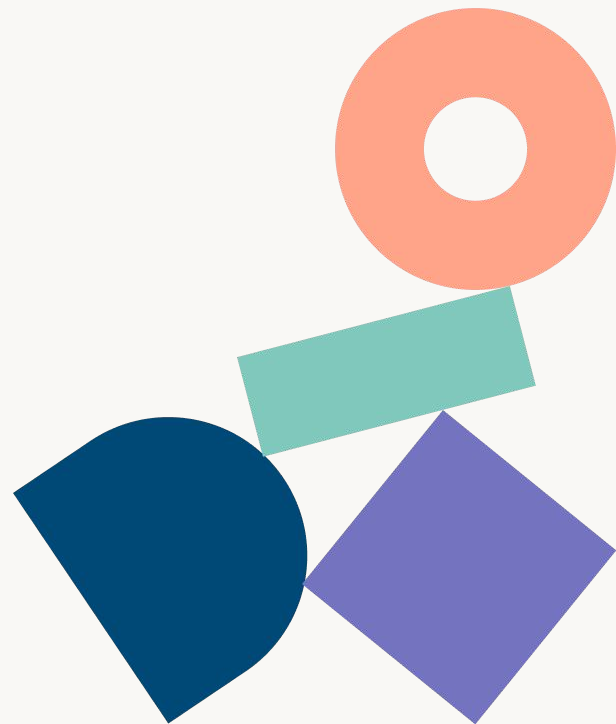


How can we make online workshops accessible and inclusive?

Service Design in Government 2021

16 September 2021



Welcome



Activity

Always

Be kind

Be aware of your behaviour and reactions

Help everyone to take part and be heard



Structure

Introduction

Conversation Café

Sharing



Thoughts and questions



How can we make
online workshops
accessible and
inclusive?



What do I mean by workshops?

Working with a **group of people**

Through a **sequence of activities**

To achieve some **outcome** and/or produce some **output**



What do I mean by workshops?

Working with a group of people

Through a sequence of activities

To achieve some **outcome** and/or produce some **output**

As part of **research and design** of public services

With **members of the public** and **operational colleagues**



User research

[Give feedback about this page](#)

Researching in small group workshops

From: [User research community](#)

Page contents:

- [When to do research in small group workshops](#)
- [Steps to follow](#)
- [Further reading](#)

Running interactive workshops with small groups can be an effective method for user research.

They can help you learn more about the things that actual or likely users do, how they do them, how they think and make decisions, and how they feel about their experiences.

gov.uk/service-manual/user-research/research-small-group-workshops



5. Make sure everyone can use the service

Provide a service that everyone can use, including disabled people and people with other legally protected characteristics. And people who do not have access to the internet or lack the skills or confidence to use it.

Page contents:

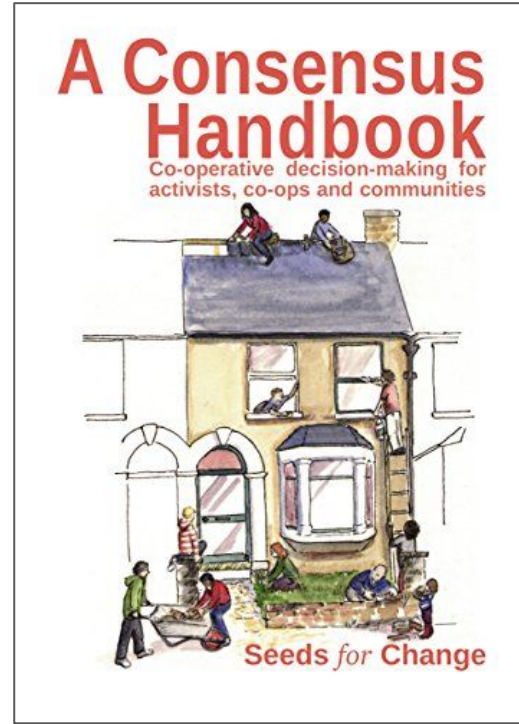
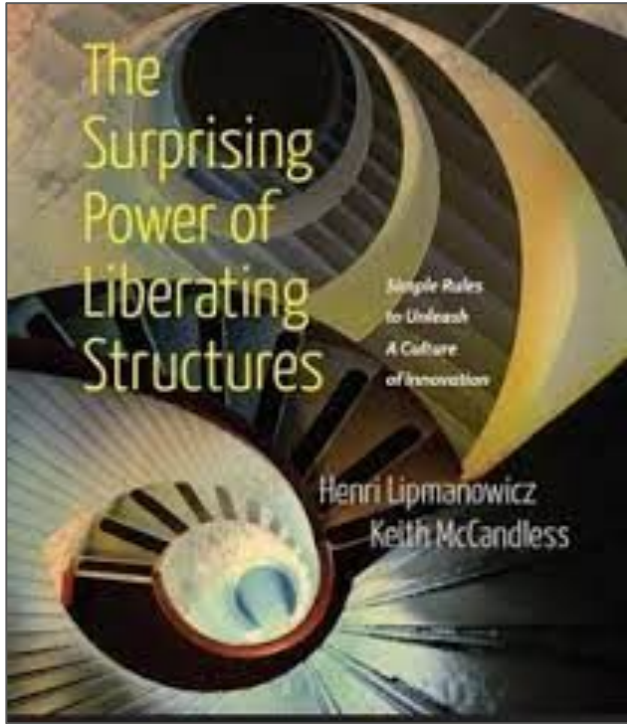
- [Why it's important](#)
- [What it means](#)

Why it's important

Government services must work for everyone who needs to use them. Public sector organisations have a legal duty to consider everyone's needs when they're designing and delivering services.

Inclusive, accessible services are better for everyone. For example, using simple words helps people who are in a hurry as well as people who have a learning disability.





What is it called?

How does it work?

Who is it for?

What's in it for users and for us?

It makes _____ (activity)

feel _____ (quality)

It helps us to _____ (benefit)

What does it look like (interface or process)?

Which principles or goals does it address?



And then all ***this***
happened





Word of Mouth

4

Digital body language: how to work online

00:01

27:40



Released On: 24 Aug 2021 Available for over a year

Michael Rosen gets advice from Erica Dhawan on the best ways to communicate on-screen, as people work and live more in zoom, text, social media and email rather than meeting up. We need to find new ways of talking to each other 'virtually'.

Subscribed

Bookmark

bbc.co.uk/sounds/play/m000yyr3



Different barriers for different people

Experience and confidence with this kind of collaborative working

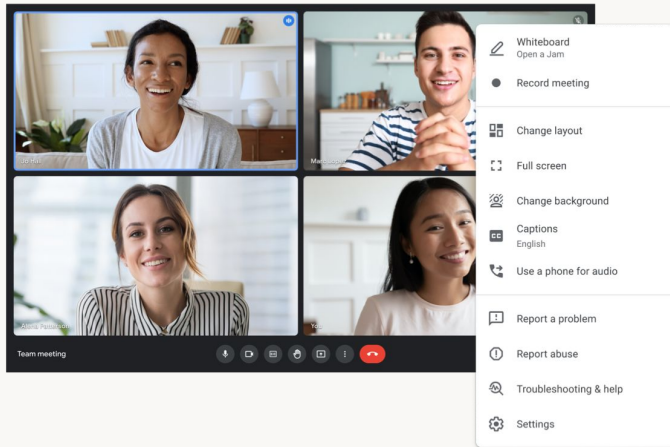
Skill and confidence with the online tools we're using

Accessibility of those tools generally, and on the participant's device and in their environment

Our ability to support participants remotely

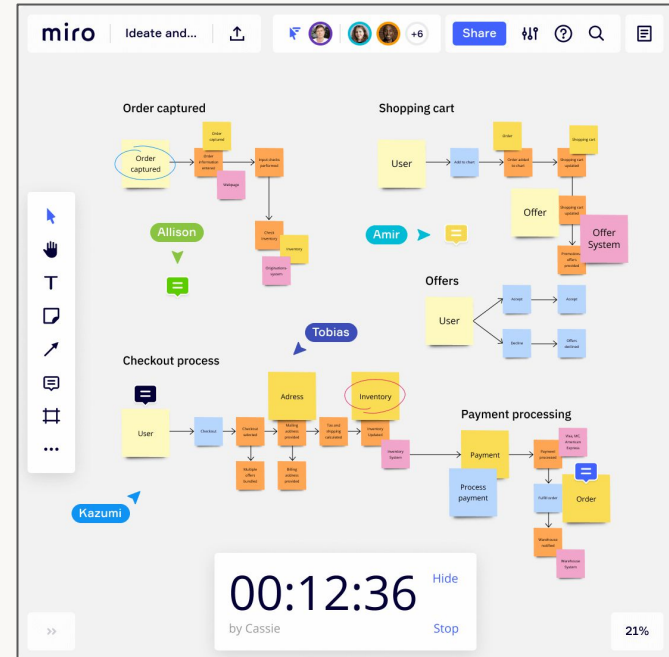


Different problems with different tools



A screenshot of a Zoom meeting interface. The main window shows four video thumbnails of participants. A settings menu is open on the right side, listing various options:

- Whiteboard
Open a Jam
- Record meeting
- Change layout
- Full screen
- Change background
- Captions
English
- Use a phone for audio
- Report a problem
- Report abuse
- Troubleshooting & help
- Settings



All I want for Christmas...are better ways to run inclusive workshops online

 [John Waterworth](#)

22 December 2020



Online tools can make significant assumptions about peoples' skills, knowledge, devices, and environment

dxw.com/2020/12/all-i-want-for-christmas-are-better-ways-to-run-inclusive-workshops-online/



Personal side project

Reflecting on our experience at dxw and adapting our practice

Understand the experience of other designers and researchers and sharing ideas and potential solutions

Researching with people who may be excluded by our tools and practices and trying out potential improvements



Personal side project

Reflecting on our experience at dxw and adapting our practice

Understand the experience of other designers and researchers and sharing ideas and potential solutions

Researching with people who may be excluded by our tools and practices and trying out potential improvements



Thoughts and questions



Activity

45 minutes

Conversation Café

What is and isn't working for us and participants?

What demands might we have for better tools?

Collect thoughts in Miro



Follow these agreements

Suspend judgement as best you can

Respect one another

Seek to understand rather than persuade

Invite and honour diverse opinions

Speak what has personal heart and meaning

Go for honesty and depth without going on and on



Go through the steps

1. Take turns to speak for 1 minute each. Use sticky notes to record points on the Miro board.
2. Take turns to speak again for 1 minute having heard the others points. Use more sticky notes.
3. Discuss the points raised for 20 minutes. Use sticky notes to record 5 or 6 specific thoughts to share with the group.
4. 1 minute each to share your key 'take-aways' from discussion.



Choose a focus

1 or 2 people to focus on:

- Following the agreement and steps
- Recording points on the board
- Clear conclusions for sharing



Thoughts and questions



Break



Activity

20 minutes

Sharing

Take turns to share a thought in 30 seconds

Groups can introduce new thoughts or
“Yes, and ...” existing thoughts

Collect thoughts in Miro



Thoughts and questions



dxw.

Thanks!

dxw.com | [@dxw](https://twitter.com/dxw)