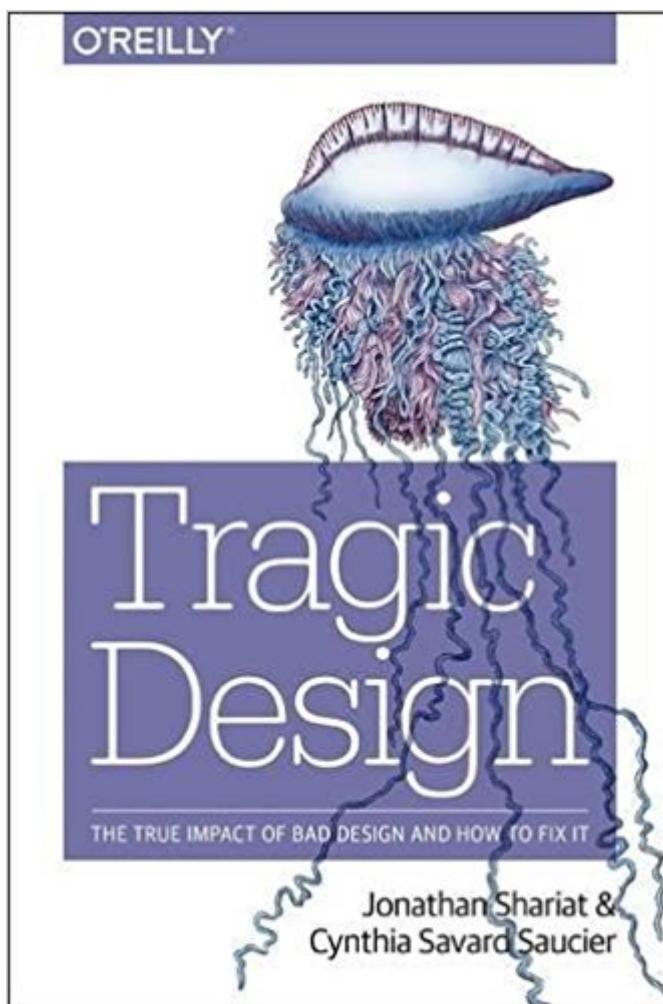


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Tragic Design: The Impact Of Bad Product Design And How To Fix It



Synopsis

Bad design is everywhere, and its cost is much higher than we think. In this thought-provoking book, authors Jonathan Shariat and Cynthia Savard Saucier explain how poorly designed products can anger, sadden, exclude, and even kill people who use them. The designers responsible certainly didn't intend harm, so what can you do to avoid making similar mistakes? Tragic Design examines real case studies that show how certain design choices adversely affected users, and includes in-depth interviews with authorities in the design industry. Pick up this book and learn how you can be an agent of change in the design community and at your company. You'll explore:

- Designs that can kill, including the bad interface that doomed a young cancer patient
- Designs that anger, through impolite technology and dark patterns
- How design can inadvertently cause emotional pain
- Designs that exclude people through lack of accessibility, diversity, and justice
- How to advocate for ethical design when it isn't easy to do so
- Tools and techniques that can help you avoid harmful design decisions
- Inspiring professionals who use design to improve our world

Book Information

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Customer Reviews

Hi everyone! We decided to write this book after Jonathan learned of a story about a young girl dying in a hospital because the nurses caring for her were too distracted with badly designed software. You can read the post on Medium. It hurt him deeply and as he looked around in other places he saw the need for design everywhere, not just to make things look nicer or even

more pleasant to use. We wrote this book to shed a light on bad design and as a call for designers, and those who create products we use every day, to tackle these issues.

Jonathan Shariat has been in design for over 10 years, and is currently the Director of Product for a small start-up in Silicon Valley. He is also co-host of the Design Review Podcast. He's written for publications such as Medium.com, most notably a #1 most recommended article "How bad UX Killed Jenny," a story about a patient who died because the EHR UI distracted the nurses and caused a critical error. He's passionate about shedding light on the negative impact of bad design and an advocate for thoughtful, purposeful design. Cynthia Savard Saucier is passionate about human beings and their means of communication. She has always sought a deeper understanding of how people think, interact, connect. Communication has thus been a key ingredient in her technological endeavours. A Université de Montréal graduate in industrial design, she is now Director of Design at Shopify. On top of her daytime job, Cynthia mentors startups and is regularly invited to speak at events around the world, where her playful approach both startles and charms. In her conferences, she shares her passion and her point of view: user-centered design is a reality, not a utopian methodology.

This is a really interesting look at the unexpected impact of design. It's a great read for anyone working in design for B2B and Enterprise products/services. In the consumer space, bad UX may just mean your business won't grow. In the enterprise space, the consequences of bad UX can tragically affect lives.

I'm not in any kind of design, but I found the stories of bad design to be so interesting. It made me really think about the importance of thoughtfulness and attention to detail when doing anything. As a consumer, I hope that anyone in design of any form would read this book. Better designed healthcare, etc. would change the world, and better consumer experiences would be awesome!

On the Design Review Podcast, and in combination with his previous podcast, Shariat has been interviewing & reviewing thought leaders and designers of the digital world for years. In this new book he brings us some real case studies that show how unfortunate design choices can hurt users and their patients, customers and third party consumers. After reading about the tragic results design choices can have on society, I was somewhat assured by the in-depth interviews with authorities: Why? Because I'm assured that with a watchdog like Jonathan Shariat raising important

values questions about design, I know someone is advocating for positive and real change. We all interact with this stuff, and we need thought leaders with integrity in digital ethics. This book is the pivot point for bringing real change in UIUX design. The authors have made it an easy read, although for some it may mean talking a hard look at their chores values.

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