How could the internet be better?

Design Thinking Workshop
Hello!

Welcome to the workshop.
Do you go online?
How often?
What for?
Your most used website?
What challenges do you face online?
What do you do when you need help?
Intro to Design Thinking
Design is in service of a problem.
Design = Empathy
Gaining empathy

- Conduct Research To Understand
- Meet and Interview People
- Immerse In Another’s Experience
- Make Time to Observe People
Interview tips

● No interrupting
● Don’t forget to take notes!
● Hear the story
● Lean into emotions
● Ask why
Tell a story about a frustrating experience you had online.
Forgot your password?

RESET PASSWORD

Thank you, an email has been sent to you.
Tell a story about a **frustrating** experience you had online.
Dig deeper into what was frustrating about the experience.
Capture your findings.
Take a break!

Hand in your worksheets. We’ll come back in 5 minutes!
4 groups
Think about a time when you felt **unsafe** online.
When you felt unsafe:

- How did you react?
- What triggered the unsafe feeling?
- Where / who did you turn to for help?
Did you try to **report** your experience?
How would you report a bad experience online?
How would you want to report a bad experience online?
Share it out
In summary:

- Design is in service of a problem
- Design = empathy
- Process: Interview & capture findings
- It’s all about the stories!
What are you taking away?
Thanks!

Excited by the workshop? Stick around and help us test our ideas!