

User Experience Fundamentals

Learn via: **Classroom / Virtual Classroom / Online**

Duration: **4 Day**

Overview

From the simplest web-page, to the instrument panel of the latest aircraft, everything the user sees, hears, or feels has a major impact on the way that they use the tools in front of them. This course teaches the essential skills for designing and developing the way in which users will interact with their products, be it websites, software applications, or physical products.

Target Audience:

Whether you are a full blown User Experience Designer, or a software developer who needs to understand the User Experience (UX) field, you will find this course essential in improving the lives of your users.

Prerequisites

- Delegates must be computer literate, and have recent experiences as a computer user.

Outline

Day 1

Module 1. Introduction to the Core Concepts

- Usability
- Cognitive Limitations
- Content Considerations
- User Psychology

Module 2. The Right Design Process

- User Centred Design
- Goal Directed Design

Module 3. Basic Design Principles

- Interaction
- Values

Module 4. Implementation and Mental Models

- Implementation Models
- User Mental Models
- Represented Models

Day 2

Module 5. Wireframing and Prototyping

- The Lifecycle of Wireframes
- Low Fidelity Wireframes
- High Fidelity Wireframes
- Information Design
- Navigation Design
- Interface Design

Module 6. Understanding Users

- Quantitative vs Qualitative Research
- Qualitative Research

- Types of Qualitative Research
- Ethnographic Interviews
- Focus Groups
- Demographics
- User/Usability Testing
- Card Sorting
- Task Analysis

Module 7. Designing for Different Experience Levels

- Designing for Beginners
- Designing for Experts
- Designing for Intermediates
- Perpetual Intermediates

Module 8. Planning and Designing User Behaviour

- Design Patterns
- Designing Good Behaviour

Day 3

Module 9. Usability

- Understanding Usability and Ease of Use
- Learnability
- Efficiency
- Memorability
- Error Handling
- User Satisfaction
- Contextual Inquiry
- Discoverability
- Usability Considerations
- Designing for Usability
- Evaluating Usability

Module 10. User Centred Design

- Understanding User Centred Design
- UCD Approaches; Cooperative, Participatory, and Contextual Design
- Implementation
- User Types
- Understanding Users
- Modelling Users
- Scenarios and Requirements
- Visibility
- Accessibility
- Legibility
- Communication Language

Module 11. Platforms

- Designing Desktop Software
- Designing for the Web
- Designing for Handheld Devices
- Designing for other Devices

Module 12. Stopping Points

- Errors, Notifications, and Confirmation Messages
- Asking Permission

Module 13. Navigation

- Navigating Multiple Screens
- Navigating Multiple Views
- Navigating Multiple Pages
- Navigation between Panes
- Navigating Information
- Improving Navigation

Module 14. Metaphors, Idioms, and Affordances

- Interface Paradigms

- Interface Metaphors
- Limitations of Metaphors
- Building Idioms
- Semantics of Affordances
- User Expectations

Module 15. Modelling Users

- Constructing Personas
- Goals
- Workflow Models
- Artifact Models
- Physical Models

Module 16. Design Validation

- Prototyping
- Testing
- Iteration

Day 4

Module 17. Building Scenarios

- Creating Requirements
- Narrative as a Design Tool

Module 18. Flow

- Flow and Transparency
- Harmonious Interactions

Module 19. Common Traps

- Designing too Broadly
- Over-complication
- Over-simplification

Module 20. The Building Blocks of Visual Design

- Shape
- Size
- Hue
- Value
- Orientation
- Texture
- Position

Module 21. The Principles of Visual Design

- Visual Information
- Animation
- Visual Communication
- Graphic Design
- Building an Experience Type through Visual Design

Module 22. Consistency and Standards

- Learnability
- Creating the illusion of Intuitive Design

Module 23. Designing Interactions part 1

- Streamlining and Simplification
- Searching and Finding
- 'Undo'
- Window Behaviour
- Controls
- Menus
- Toolbars
- Dialogs
- Errors, Alerts, and Confirmations
- Pointing, Selection, and Direct Manipulation