

00:17:38 Malari Barber: We have a new form where you can share your LinkedIn info, please check it out here: <https://forms.gle/TfGM6jc1sx1EhvqX7>

00:17:44 jesse slaughter: Hello from Dallas!

00:18:42 Thaís Imb.: Hello from Brazil :)

00:19:11 Malari Barber: LinkTree Link
<https://linktr.ee/uxrs>

00:19:58 Malari Barber: Join us at our free September event, “UX Research in an Agile World” - Get your ticket on Eventbrite
<https://www.eventbrite.com/e/ux-research-in-an-agile-world-tickets-164204992553>

00:20:45 UX Research and Strategy: As we go through the presentation, if you have any questions for John, please put them in the chat

00:21:45 UX Research and Strategy: Covid hobby ftw!

00:21:51 Jeremy Hunt: Love the Office plug ;) ;)

00:21:53 Elizabeth Benefiel: Nice jacket, baby John! Hook em! :)

00:21:53 Molly Beyer: Hi John!

00:24:25 Jeremy Hunt: Workshops are fun! You get to play and ideate :)

00:25:56 Ash Dager: I haven't heard about Body Storming in a bit ... what a great, forgotten tool

00:26:36 penny: Body storming! That is a new one for me

00:26:46 Jeremy Hunt: +1

00:26:50 Maria Magdalena Balos: Also for me

00:27:00 UX Research and Strategy: Body storming is so much fun!! When we can do things in person again, it's a great way to get people out of their seats and really involved

00:27:03 Carolina Munoz: Body storming is so much fun!!!

00:27:20 Cloe Jakel: Great episode

00:28:15 UX Research and Strategy: Facilitation makes or breaks!

00:28:27 Jeremy Hunt: Love focus groups + interviews :)

00:28:40 Ash Dager: Facilitation is TOPS!

00:28:45 Victor Duran: Facilitation is hard, no matter the experience level

00:28:53 Ash Dager: Facilitation gives you massive insight

00:28:56 Kate C.: Focus groups are not a UX research tool

00:28:58 Yaron Cohen: What do you do to prevent “group thinking”?

00:29:27 Ash Dager: Great question @Yaron

00:29:29 UX Research and Strategy: Great question Yaron! If anyone else has any, please put them in the chat!

00:29:38 UX Research and Strategy: We'll have a Q&A with Jon at the end

00:32:59 Jeremy Hunt: Yes! Super important and really helpful.

00:33:11 Ash Dager: Yes! “active stakeholder” is a great way to sum it up

00:33:14 Cherri Pitts: How is this different than workshopping? Or is workshopping to general of a term?

00:33:53 Cherri Pitts: being a part of the creative process is different than an opinion

00:37:17 Ash Dager: It's allowance

00:38:12 Jeremy Hunt: Love it! Play removes the rigid and encourage endless ideas.

00:41:19 Elizabeth Benefiel: UXRS, is the recording going to be available afterwards?
00:41:47 Caroline Carmona: Good question
00:41:54 Bahar: +1 to this question
00:42:40 Malari Barber: The recording for today's event will be posted on Youtube.
<https://www.youtube.com/channel/UCbhHzt5UfetbARUebUaJgvQ>
00:42:46 Yaron Cohen: Will the deck be available later for review?
00:42:48 Elizabeth Benefiel: Thank you!
00:43:07 UX Research and Strategy: Please subscribe to our YouTube channel - you'll get notifications when we upload new videos :)
00:43:08 Ash Dager: This is so fruitful and inspiring ... def revisiting. Thank You!
00:43:12 Caroline Carmona: nicee
00:43:21 Ash Dager: Yep ... will do
00:45:37 Jeremy Hunt: You're doing so great John!!!
00:45:55 Ash Dager: Wicked Problems filter down
00:50:51 UX Research and Strategy: I love those!
00:50:54 Ash Dager: Loving this
00:52:18 Ash Dager: That's a beautiful graphic
00:53:11 Alice Owen [Research]: Polish I think?
00:53:20 UX Research and Strategy: I was thinking that too Alice!
00:53:56 Ash Dager: Ikea listens to their UX Team and they Co Create ... wonderful outline!
00:54:14 Shah Buyuk: Love the case studies
00:54:27 Nazia Hussain: !!! yes
00:54:49 Madison Howell: Accessibility...?
00:55:01 Julie Hare: sooo stoopid
00:55:07 Molly Beyer: Oh no, accessibility issue! Amazon....
00:55:36 Shah Buyuk: Or safety issue :)
00:55:47 Onica Hanby: Plus it's ugly
00:55:53 UX Research and Strategy: Take a screen shot ;)
00:58:33 Bahar: How much time are we going to spend in the breakout?
01:14:07 Michelle Strecker: Loved the breakout groups!
01:14:40 Areebah Ajani: @breakout 2 sorry I clicked out early! Loved the discussion
01:14:43 Benjamin Chor Meng Chuan: What did you guys talked about?
01:14:44 I Chatterjea: Lauren, Gwen, Lara - thank you
01:14:54 Julie Hare: thank you Morgan!
01:15:02 Shruti: Lovely discussion !
01:15:56 penny: I agree, we did take half of sass trying to understand and align scope
01:15:59 Nazia Hussain: One thing that came up in our discussion was talking about potential logistics doing a workshop with children, considering children are big park users
01:16:17 Benjamin Chor Meng Chuan: We gave up on deciding on that part
01:16:22 Molly Beyer: Hi Nazia!
01:16:32 Nazia Hussain: Molly! Hiii
01:16:57 Rida Noor: I think our group established the sidewalk goal pretty quickly but

we were a little bit lost about whether we were supposed to make a research plan or actually generate ideas. But really interesting discussion either way 😊

01:17:15 Benjamin Chor Meng Chuan: That's complicated

01:17:29 Benjamin Chor Meng Chuan: Digital trees

01:17:37 Benjamin Chor Meng Chuan: No more organic trees

01:18:26 Linda Francis: getting out of the building and physically going to the park with the co-creators and also as individual researchers critical for this kind of project. There would be so many factors that could affect the sidewalk placement and use that cannot be derived from a 2d map

01:18:47 Jeremy Hunt: +1 Linda

01:19:13 Linda Francis: Also, sometimes people may not have an imagination about what "could" be. The uses of the rest of the park are also relevant to the sidewalks.

01:19:39 Marina Moreno: Importantly to include those who DO NOT use it yet :) , and understanding why

01:20:01 Ash Dager: Yes @Mariana

01:20:09 Jeremy Hunt: +1 Marina

01:20:22 Linda Francis: Also, it seemed like we all assumed everyone would be onboard and not confrontational about their ideas. Often in city planning, people who participate have strong opinions and often they are opposing. We would need to design ways to come to agreement or consensus and/or address everyone reasonably.

01:20:45 Julie Hare: +1 linda

01:21:03 Lauren Mobertz: And Alice brought up an interesting question and idea in our group: what kind of physical designing could we do in a COVID environment? And suggested sending participants Lego kits in advance of the session.

01:21:03 Shruti: Our group with @mengjun, Sandra and Han talked about preliminary research, making questionnaires, creating user empathy maps as part of the probing questions

01:21:07 UX Research and Strategy: +1 Linda! You must have been to one of my city council meetings lol

01:21:33 Linda Francis: @UX Research and Strategy LOL

01:22:12 Benjamin Chor Meng Chuan: Linda. Maybe adopt all ideas. I mean the Park is big enough to accommodate all their differences

01:23:04 Linda Francis: Another factor for this is unintended consequences...environmental..issues for flora and fauna...so the environment as a "stakeholder"...so we don't design something that causes harm and we learn about what we don't know...

01:24:19 Jeremy Hunt: I agree @AZ

01:24:33 Benjamin Chor Meng Chuan: Sheltered and not sheltered walkways

01:24:52 Shah Buyuk: I have to jump off unfortunately. Thank you John and the UXRS team for organizing today's event! See ya next time

01:25:09 Jeremy Hunt: See ya Shah! Take care :)

01:25:16 UX Research and Strategy: Thanks for being here!

01:25:22 Molly Beyer: BC Workshop in Dallas is doing this project live right now if you're curious :) <https://www.bcworkshop.org/posts/fair-park-community-park-project-underway>

01:25:33 penny: I use miro
01:25:43 I Chatterjea: I created an onboard exercise to teach a client how to use mural , that turned into an ideation session.
01:25:44 Jeremy Hunt: +1 Penny :)
01:25:45 Bahar: We used Miro to share our ideas and start conversation :)
01:26:09 Nazia Hussain: @molly I was thinking about BC during this!
01:26:37 penny: I usually kick off with a miro breaker - getting participants comfortable with miro.
01:26:53 Laura Spence:I want to attend more UXR presentations/discussions - I'm burning out without peer interaction :(Thanks for doing this guys.
01:27:03 penny: + 1 Laura
01:27:14 Jeremy Hunt: +1111111 Laura :)
01:27:43 UX Research and Strategy: So glad you're here Laura!
01:27:43 Bahar: One of the challenges of running a co-creation workshop is to make sure an individual's voice is heard (especially in remote collaborating)? Can you share your insights on this matter?
01:28:21 Lauren Mobertz: Perhaps brain writing and 1-2-4-all setups can also help avoid group think?
01:28:24 Jeremy Hunt: Love that Bahar! It's so important to build that safe space for opposing ideas and or different perspectives.
01:28:42 Mengjun Guo: How do you generalize if your audience are culturally disparate and have many distinct ideas in co-creation?
01:29:53 Laura Spence:@john - Business stakeholder don't often appreciate any type of "classroom" or "play" looking activities. Have you encountered this? What has your strategy been?
01:30:23 Linda Francis: lightning design rounds on paper and shared via photo upload or holding up to the camera with timed design/presentation is an excellent way to get everyone's contribution.
01:30:24 Jeremy Hunt: Their perspectives are welcomed
01:30:40 penny: +1 Linda
01:30:47 Jeremy Hunt: +1 Linda you're the GOAT, officially :)
01:31:04 Linda Francis: I have a friend who teaches improv, she is a terrific resource to "warm up" a group to a co-creative workshop
01:31:33 UX Research and Strategy: Oh that's a great idea Linda! I've heard of teams doing improv training!
01:31:52 Linda Francis: @Jeremy that's a first in the chat! Thank you! I'm full of ideas...
01:32:38 Jeremy Hunt: :) Pour it out my friend, pour it out!
01:33:16 Molly Beyer: I have wanted to do stand up and comedy training in order to become a better researcher/facilitator! Wish I was in Chicago!
01:33:16 Linda Francis: @Jeremy...can't make it stop even if I wanted to...just appreciating you drinking from the fire hose... :)
01:33:50 Ash Dager: Next Step on the big things!!!!
01:34:50 Linda Francis: Another way of getting people to participate is to try to design the

most horrible experience possible. This brings out some humor and also helps people to empathize with opposing views.

01:34:53 Ash Dager: Leverage and also more to produce

01:35:25 Julie Hare: linda were you a teacher?

01:35:55 Jeremy Hunt: @Linda Absolutely, as a junior researcher looking to learn more from experience researchers willing to pour out I'm all in lol so thank you!!

01:36:02 Linda Francis: @Julie, no not formally, but I have been told many times that no matter what I do do, I should include teaching and coaching...

01:36:25 Michelle Strecker: Oooooo Linda, you could present for us!

01:36:59 Julie Hare: Yep! Everything you've said I've though "great lesson plan"! & sounds like my last workplace

01:37:11 Linda Francis: @Michelle, I'd love to talk to you about that, I have ideas I'd love to share... you can reach me at Linda@360c.co (no "m")

01:37:49 Ash Dager: Kinda like Art Therapy lol

01:38:49 Linda Francis: how about an outcome mandate: Create experiences that improve people's lives, generate business value and minimize or eliminate harm to humanity, the planet or animals.

01:39:02 Kimberly Richards: WKN great question - Kelly McKercher in Australia touches on safety statements in co-design <https://www.beyondstickynotes.com/>

01:39:07 Jeremy Hunt: Stating some non-negotiable for the group that creates a safe space and inclusive space.

01:39:14 Shruti: Design Ethics

01:39:15 Julie Hare: oooooo nice

01:39:26 Linda Francis: +1 Jeremy

01:39:26 Jeremy Hunt: +1 Shruti :)

01:39:33 Carolina Munoz: @Jeremy Yes!

01:39:35 Yaron Cohen: You can create a quick charter for the group with the main rules

01:39:35 Linda Francis: +1 WKN

01:39:51 Bjarne Allan Gamborg Jensen: Yes, Linda Francis to Everyone: how about an outcome mandate: Create experiences that improve people's lives, generate business value and minimize or eliminate harm to humanity, the planet or animals.

01:40:32 Kimberly Richards: <https://www.beyondstickynotes.com/what-is-codesign>

01:40:37 Michelle Strecker: Similar to the idea of an Agile team's charter?

01:40:47 Jeremy Hunt: Ice breakers followed by safety statements tend to do the trick ;)

01:41:26 Yaron Cohen: Thanks a lot! Great session

01:41:41 Carolina Munoz: Thank you John!!!

01:41:48 Sandra Anthony: Thank you!

01:41:49 A Z: Great stuff John! Thank you!

01:41:53 Jeremy Hunt: Lol I'm going to be jealous whoever will meet with Linda!

01:41:53 Julie Hare: thank you!

01:41:56 Malari Barber: What did you think of today's event? Complete the survey now!

Help us improve the UXRS events

<https://forms.gle/Xv29vEZCMZWRuzz8>

01:42:00 Ashley Thomas: Thank you John! Awesome presentation!
01:42:05 Jason Osburn: Thank you John!! Really enjoyed the presentation!
01:42:07 Ash Dager: Thank you so much @John! VALUABLE
01:42:13 Susan Oldham: Thanks all, learned a lot!
01:42:19 Lauren Singer: Thank you John!!!
01:42:22 Linda Francis: I have always believed we should workshop our research
observations....collaborative, curiosity based design
01:42:25 Areebah Ajani: This was awesome John!!! Really appreciate the space to
explore & practice this! 🎉
01:42:26 penny: thanks!