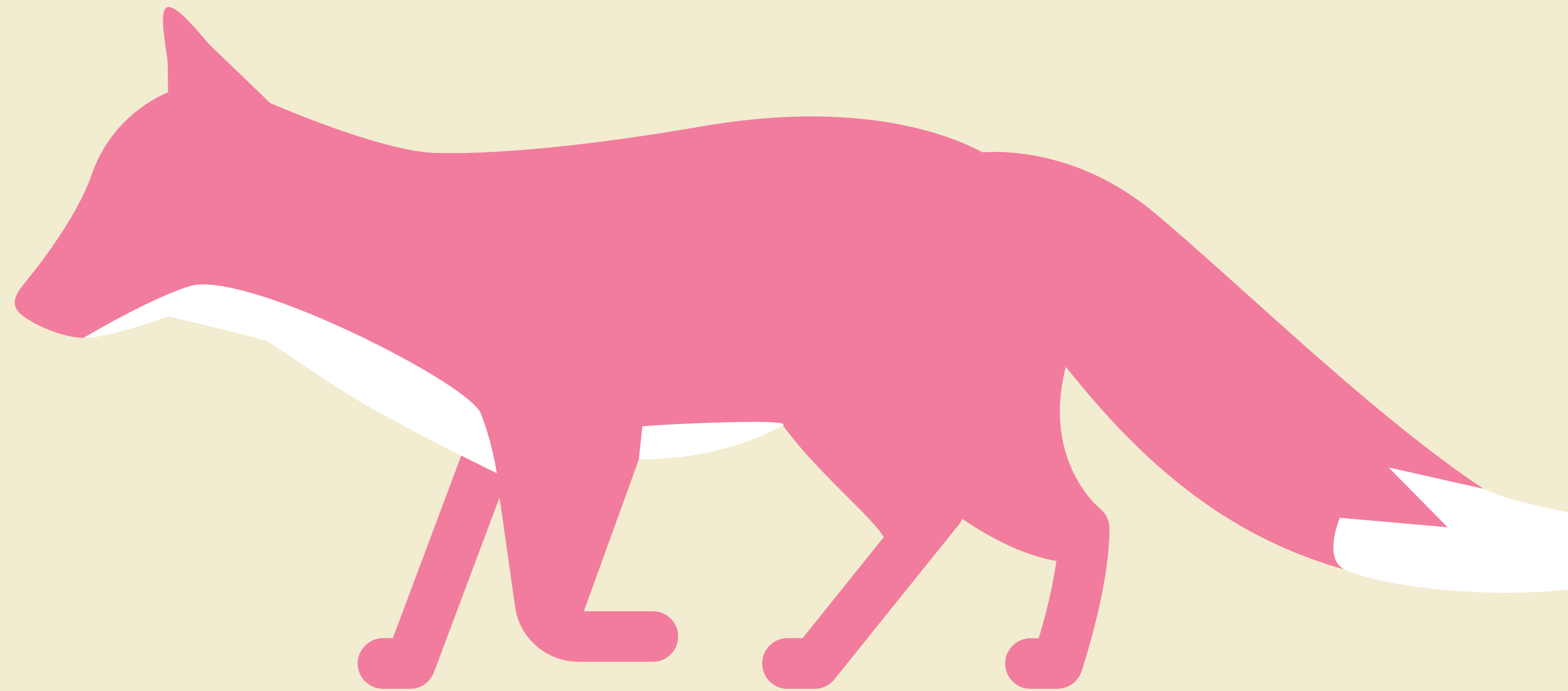


Trauma informed UX research for humanitarian technology.

Working with traumatic subject matter as a designer.

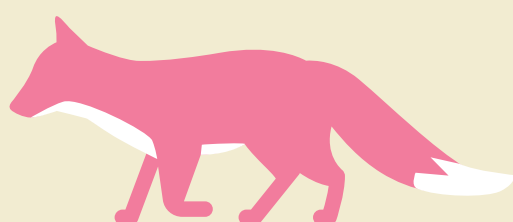
<http://bit.ly/pride-LDN-21>



Content warnings.

Violence against women, the Manchester arena bombing, terrorism, natural disasters, colonisation, racism, education/social status prejudice.

**Some slides will have 'No photos/copies please'.
Please do not take photos/copies of these slides.**



Hi, I'm Eriol. (Ehh-roll).

They/Them pronouns.

10 years in digital product design and UX.

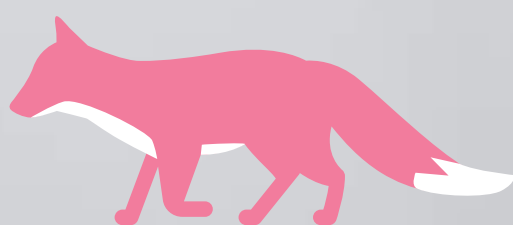
7 years in humanitarian / third sector.

3 years in open source software (OSS).

PhD student researching Humanitarian OSS and Design.

I'm a human rights centred designer.

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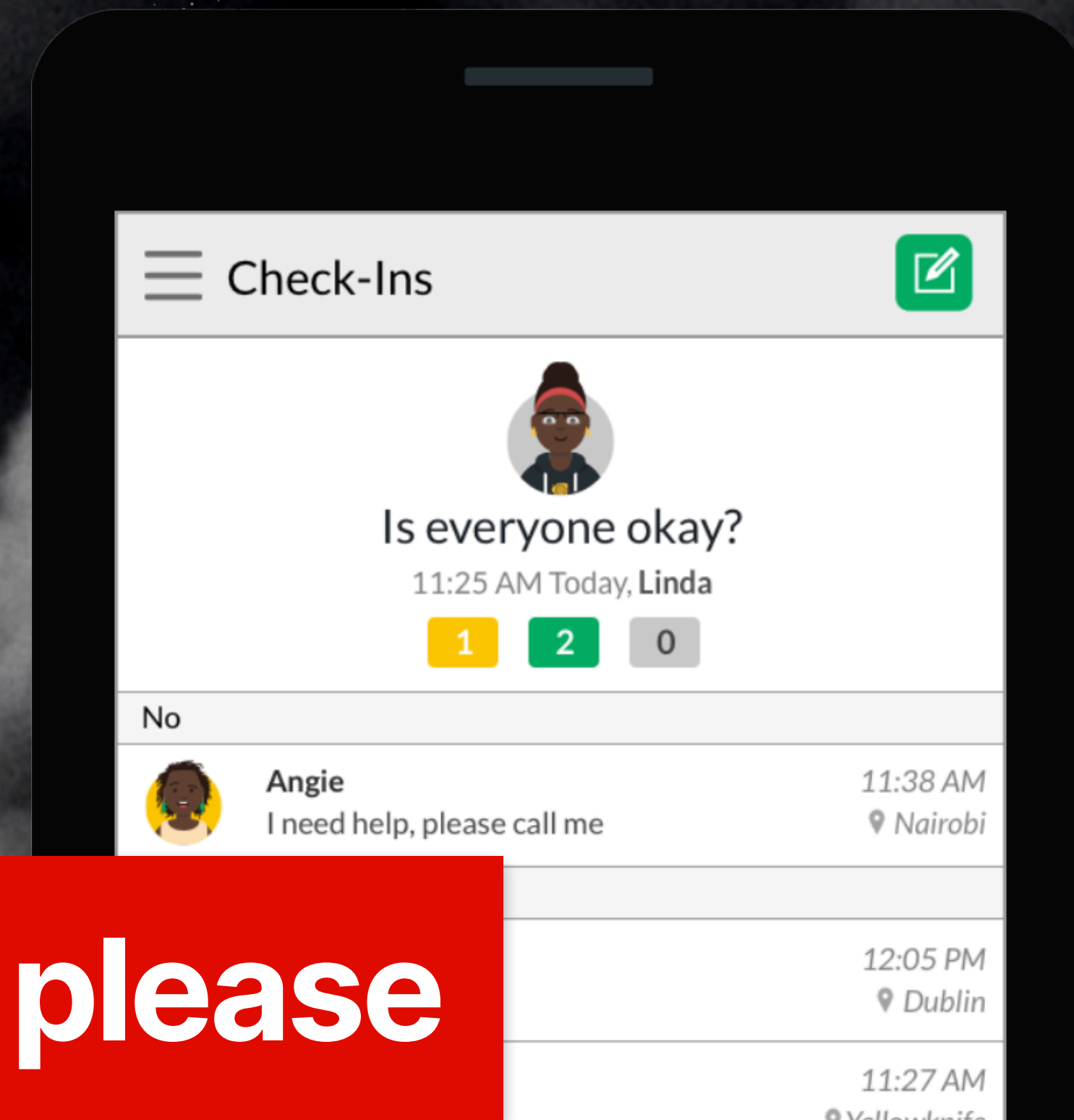
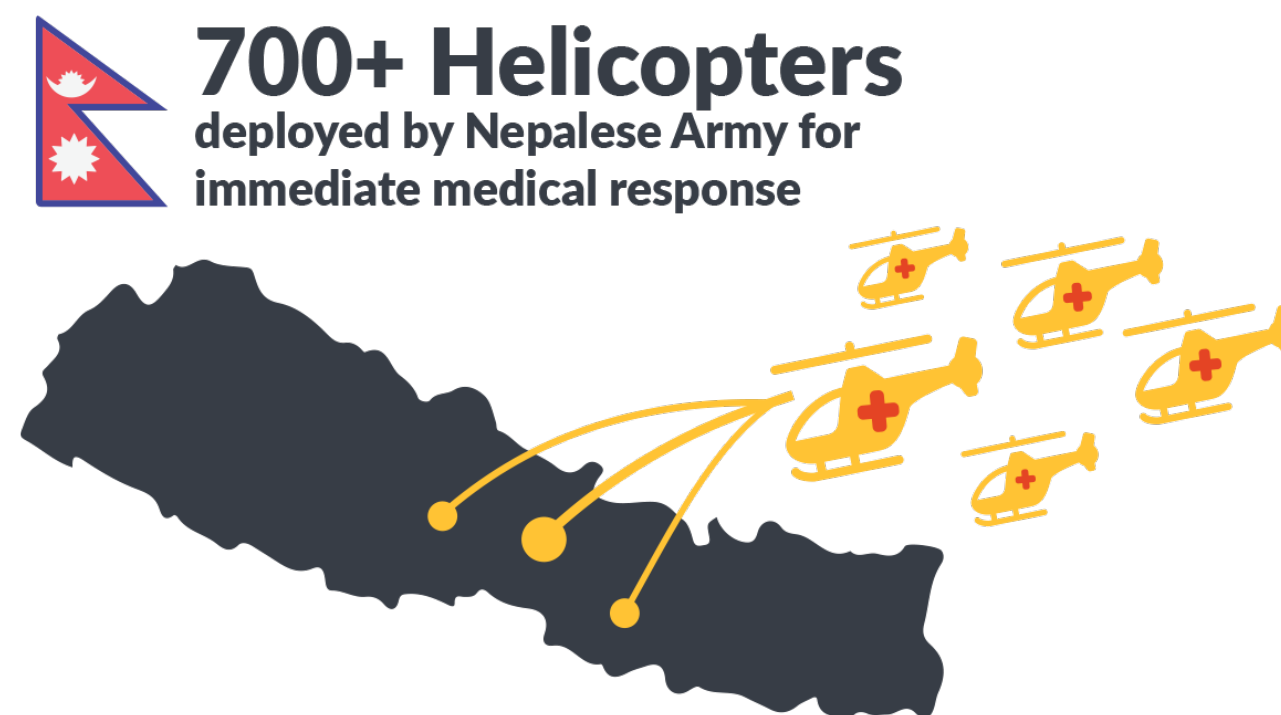
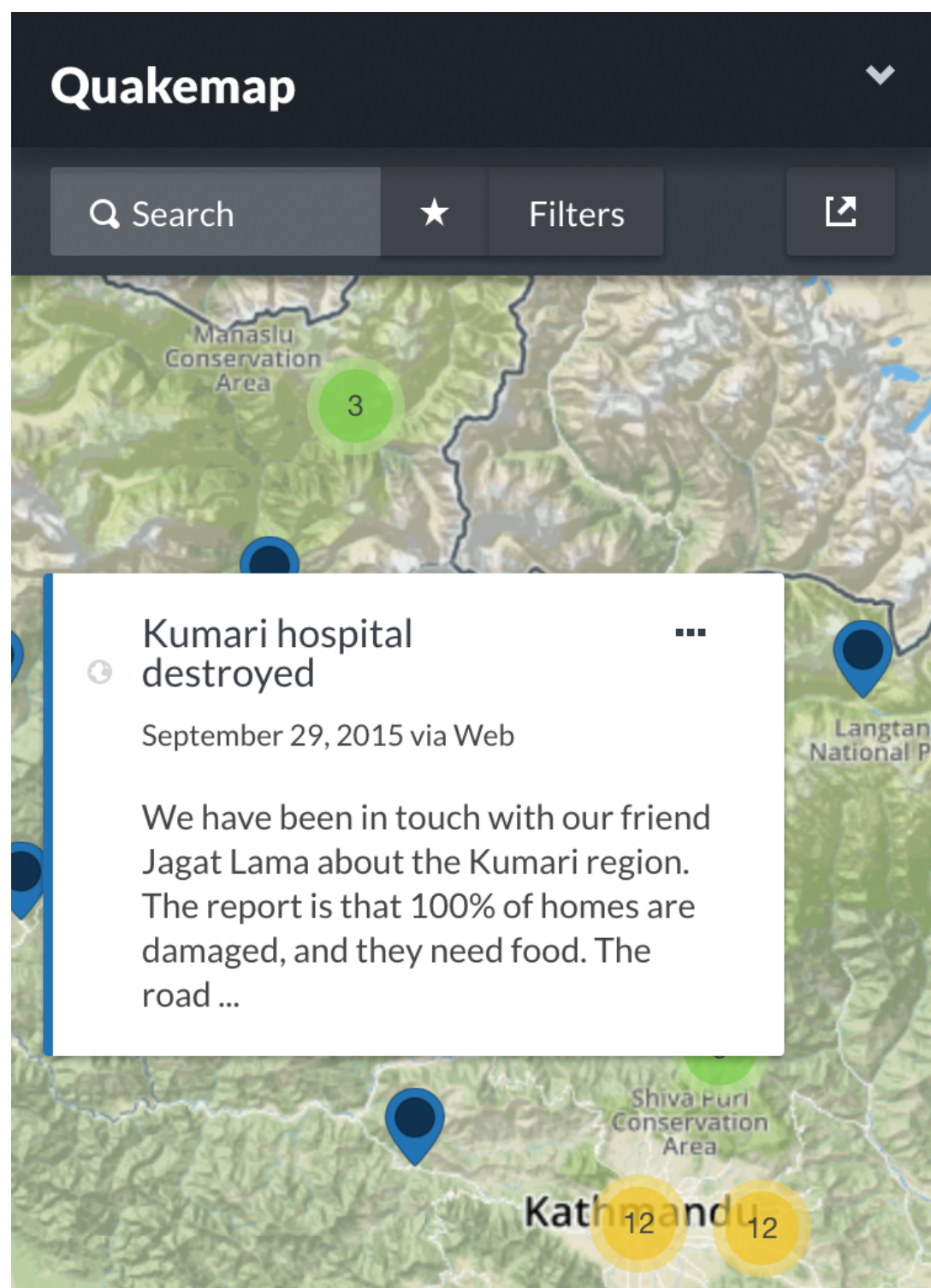
Helping people raise their voice and those who serve them to listen and respond better

We were able to map all the health facilities in Kathmandu Valley before the earthquake, which will undoubtedly help the relief workers' ability to deliver supplies and help save lives.



TenFour
by Ushahidi

A tool to help other teams reach each other everyday and in a crisis. On any device.



No photos/copies please

Isooko's aim

“ Isooko explores the potential of digital technologies to support peace through testing and development in Rwanda and Kenya. ”

You can find more info at isooko.eu

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Dispatcher's aim

“ Can technology help people create and maintain resilience in times of crisis? What kinds of technology aids rather than overwhelms? ”

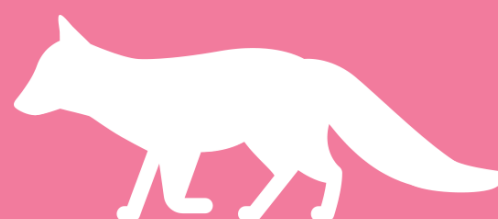
You can find more info at bit.ly/ush-dispatcher

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Public + Civil Society Orgs

What works for public might not work for CSOs.



Working with trauma.

**Practice working with
difficult subject matter allows
better handling of it when
witnessed.**



No photos/copies please

facebook.com/polycomdevelopmentproject

Working with trauma in design activities.

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BEFORE

DURING

AFTER

- I was too happy
 - playing with friends and neighbours
 - Smiling - peace
 - Energetic - love
 - I was at home - safety
 - Kibara - Togetherness
 - A student at primary
 - My own primary

- Airport
 - peaceful atmosphere
 - Love and unity
 - promises of food, shelter and security

- I was at home
 - Normal programs running on
 - Listening to music
 - singing along

Very hopeful
 Determined
 Sense of humanity
 Success

Feelings
 BH
 Happy:
 - Ever smiling
 - Hope
 - Calm
 - Safety

TRIBE
 &
 WAR
 during

- Shattered
 - Terror
 - sounds of bullets
 - Deaths of killings
 - Bad scenes from media
 - Death pictures
 - Tribal war
 - High food prices
 - Threats from community

Time passed
 few months
 KIBERA
 - Shoots
 - Bullets
 - Fear
 - Church burnt

Death
 - List of items
 - Robbery
 - Crime

Displacement

Violence & Slowing of results

few
 lack of trust

After people came back at their homes there was hope

- Safe space
 - PEACE Org in Amanzi Kibara

- Love
 - Business started opening

- Hope
 - promises
 - calm

Education
 Prosperability
 - Present

HOPEFUL

Human life was valued

- Back to basics
 - No food

- Last help others
 - Shattered

back to kibara
 - police provides assistance
 - people safety

No photos/copies please



No photos/copies please

TRIBE

φ

WAR

during

- Shocked
- Terror
- sounds of bullets
- Deaths of killings
- Bad scores from media
- Death pictures
- Tribal war
- High food prices
- Threats from community

Time period

few
months

- Shocked.
- Bullets
- Fearful.
- Church board



MANCHESTER BOMBING : MY JOURNEY

https://en.wikipedia.org/wiki/Manchester_Arena_bombing

Doing/Thinking

I was working on my laptop. In a different city.

Happy/alooof

Before the incident

Doing/Thinking

After hearing what happened, I watched the news and read twitter.

Scared/worried

During the incident

Doing/Thinking

I contacted my friend who had a brother in the incident. Started a slack support group.

Desperate to help

After the incident

Doing/Thinking

I checked twitter

Bored

Directly before the incident

Doing/Thinking

Asked people if they were safe on facebook etc.

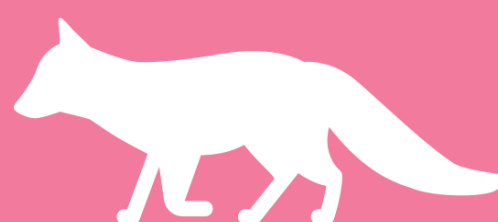
Panicked

Directly after the incident

No photos/copies please

Homework*

Think of a deeply upsetting event in your life and try to begin to 'Journey map' this event.



How did we make sure we did this ethically?

- ~ Researchers went through the same process
- ~ Researchers examples built a compassionate connection
- ~ Attendees notified pre-workshop of subject matter
- ~ Psychological support on site
- ~ Confidentiality
- ~ Researchers were supported post workshop



Human rights Centred Design community.

<https://hrcd.pubpub.org/>

An initiative that brings together people at the intersection between human rights and design, tool development, and user education. All efforts aim to foster and extend the community.



Thanks folks.

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