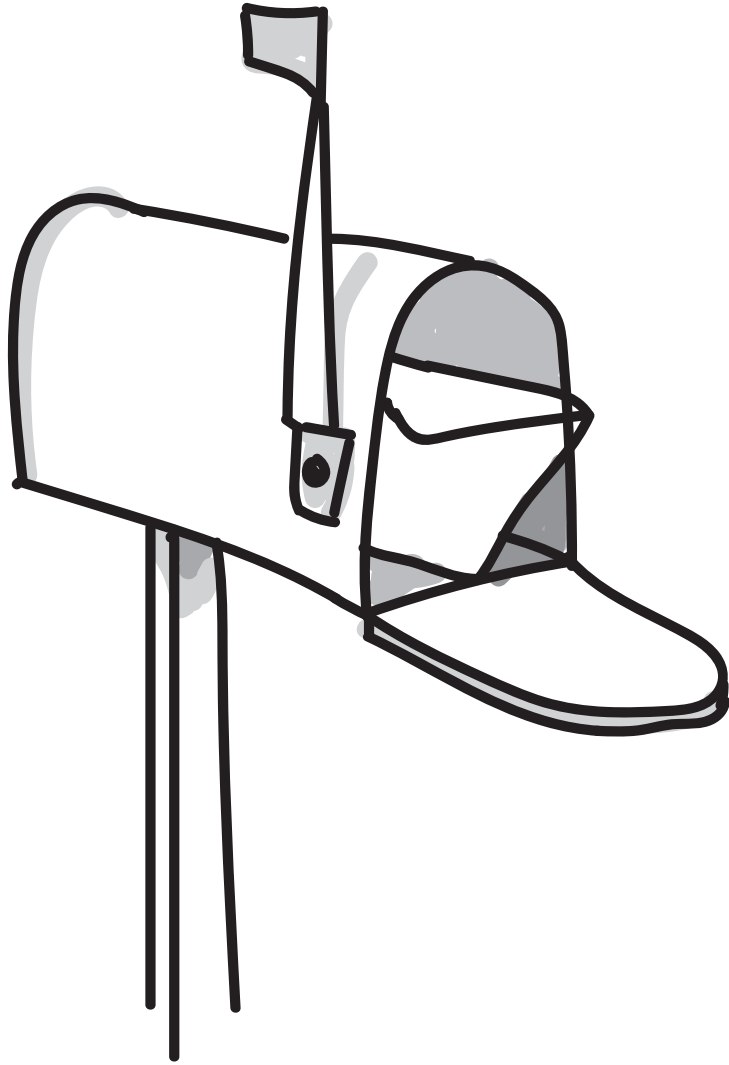
Mit welcher Eigenschaft an dir/ anderen kannst du nicht umgehen?

Was ist das Schöne, wenn man dich an seiner Seite hat?

Was machst du in Auseinandersetzungen, das dich stört?

Welches ist die Aufgabe, welche du am wenigsten gerne im Haushalt erledigst? Welche am liebsten?

monthly letter



We decided to print our end product instead of transferring it to an app/website.

The thought behind making actual play cards and the monthly letter subscription is that we want to turn the whole happening into a routine.

In the past few decades since emails or SMS's have overtaken the „old“ way of messaging - the letter, people tend to be more anticipated and happier to get a mail in the actual mailbox, which isn't a bill.

Another aspect why we decided to print instead of digitalizing the play cards is that the phone and all other digital devices should not be involved in the game itself. The goal is to fully commit to the game without any distractions.

The only digital thing is the registration for the monthly subscription. On the website, you're able to specify your interests in the shared flat and what needs to be improved in the Co-Living.

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LOGIN



Be empathic

Try to put yourself in the positions of your roommates. Don't judge before you haven't tried to understand others.



Be communicative

When you're having an issue, or observe something you're not okay with, be open and talk about it constructively



Be a happy roomie

Of course, you can't always be happy, but you can always improve your vibe at home. You should feel comfortable and move around as you are!

REGISTRATION



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CONTACT US

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Get involved
Latest news

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LOGIN

Create an account and buy a subscription

Fill out the form with all your roommates!
The collected data will not be shared and will stay secure in our hands.

How many people are living in your household?



What is your average age



What would you like to improve?

Communication Empathy Trust Happiness Organisation

What are the main issues in your shared flat?

Misunderstanding Communication Cleanliness Noise Arguments
Friends/Visitors Bathroom Kitchen Privacy Bad agreements
Rubbish Different interests Little space Different rhythm Task plan

What is your address?

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CONFIRM



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feedbacks

«After the questions where finished, we still continued with the discussion. It was a really nice game! But we were three people, so sometimes it was quite obvious who wrote what since we already know each other very good. I think this game would be really interesting in a fresh shared flat.

The mood during the game sometimes was tense, because some of the question were already some issues we had in our flat. We would play it again, especially with different questions every month sounds good!»

Shared flat of three people, 24-26 years old

«I would have never asked these questions without the game concept!
I think I would have „prettified“ the questions.
Without the game I think it would turn out very critical.»

Shared flat of four people, 23-27 years old, students,

→ Liked the game

- Certain questions weren't that clear
- With 3 people its kinda obvious who wrote which answers
- Maybe we knew each other to good already
- Atmosphere got tense sometimes

Shared flat of three people, 23-26 years old

- Sceptical at first but enjoyed it in the end
- Actually had an impact on our communication
- We addressed issues we would not have talked about
- People were surprised about things that have been said
- Demanding questions but definitely appropriate

- Missed a reward system => awarded themselves with points
- Coming all together would be difficult without Corona

Shared flat of six people, 22-29 years old

- Game was really fun
- We already knew each other very well! But still we learned something about each other
- A great way of having an open conversation and to bond more with ones flatmates
- Going to use it for introducing our new flatmate
- here were some really good questions!
- Would like to play it monthly
- Didn't even think of a rewarding system.
It's not necessary to have a winner.
- Wouldn't pay for it when seen on the internet

Shared flat of four people, 23-26 years old

learnings & closing words

roundabout.

These six weeks have been a very memorable module for sure and a hell of a roller coaster ride. During the whole module, it has been challenging for us to get from point A to B. One thing that helped us in our process the most was to always implement our design idea into real-life situations with our target group to get authentic and valuable feedback to improve and adjust our concept.

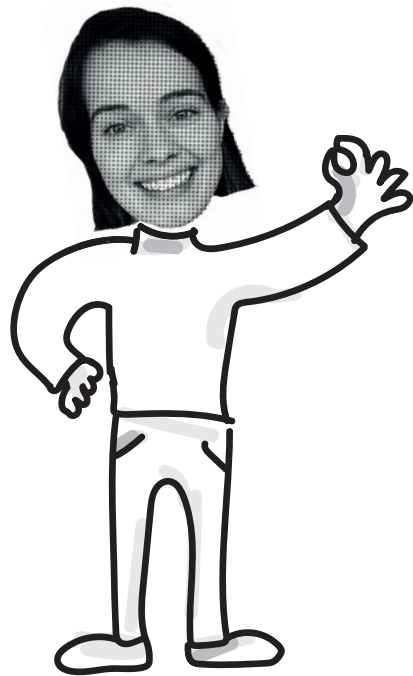
Another aspect of these six weeks has been for sure: finding alternatives.

We needed to find alternative forms of working together as a team, whereas each team member was at a different place. Also, we needed to find an alternative way of researching in the field and an alternative form

of the end-product. It has been quite interesting to see how you can work under these current circumstances. But all in all, everything worked out fine with little ups and downs.

Not only our users but also we learned how big the importance of communication and empathy in Co-Living is. We've been working with this topic from the beginning on till the end and have put ourselves in many positions to understand different perspectives of Co-Living.

We are very thankful for the group spirit we had. It has been really fun to work in and with this group. We've learned a lot about each other, even though we weren't physically together.



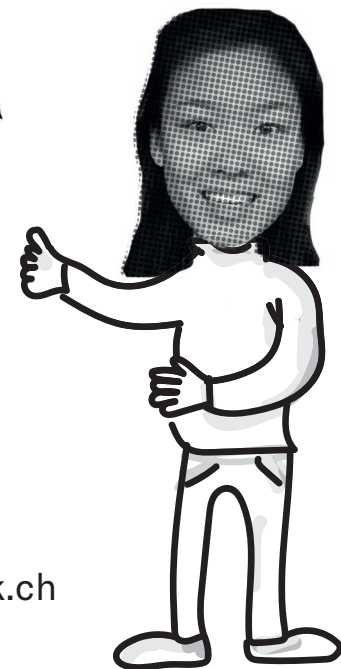
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