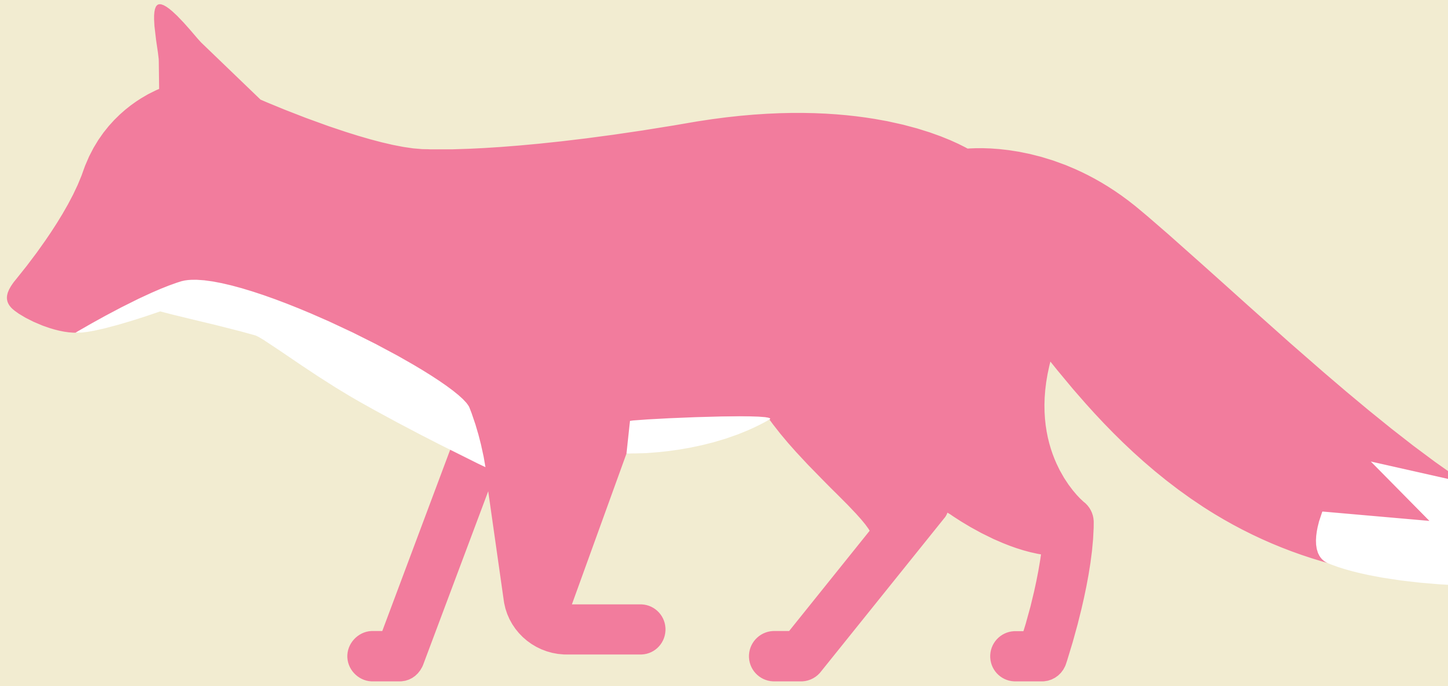
UX research and ethnographic design for humanitarian technology.

Peace building

Crisis response



http://bit.ly/Eriol-RAS-2021

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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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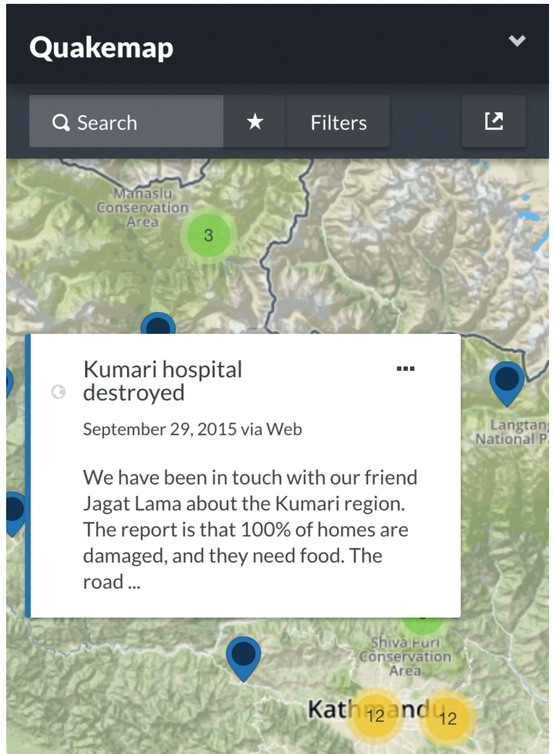
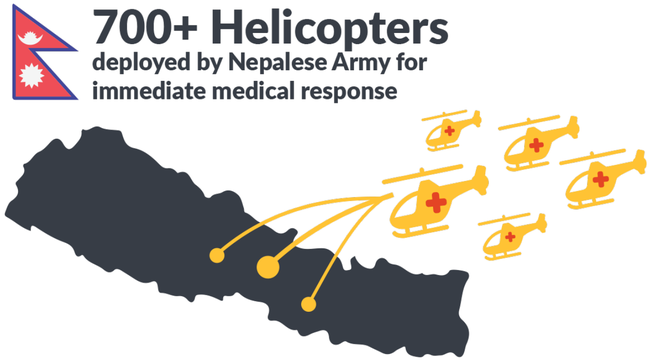
Ushahidi

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.

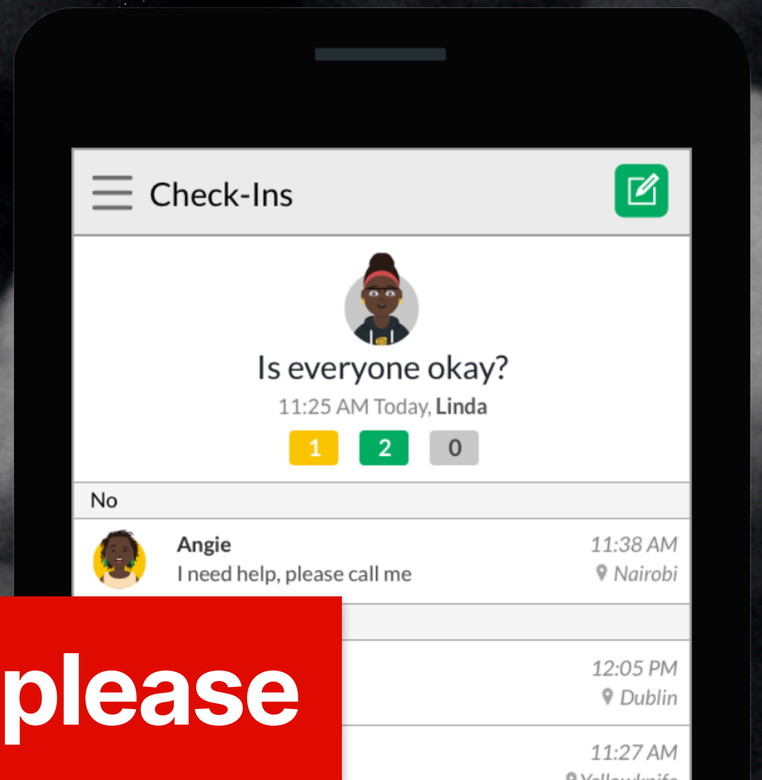




TenFour

by Ushahidi

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



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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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Grant funded activity is...

...often restrictive, prescriptive and at it's worst 'proposal first' instead of 'human first'.

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.

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facebook.com/polycomdevelopmentproject
Working with trauma in design activities.
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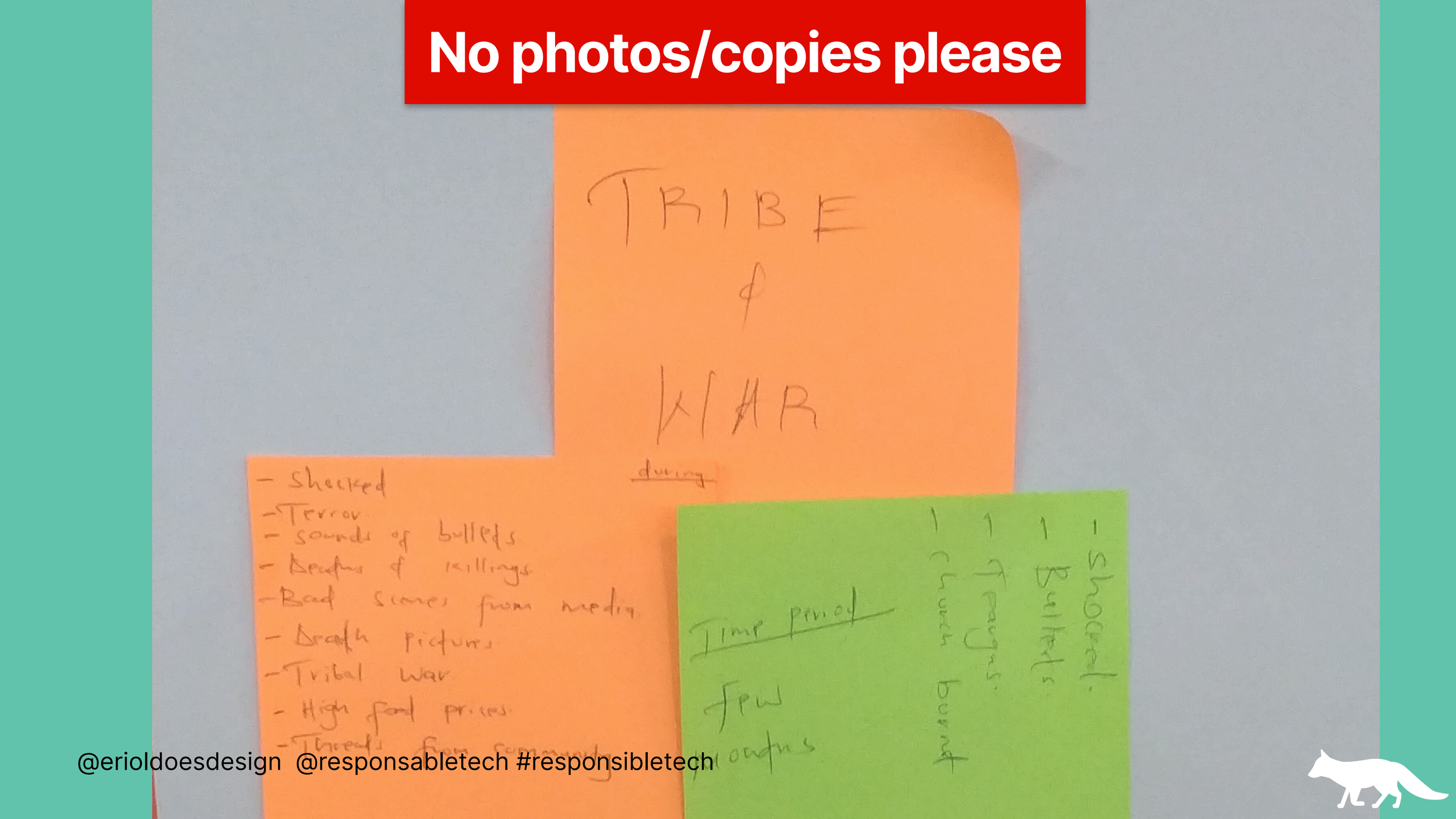
No photos/copies please



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MANCHESTER BOMBING : MY JOURNEY

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

Before the incident

Doing/Thinking

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

Happy/aloof

During the incident

Doing/Thinking

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

Scared/worried

After the incident

Doing/Thinking

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

Desperate to help

Directly before the incident

Doing/Thinking

I checked twitter

Bored

Directly after the incident

Doing/Thinking

Asked people if they were safe on facebook etc.

Panicked

Ushahidi

No photos/copies please

Homework*

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

* Very optional homework

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.

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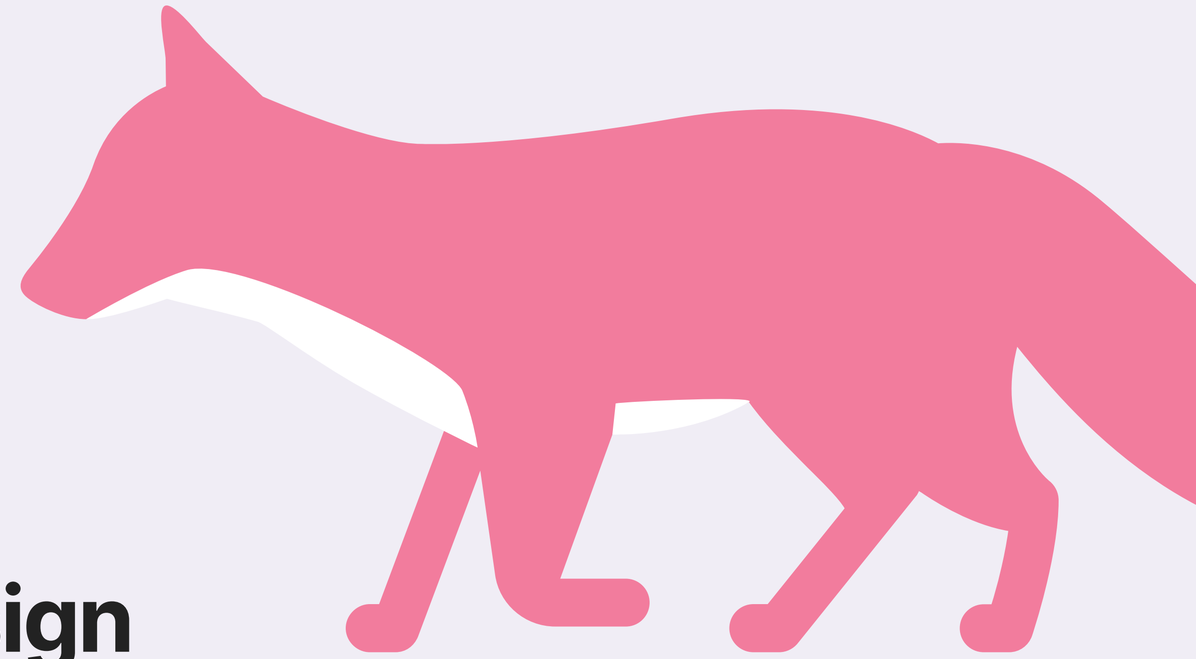
Thanks folks.

noti.st/eriolfox

linkedin.com/in/eriolfox

github.com/Erioldoesdesign

medium.com/@EriolDoesDesign



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