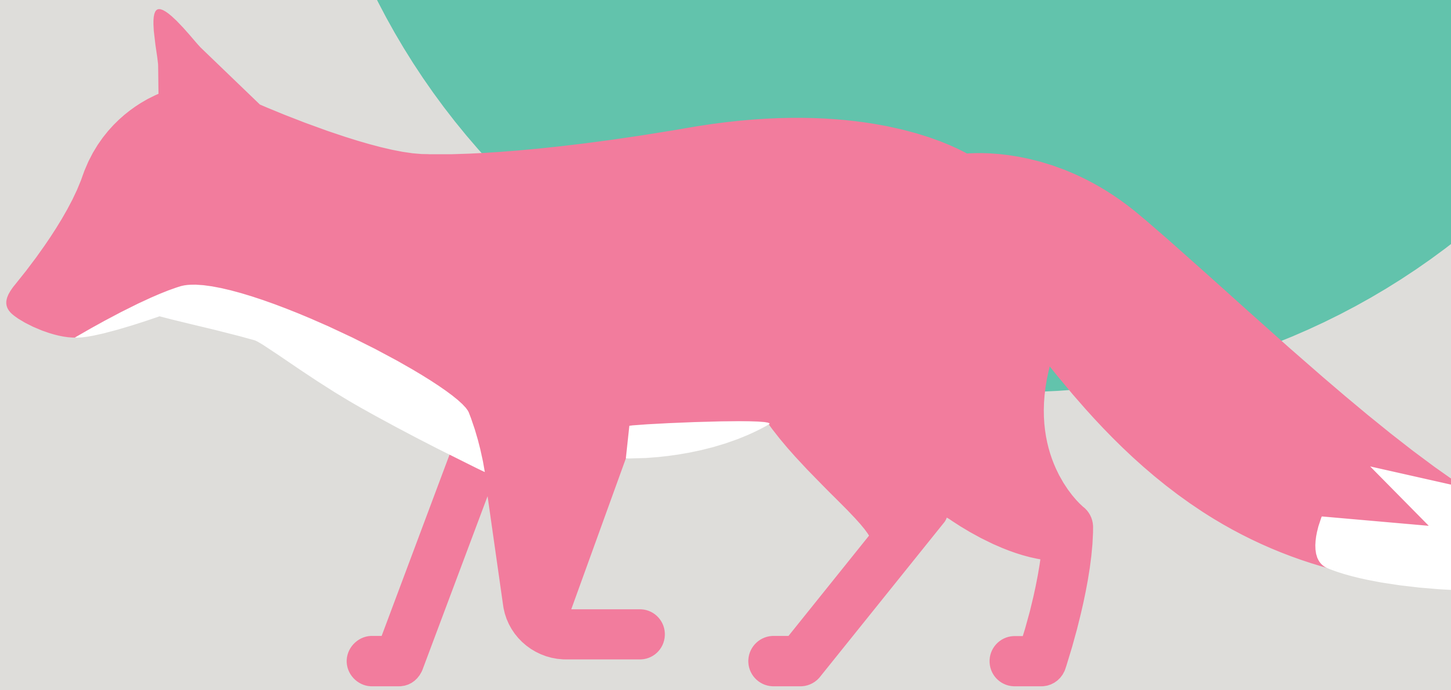
Centring human rights and trauma in design.

Working with traumatic subject matter as a designer.

Access slides here:

bit.ly/UCD-2022-EF-Trauma-and-Design



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Content warnings.

Violence against partner/domestic violence, mental health, suicide, terrorism, guns, political violence, natural disasters, missing people, PTSD. COVID-19.

Power dynamics between citizens of countries formerly colonised, racism, education/social status prejudice.

Some slides have ‘No photos please’.
Please do not take photos of these slides.

Our structure

01 | Human Rights Centered design

02 | Stories about designing technology and Human Rights.

03 | Journey mapping exercise

04 | Wrap up

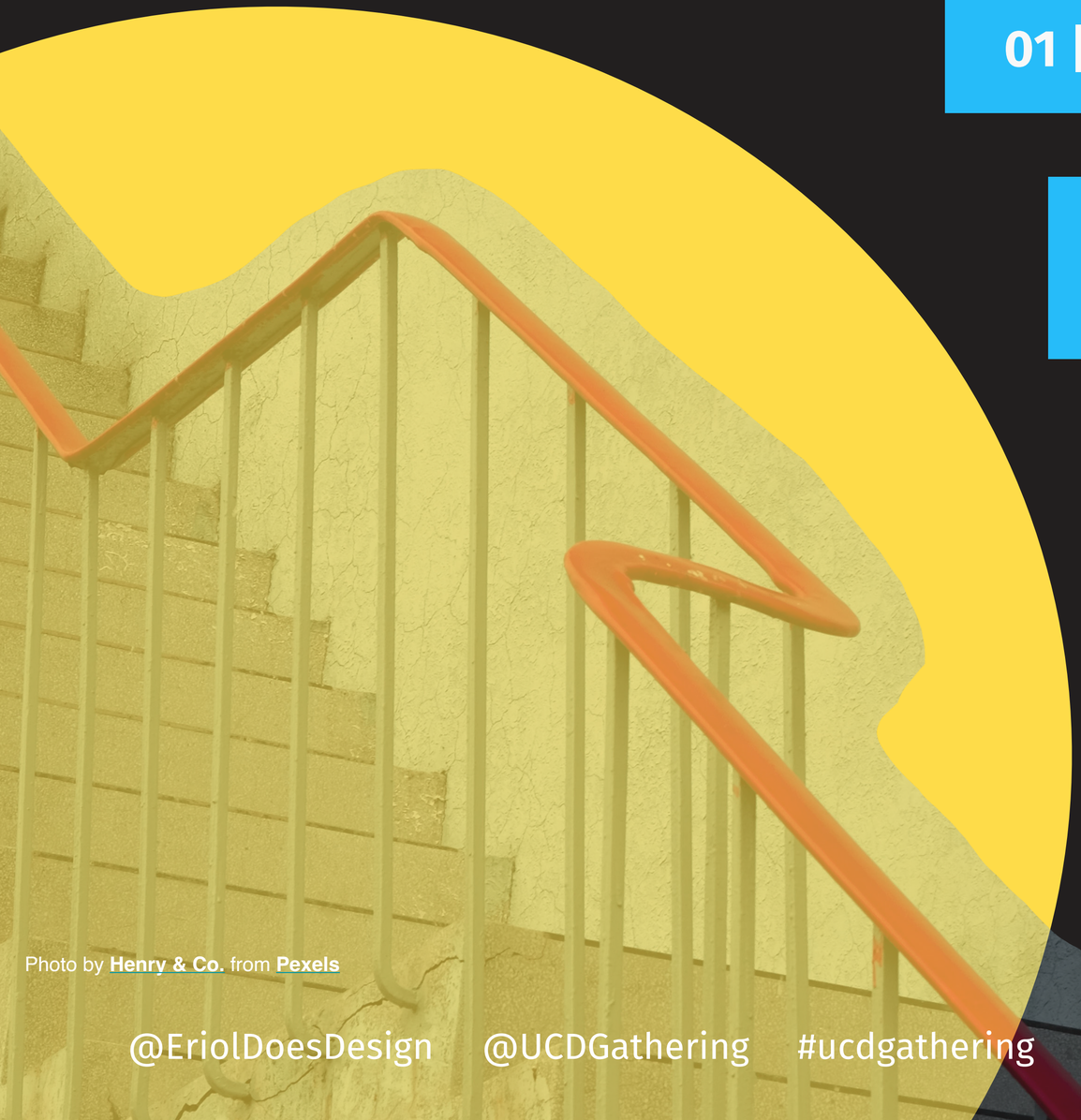

Photo by **Henry & Co.** from **Pexels**

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Simply Secure **(simplysecure.org)** is a design nonprofit based in Berlin and NYC, founded in 2014. We design and support responsible technology that enables human dignity.

We offer design and strategy support for:

- Open technology tools
- Privacy, security, decentralisation, transparency, human rights tools
- Nonprofits working in and around technology

Hi, I’m Eriol. (Ehh-roll).

They/Them pronouns.

12 years in digital product design and UX.

9 years in humanitarian / third sector.

5 years in (FL)OSS technology.

PhD student researching Humanitarian OSS and Design.

I’m a human rights centred designer.

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Human rights centred designer?

What does that mean?

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Community regeneration, environmental and asylum seeker projects

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Team Rubicon now RE:ACT UK

www.re-act.org.uk

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But I didn’t start out being human rights centred.

The first story that nudged me.

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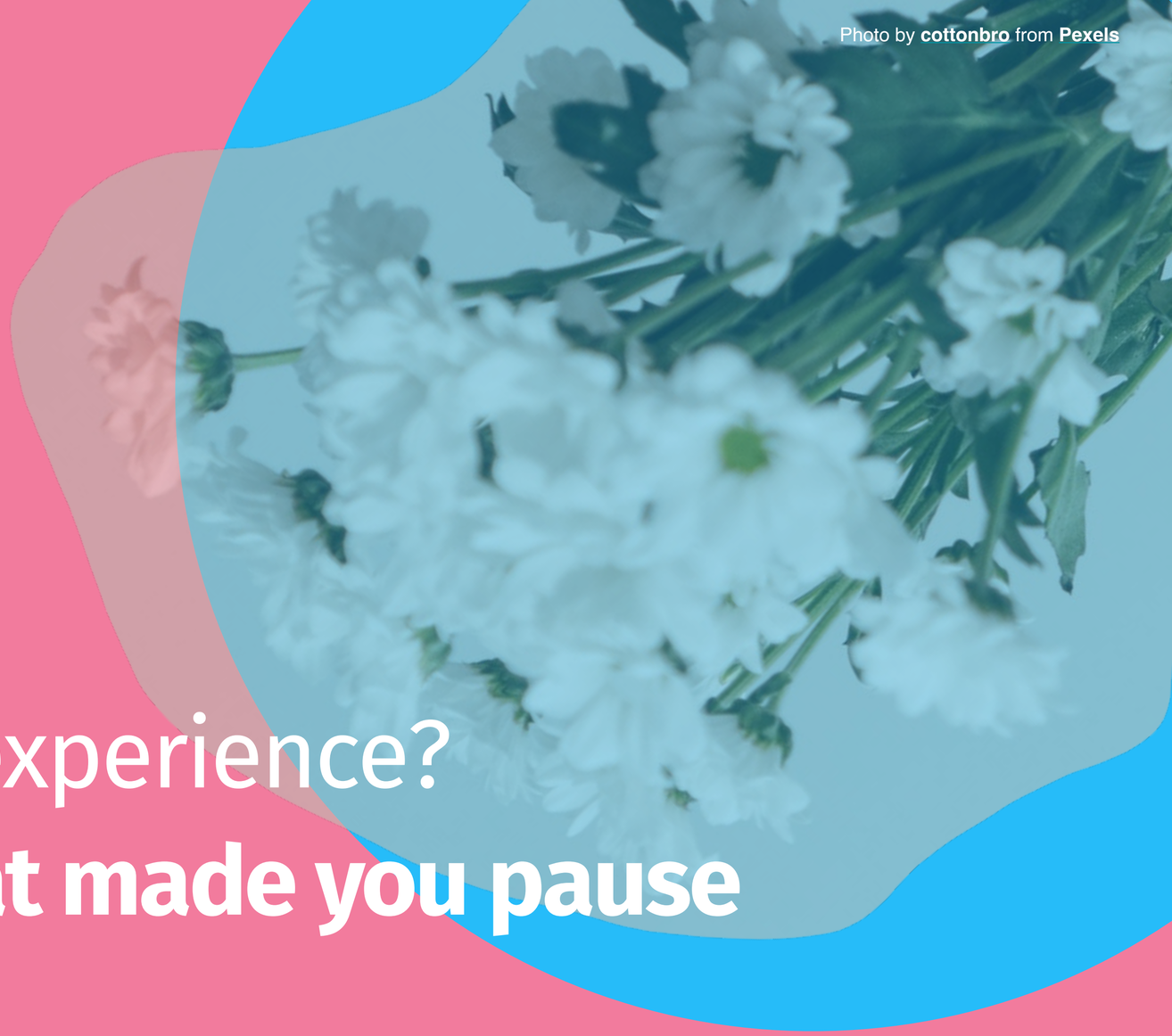
Photo by NEOSiAM from Pexels

I worked as a designer for a device time monitoring start up. A customer support case came in.

Photo by **Anete Lusina** from **Pexels**

What are your thoughts?



Have you had a similar experience?

Was there a moment that made you pause with concern?

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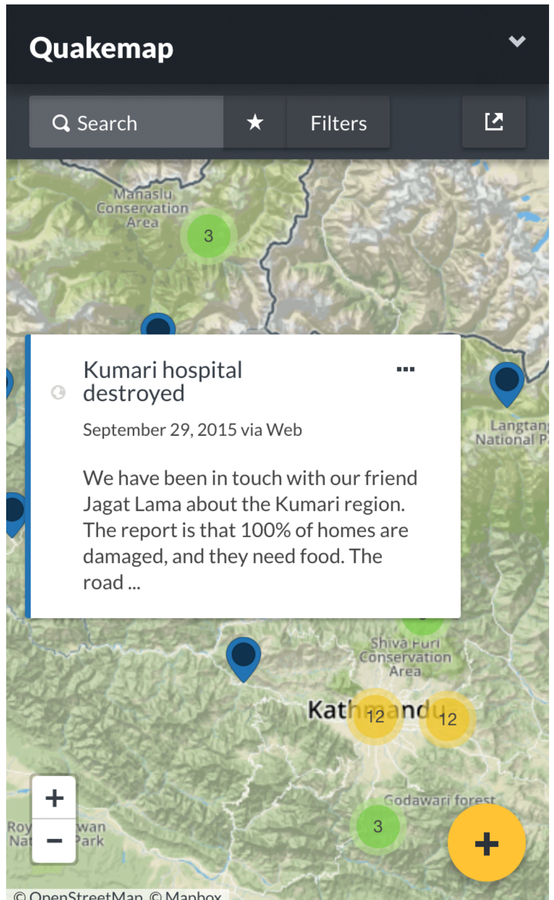
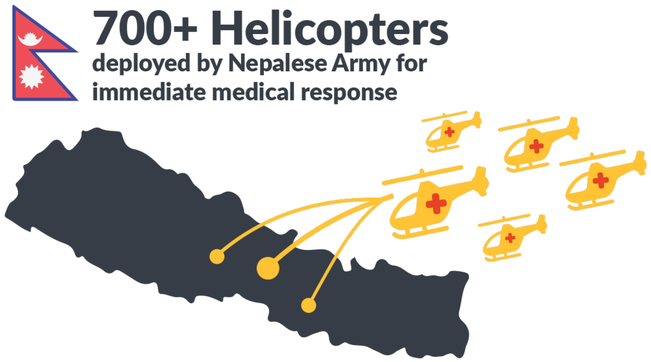
Ushahidi

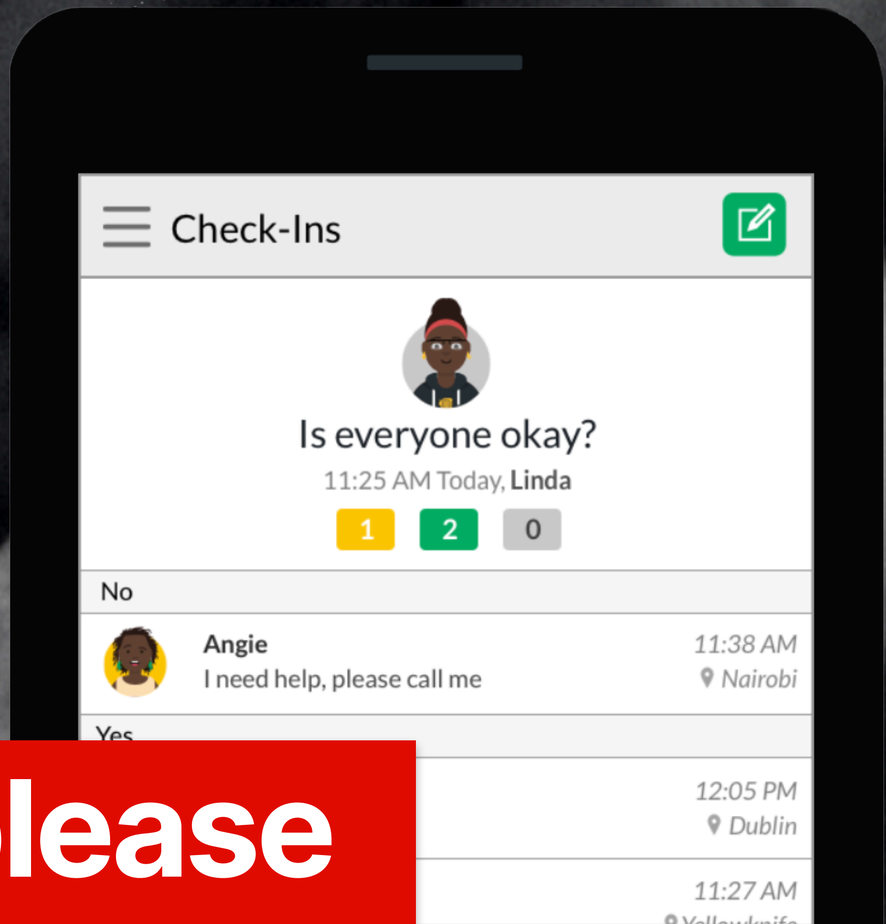
Helping people raise their voice and those who serve them to listen and respond better.





TenFour
by Ushahidi

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



No photos please

Photo by Ferdous Hasan from Pexels

“After designing for some of the most extreme human rights circumstances, it became extremely difficult if not impossible to not centre human rights our design approach.”

Eriol and Kat Lo discussing doing design after delivering trauma and design sessions at the human rights centred design community calls.

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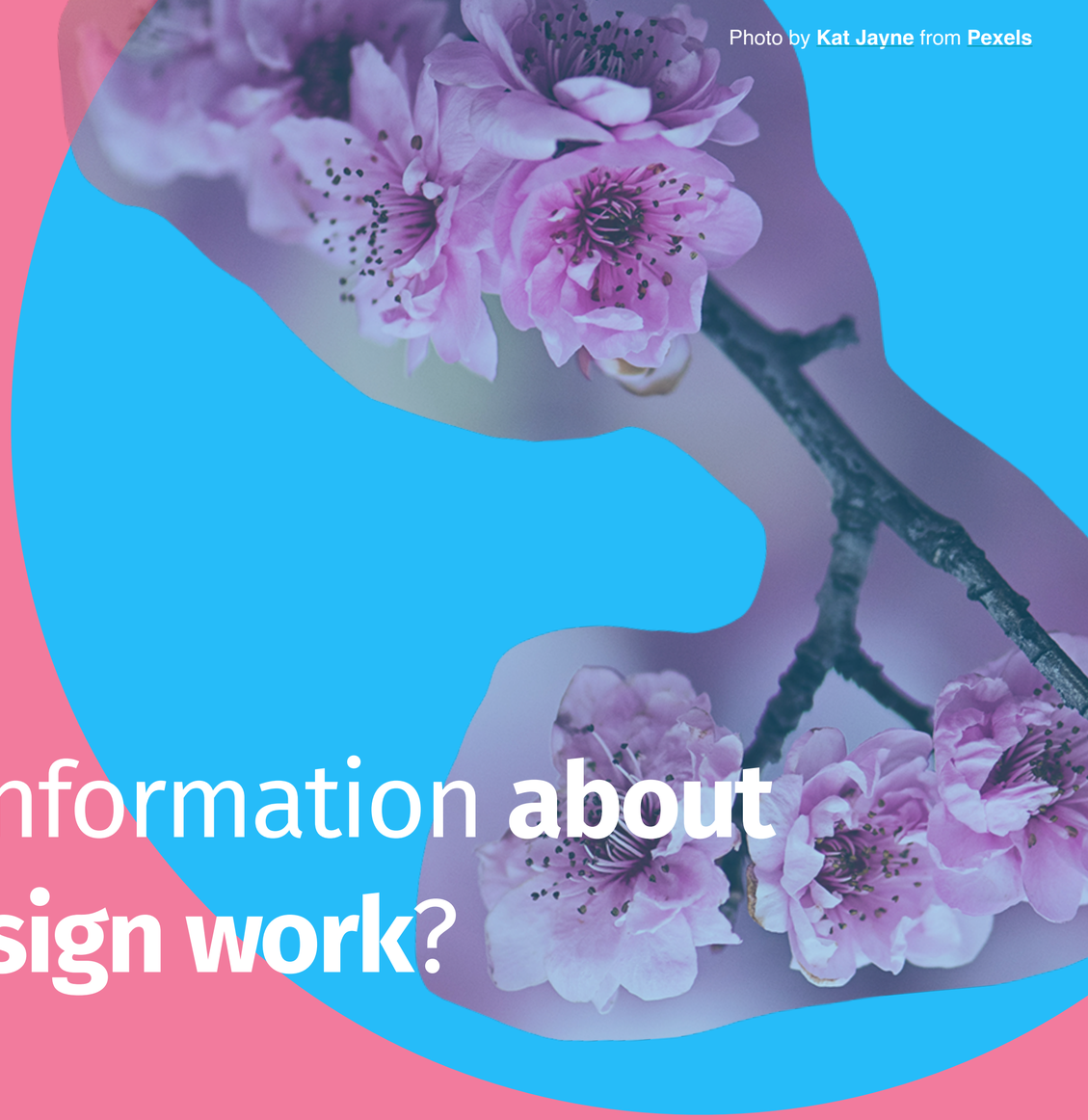
Panic button.

As we spoke, the excitement about this feature was huge... I was quiet. I was thinking of times I'd felt panic...

Photo by **Anete Lusina** from **Pexels**

What are your thoughts?



Have you given or received information **about a difficult subject in your design work**?

How did that situation play out?

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I find it difficult to remove the ‘human rights’ centred thinking from design now...

...and why should I?

Eriol and Kat Lo discussing doing design after delivering trauma and design sessions at the human rights centred design community calls.

Photo by Kelly Lacy from Pexels

Mapping a violent crisis.

In order to attempt to collaboratively prototype solutions, we needed to understand each others experiences...

Photo by **Steven Arenas** from **Pexels**

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No photos please
BEFORE
AFTER
TRIBE
of
WAR
KIBERA
Displacement
Hopeful
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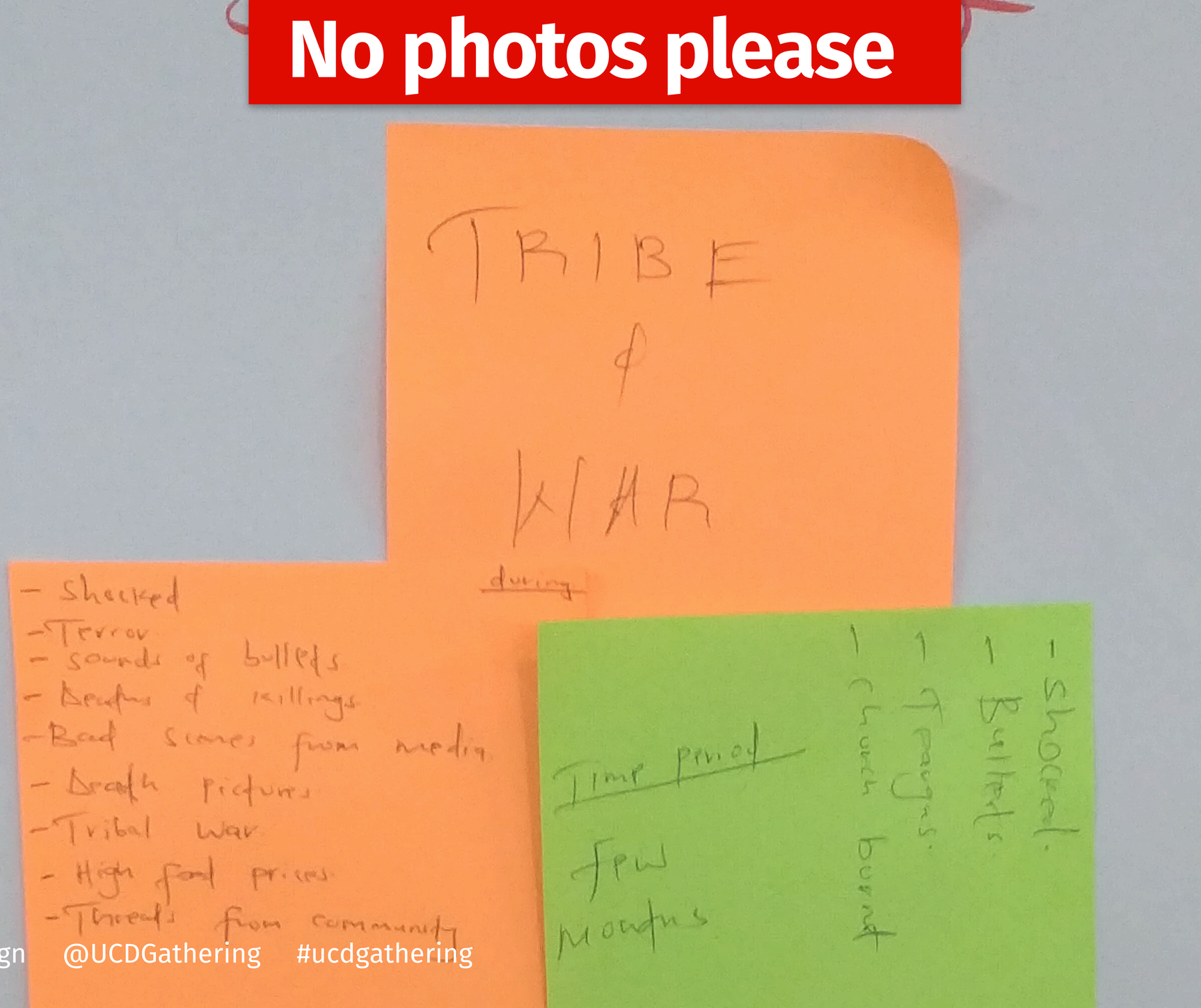

How did we make sure we did this ethically?

~ **Researchers went through the same process**
~ Researchers examples used in workshop for compassion
~ Attendees notified pre-workshop of subject matter
~ Psychological support on site for both attendees and researchers
~ Confidentiality
~ Researcher supported after the workshop

What are your thoughts?

Do you think your organisation or project could benefit from **talking with those that are most harmed by what you create?**

Photo by **Lydia Bond** from **Pexels**

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Activity - Journey Mapping

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

I must stress, this activity is not advised if you are still affected by this event and would need recovery after revisiting.

Title of what you are mapping. Name + subject + scenario.

Before

During

After

Key: Doing | Thinking | Feeling | Tech used

Helping with a missing person report for a parent.

Before

- Working, regular day at desk in office
- Receive phone call - missed because of work hours
- Checking messages on break
- Receive crisis message from family
- Call family, panicked, how can I help?
- Leave work, quickly, notifying boss, drive home.

During

- Worry, long waits (comparatively)
- Long phone calls
- Radio appeals
- Pacing, restless nothing useful to do
- Return to work but distracted
- Questions, frustration lack of answers
- Interviews with police and other orgs
- Accusations, house searches, scared
- Retracing details

After

- Check police articles at least times per day.
- Call police service number at least once per day until day 3
- Check facebook posts for local area
- After mother is found, I take time thanking people
- Relaxed but confused
- Unsure how to proceed. Many questions.

Key: Doing | Thinking | Feeling | Tech used

Two team activities

Persona non-grata

Molly Wilson of Simply Secure.
https://simplysecure.org/designunderpressure/

Red team vs Blue team

Jonny Rae-Evans of Snook.
https://bit.ly/redblue-JRE

Personas Non Grata

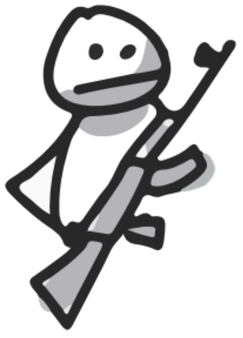
Stalker

Prankster

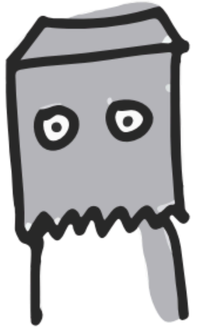
Government

Swarm

Opportunist



Terrorist



Fraudster

Naïf

Truther

Abuser

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Personas Non Grata / By Simply Secure, CC-BY-SA 2020

This is your blue team. They are the product team who are going to do your discovery work. Shape the idea and try to validate it.

The blue team pitch the idea.

And then their job is to go to war with you. To try and find out why it won't work. How it might fail. How it could hurt people.

Enter the red team. This is a similar team of experts to the blue team, and they know nothing about the product.

The red team listen. They take notes. They ask questions forclarity.

They're there to stop your social network being overrun with Nazis.

Photo by Christina Morillo from Pexels

What will nudge you to centre human rights in your work?

Photo by Oriel Frankie from Pexels

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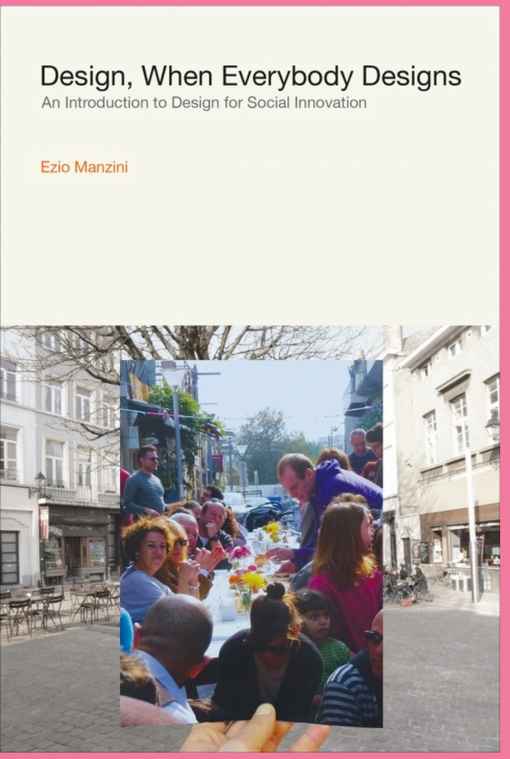
Reports and Guides.

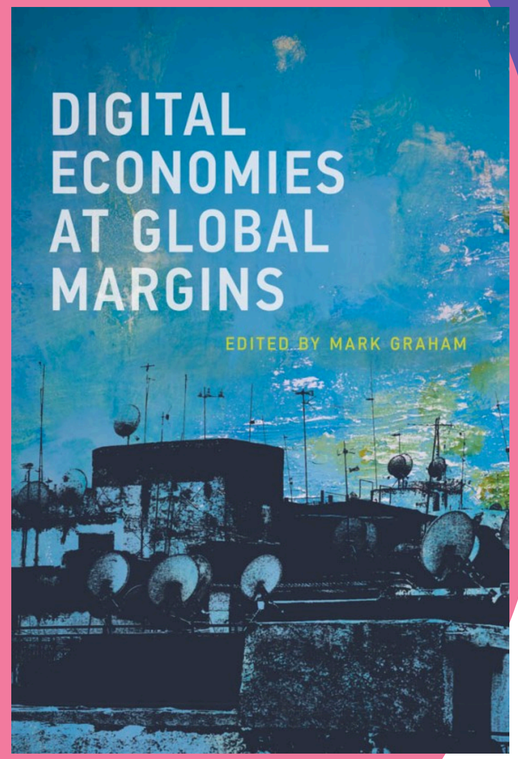
Leaving no one behind: Lessons from the Kerala disasters
https://www.preventionweb.net/publications/view/69992

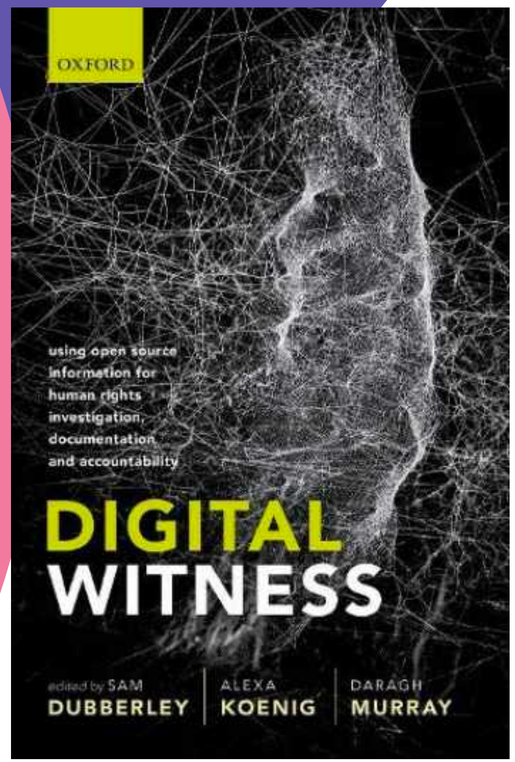
Safe sisters - Digital security challenges faced by women human rights defenders.
https://safesisters.net/resources/

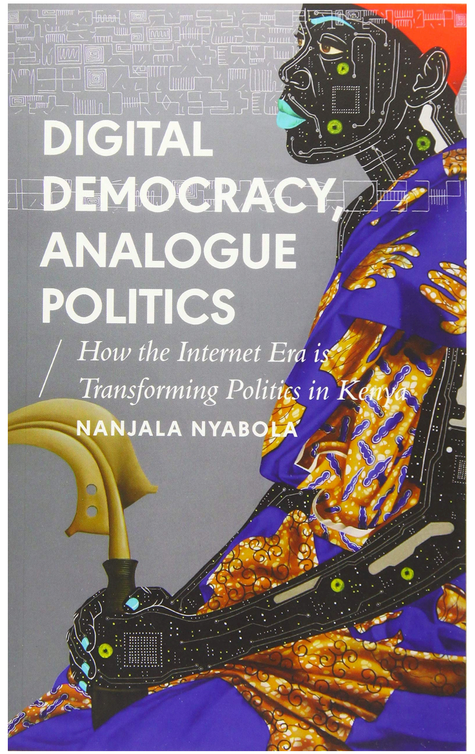
The Human Rights, Big Data and Technology Project
https://www.hrbdt.ac.uk/publications/

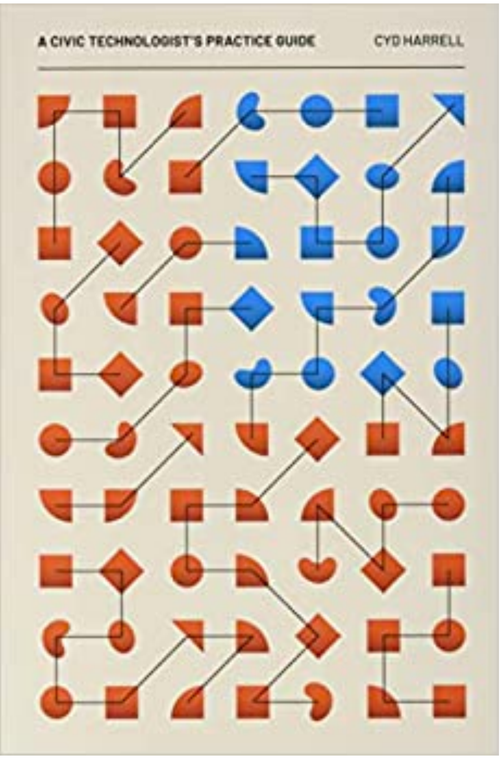
Books!











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Resources and tools.

Electronic Frontier Foundation eff.org

AccessNow accessnow.org

Advocacy Assembly advocacyassembly.org

Code for America - Qualatative research guide

AXIS tools - https://usable.tools/guidebook/

Design Justice Network - https://designjustice.org/

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.

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Thanks for listening.

@erioldoesdesign

linkedin.com/in/eriolfox

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