Cooperative Design: Techniques and Experiences from the Scandinavian Scene

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Introduction to Cooperative Design

- Empowers users and encourages their participation in cooperation with designers

- Caveats
  - developed/refined in Scandinavia, may not be transferable to other settings
  - specific techniques outlined in the article were selected for a particular case study, may not be optimal for other situations
Techniques Utilized in the Case Study

Designers learn about the work at AT

Workplace visits with interviews and demonstrations

Future Workshop

Critique Phase → Fantasy Phase

2 ½ hour

Organizational Games

Current Roles and Commitments

Users learn about new technology from illustrative mock-ups and prototypes

Changed roles and commitments

Action plan

2 ½ + ½ day

Embodying ideas

Mock-up design

Cooperative Prototyping

Weeks
Background Research

- Interviews
- Observations
- Not only norm, but exceptions
Future Workshop

- Critique Phase
  - brainstorming, ideas grouped into themes

- Fantasy Phase
  - small groups turn critiques into guiding themes

- Implementation Phase
  - small groups brainstorm specific solutions and ways to institute immediate change
Future Workshop

- Additional Suggestions
  - 20 participants or less
  - at least 2 facilitators
  - try to ensure that each person gets equal time to speak
  - do not have mixed groups
  - have facilitators develop themes
Organizational Games

- Acting out situations to explore the organizational design and the potential impacts of adding new technology

- Disadvantage
  - time consuming

- Advantages
  - encourages participation in the process and implementation of the result
  - expeditious, inexpensive, flexible, and fun
Mock-up Designs

- Crude depictions of potential designs

- Disadvantages
  - low functionality
  - changes are difficult to make through design

- Advantages
  - easily understood by participants
  - easily altered by participants
  - inexpensive and fun
Cooperative Prototypes

- Teach users about prototyping tools and have them experience the prototype in a work-like situation with full control.
- Problems can be jointly analyzed by the designers and users to determine what support is needed.
- Prototypes used not only as feedback for the designers, but also as learning tools for the users.
Conclusions

- Empowerment of the users
- Consideration of organizational and environmental influences
- Specific suggestions for techniques based on the authors’ experience