Chapter 4: Reflective discussion results User

Condition A

	Mourning			Dementia			
	Team 3	Team 4	Team 8	Team 13	Team 14	Team 15	Total
EI	3	1	1	1	4	3	13
SE	2	2	3	0	0	1	8
SA	0	1	1	0	1	0	3
PE	2	2	2	1	1	1	9
MP	0	0	0	0	2	3	5
Total	7	6	7	2	7	8	

Team 3: Mourning
The multi media research gave us more insight into mourning. Research does help to ask the users the right questions, it takes away your ignorance. It makes you more open, less judgemental. Literature does not really help you to engage. Only the quotes in the literature are more natural and help to be motivated. When we entered the empathy game, it was even more engaging 'like if I was in the situation what would I feel'.

Team 13: Dementia
For me, not having experience with dementia earlier, I was motivated by reading about it. And by seeing how life can be for people by videos and documentaries and finding out that it is not always depressing.

Team 4: Mourning
Watching documentaries made us realise that empathy is the connection and sympathy drives the connection and that you can help people to enjoy life and simple things. This motivated us. For me an article about support groups was inspiring, it showed me opportunities and the quotes were inspiring. People are not always only sad as I orginally tought, but they can and want also to laugh about situations and share old memories like we all. Literature teaches you how you should address mourning people and how you should act. How to behave. How to handle the emotional flux of interviewees. Design ethics. We struggled with how to break the ice.

Team 3: Mourning
We realised that there is a lot of research (paperwork) and definitions about mourning, cultural rituals, etc, but that people have not addressed it at a design level. This is challenging. It seems people think it is inevitable. No one knows exactly what to do. This realisation motivated me to actually want to get to know more about mourning. After the course I now know how to look at it in a scientifically way and how to deal with it. I am prepared to offer help myself now to close relatives.

Team 14: Dementia
The research articles we read made me more aware and curious. For me personally it was good to read about dementia, because I had a lot of assumptions. I thought I had a good idea of what dementia is about, basically I thought I knew my grandfather's process, but now I realize I only knew some of his feelings. It motivated me. There is so much more to it (subtlety and complexity) that I encountered in the meetings with people with dementia and literature that I was not aware of.

Team 15: Dementia
For me personally, the literature did not help me a lot in becoming motivated. Knowing more about the problems is inspiring and motivating. But the empathy game and user stories are more motivating. Literature was used to prepare the empathy game. Experiencing how people with dementia live (in the empathy game) was also important in that. The user encounters made dementia more accessible. Literature provides some guidance, but you have to check whether it is correct. Empathy came with the game and the user encounters. The scientific perspective gave us the insight that you can't fully run on emotions alone although you are

dealing with emotions. You have to be critical to users too and put in perspective with literature. You have to go about it a certain way in order to care about it in a certain way. Empathy design is not only about emotions and sympathy, but there is more structure to it than I initially thought of.

Team 8: Mourning
Literature helps to build a common ground on mourning, it gives a starting point for the design process despite of our differences in cultural backgrounds. Mourning is universal, but we experience it all differently in our cultures. Because of the mourning subject the user research was hard. It felt scary to us to contact people. We therefore contacted family, because it felt uncomfortable to interview people far away. We were doubting how you should address mourning people and how you should act. On one hand it was nice to interview family since it was connected to our own stories. On the other hand, the encounters became very personal and we found out that we knew only a little bit of the feelings of our relatives in the past. We realized we don't know that much. These discussions gave the motivation to really understand why people have rituals around mourning. We learned a lot of new things by talking about the mourning process. This gave the group a content. The encounters are better than questionnaires, they gave more personal insights, feelings, and more concrete answers.

Team 15: Dementia.
We were all pretty excited when we went to the users. We learned more about the context and who you are designing for and this is much more motivating than the articles. We expected things based on the literature, but while being in contact with users we got insights and could design for someone that you really got to know. Due to the research and empathy game I found the subject heavy at first, but after the user encounters it was less hard than I thought from the literature. The user contacts gave me more optimism, it was not as hard as expected, and sometimes even fun. The empathy game gave a lot of insights. It made the subsequent interviews easier and made us understand the user better.

Team 14: Dementia
It was interesting to see that people are so different, dementia is a very diverse user group. It was hard to get a grip on their problems, that makes it motivating, challenging. How to create something when each person is so different. In the end, the group sessions were nice to do with the users. Failing in this first user session was a motivation to find out what could work better and dice deeper into it. After that, we fortunately had a successful group session. If I can make them smile, it motivates me a lot and makes my day. We were relieved that the users were motivated and talkative in this second session. And our personal contact made us experience some frustrations with them.

Team 3: Mourning
The similarities of our cultures (india, island, usa) e.g. not knowing how to express grieve and support people who mourn , gave us the motivation to develop a solution. The exact same sentiments we could relate to, motivated to find solutions to help.

Team 4: Mourning
It seemed easier to start with my parents, but it was actually not, since it involved me. I thought I was there for them in the past. But now I learned that I need to help them better in the future.

Team 13: Dementia
Just reading about it is definitely not enough. You need to experience it. It helps you to start thinking. Literature helps you as a basis to know something and to be prepared if you go to the users. The insight comes when you see and experience it yourself.

Team 3: Mourning
User research added most to our idea directions. User encounters help to make more average things you know from literature more specific and individual. Users answer the why questions if you make them participate properly. User encounters lead to interesting themes and reasons behind.

Team 4: Mourning

If another person cannot exactly find words, you can still relate if you have similar experiences. It is then easier to relate and read between the lines. Sometimes it is really difficult to put emotions in words, when the other is not able to do so you can still relate to what they exactly referring too

Team 15: Dementia
With dementia it is hard to bring your own experience to the table. The empathy game did come close. We did the game on the limitations of dementia. With the users it was hard to discuss these limitations. We did use the personal experience of the empathy game for confirmation and better understanding of what caregivers expressed. We got many abstract examples from caregivers and then my own experience helped me understand and put what they said into perspective. If you bring in your own experience, it is easier to talk to users or caregivers. Easier to relate to feelings, and understand what they could mean by it, It brings up different questions. Users tend to trust me when they feel like I am having the same feeling.

Team 14:
Multi media research lead to themes which we validated in the user research and these were food for thought for our concepts, which we checked with the co-constructing stories method and users.