



## Methods for engaging users – example Seniorinteraktion

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# SeniorInteraktion

- et projekt om det gode seniorliv

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Vesterbro Kulturhus, Lyrskovgade 4, 1758 Kbh V



# Methods for engaging users in design

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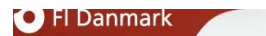


- Example SeniorInteraktion
- Project idea and process
  - A word on recruitment of users
  - Designing with video
- Methods before WS 1
  - Workbooks
  - Site visits with workbooks
- Methods at WS 1
  - 1:1 dialogue / “a good day”
  - Future scenarios as puppet theatre
- Other methods used
  - Mapping social relations
  - Playing with technological concepts / props
  - Enacting concept ideas



# SeniorInteraktion – project partners

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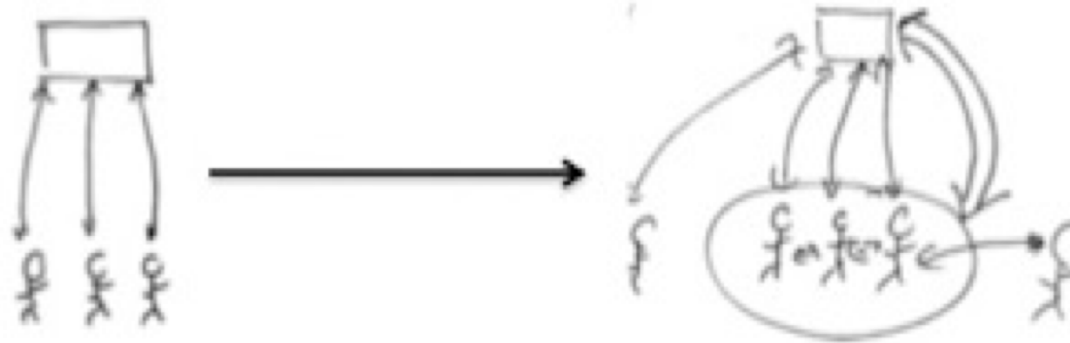
# Being able to stay in your own home

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# A new service perspective – a 'horizontal' service model

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A new relation between service provider and citizen / customer



A new way of inhabiting the local neighborhood

# Everyday activities as openings for social interaction – tickets to talk

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Walking the dog



Gardening



Shopping



Swapping newspapers



Going to the movies



Exercising

To notice ... and be noticed ... while doing



# Three everyday activities in focus

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Experiences



Exercise and movement



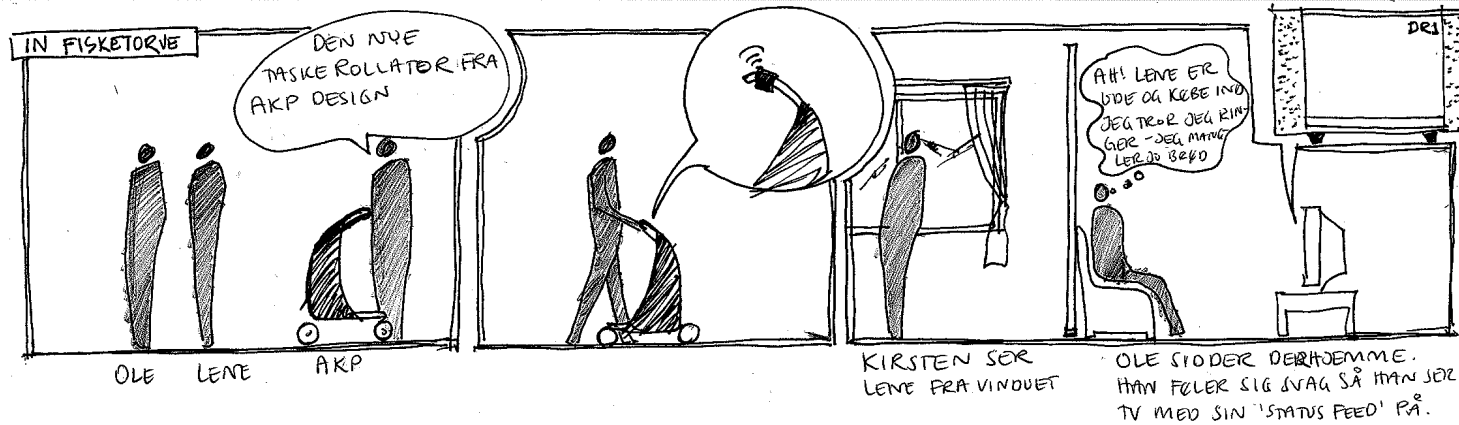
Meal spaces



# Twitterido

A shopping scenario

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Twitterido enables 'Tweeting' about activities by doing ...

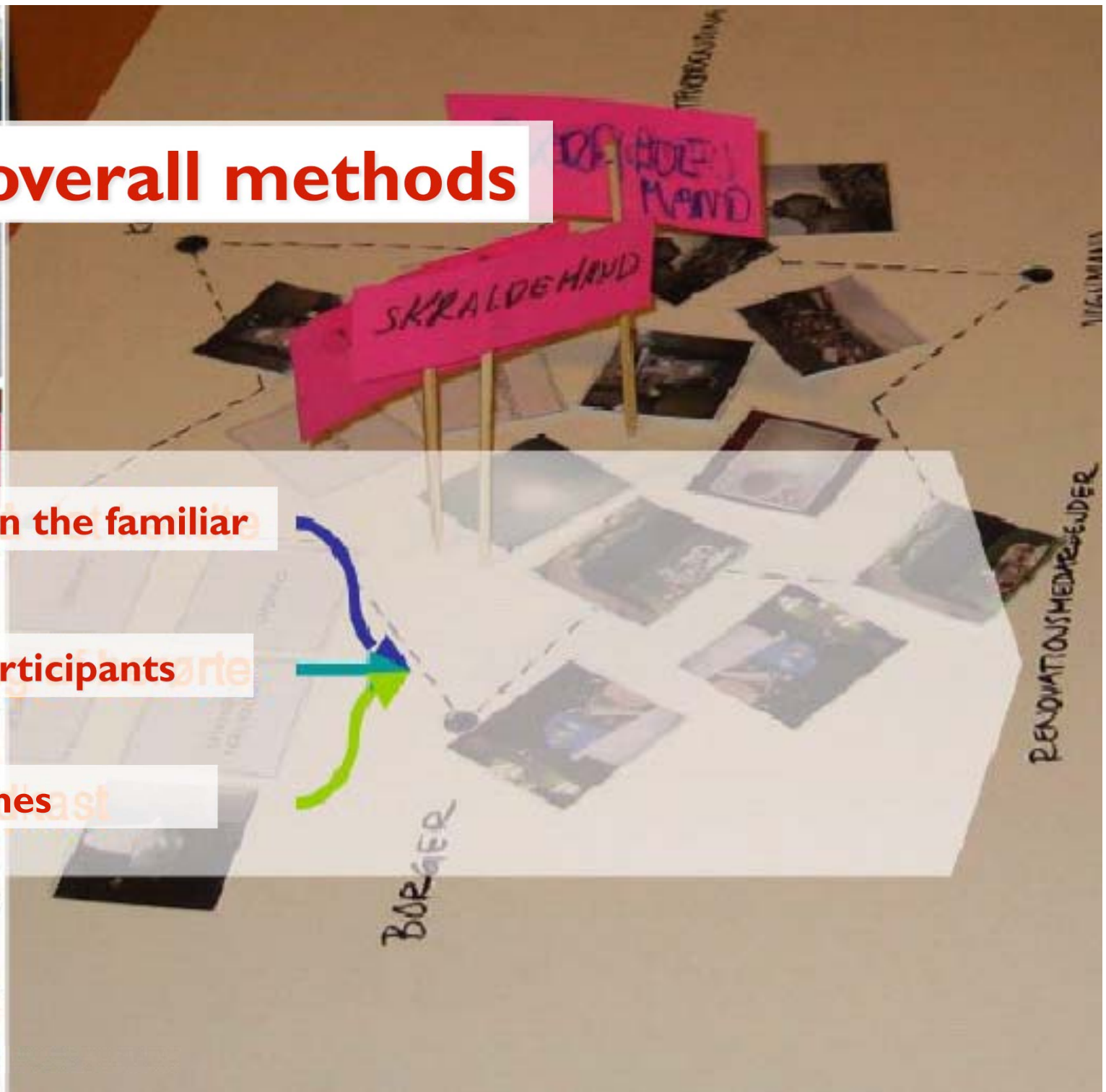
Twitterido as a way to notice and be noticed while doing

# Three overall methods

New views on the familiar

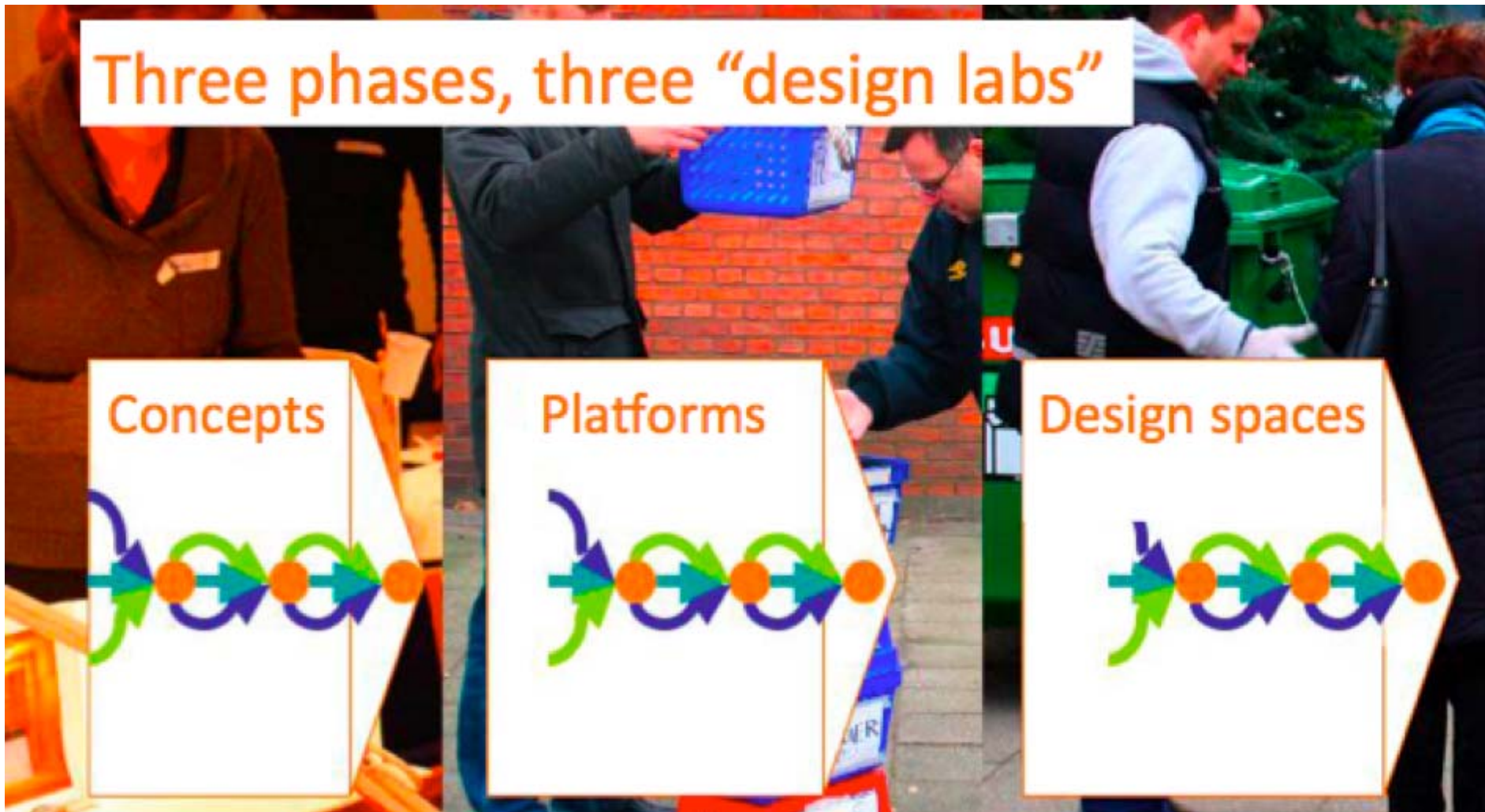
Involving participants

Rapid sketches



# Process – the “design labs”

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# A word on recruitment of users

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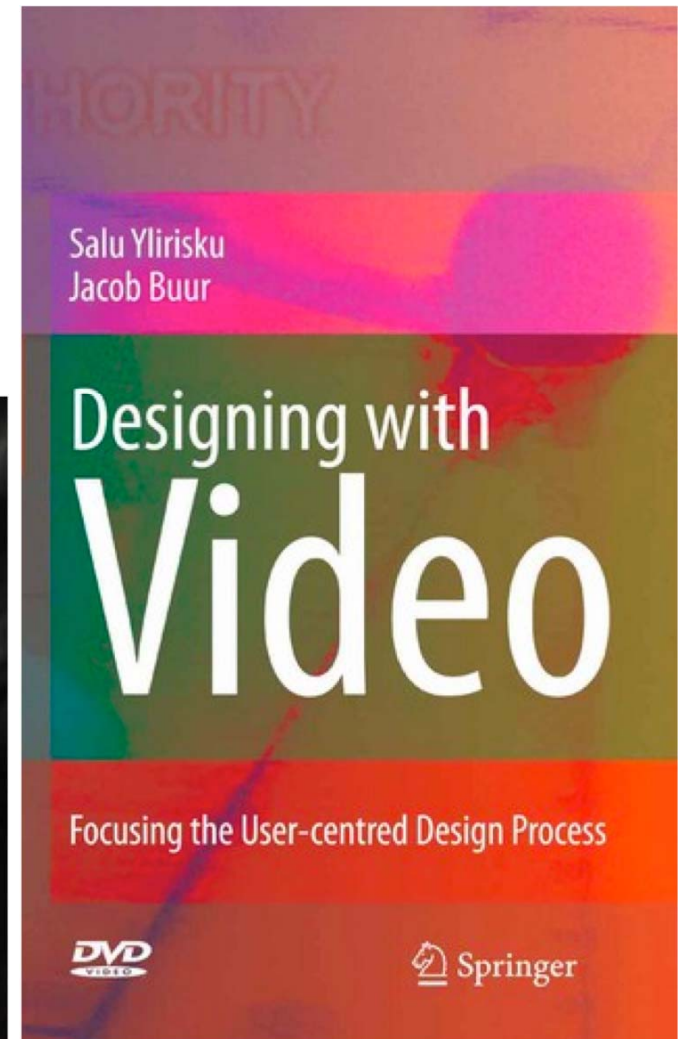
- Almost nobody among the group of people between 55 and 75 years old identify themselves as 'elderly' or 'senior citizens'.
- Rather they tend to refer to 'the others' or even to their own parents;
- ... like Tove, 73 years old talking about her mother, when asked about everyday life as a senior
- -> Be aware of stigmatizing / stereotyping



# Designing with video

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- Video as a design tool
- Video as documentation



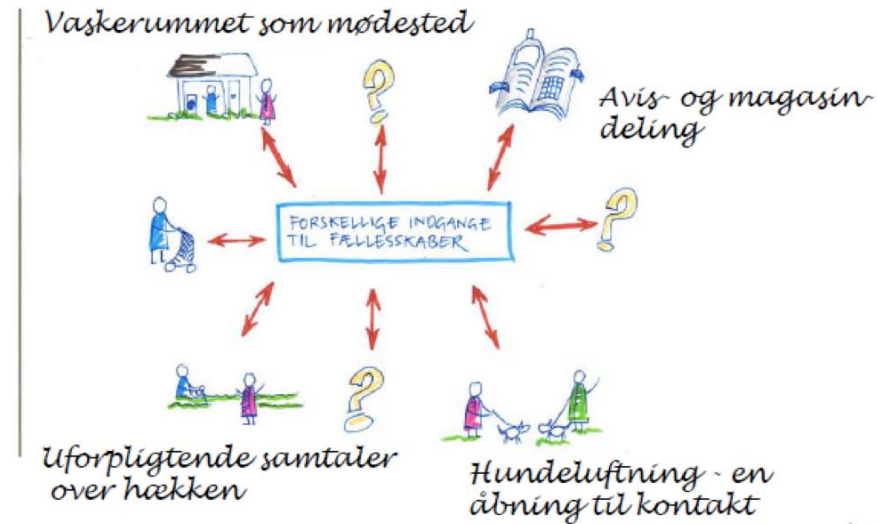
# Methods before WS 1

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- Workbooks as starting point for dialogue
- Site visits with workbooks

*Hvordan lokale fællesskaber opstår?*

- *Hvordan skabes den første kontakt?*
- *Hvad bringer folk sammen?*
- *Hvordan mødes folk til hverdag?*



*Alene eller ensom ?*





# Methods at WS 1 / I

□ 1:1 dialogue / “a good day”

**VOCI OVE**  
Bortelsen  
**En god dag!**

NAN SKAL HAVE EN LILLE FARTS PÅ EN TURE OG VI ER JEG HJÆLPER.

Jeg er positiv hele dagen

eneste mand. behageligt.

min kone ser knivi

1300-1400  
balance og snak.  
LUR

Socialt sener  
rester af eftermiddagen  
1430-1730

Skipper lab. skov

tv rester af aften.

Jeg vil hjælpe andre!

Jeg hjælper min i det daglige, men jeg vil ikke hjælpe hende med at gøre rent. For så tror hun bare, at jeg synes hjem er beskidt.

Jeg vil hjælpe andre på mine egne præmisser! Jeg vil gerne hjælpe andre men jeg vil ikke udnyttes.

Formand for boligforening, socialt engageret i valgforsamling, domsmand og næsting.

# Methods at WS 1 / II

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- Future scenarios as puppet theatre



# Methods at WS 1 / II Future scenarios as puppet play / gr 5

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# Methods at WS 1 / II Future scenarios as puppet play / gr 6

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# Other methods used

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- Mapping social relations
- Playing with technological concepts / props
- Enacting concept ideas / props and puppets



# Mapping social relations





# Playing with technological concepts

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## PROPS

- ❑ Super-dot
- ❑ Screen
- ❑ Messenger
- ❑ Finder

# Enacting concept ideas with props & puppets

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# Questions & discussion

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