

Resources for further learning in research and design

This is a list of resources (books, articles, blog posts, videos, podcasts, talks, meetups, communities, tools, courses and more) which we recommend for learning and growing in research and design. It's grouped by topic and tagged with types.

When you're getting books, please consider buying books ethically, borrowing, getting them second hand and supporting smaller, local businesses owned by oppressed people.

Topics

[!\[\]\(c3d993ca47bfe2a953c700506ce31fa0_img.jpg\) Recommended for everyone](#)

[User research](#)

[Design \(all disciplines\)](#)

[Content design](#)

[Interaction design](#)

[Service design](#)

[Technology and the public sector](#)

[Inspiration](#)

★ Recommended for everyone

[Design Justice](#)

by Sasha Constanza-Chock

Type: book, available for free online in HTML

Topic: justice and equity, design, UCD

★ Recommended for everyone

[Good Services](#)

by Lou Downe

Type: book

Topic: service design, UCD

Notes: for a summary of what this book is about, [read this guidance from GDS](#)

★ Recommended for everyone

[Critical UX Recordings](#) - HmntyCntrd

Type: video, audio recording, list of resources, conferences

Topics: justice, design, research, UCD, UX

Notes: find and absorb anything you can from HmntyCntrd,

[Vivianne Castillo](#), [Alba Villamil](#)

★ Recommended for everyone

[Service Thursday: Service design case studies from across government](#)

Type: videos

Topics: design, UCD, research, service design, public sector

Notes: there are lots of interesting case studies and talks here about design and research in the public sector. Watch / listen to a few to get a feel for what it's about

★ Recommended for everyone

[Don't Make Me Think](#)

by Steve Krug

Type: book

Topic: design

[Sprint: How to Solve Big Problems and Test New Ideas in Just Five Days](#)

by Jake Knapp

Type: book

Topic: design, facilitation

[World Wide Waste - impact of digital on the environment](#)

by Gerry McGovern

Type: book

Topic: environmental impact, technology

User research

Here is [a much longer, crowdsourced list of UX Research Resources](#), with books, podcasts and articles etc.

[Researching UX: User Research](#)

by James Lang, Emma Howell

Type: book

Topic: user research, design

[Decolonizing Methodologies](#)

by Linda Tuhiwai Smith

Type: book

Topics: justice and equity, research

[Beyond Sticky Notes](#)

By Kelly Ann McKercher

Type: book

Topics: justice and equity, co-design, user research

[Surveys That Work](#)

A Practical Guide for Designing and Running Better Surveys

By Caroline Jarrett

Type: book

Topic: user research

[User Research: Improve Product and Service Design and Enhance Your UX Research](#)

by Stephanie Marsh

Type: book

Topic: user research

[Just enough research](#)

by Erika Hall

Type: book

Topic: user research

[Interviewing for research](#)

A pocket guide to design research.

by Andrew Travers

Type: book

Topic: user research

[Humble Inquiry: The Gentle Art of Asking Instead of Telling](#)

by Edgar H. Schein

Type: book

Topic: user research

[A Cheatsheet for User Interview and Follow Up Questions](#)

Type: tool

Topic: user research

[The Art of Fieldwork](#)

Harry F. Wolcott

Type: book

Topics: research

[A Web for Everyone: Designing Accessible User Experiences](#)

by Sarah Horton

Type: book

Topic: interaction design, accessibility

Design (all disciplines)

[Articulating Design Decisions: Communicate with Stakeholders, Keep Your Sanity, and Deliver the Best User Experience](#)

by Tom Greever

Type: Book

Topic: design, stakeholder management, storytelling

[Google UX Design course on coursera](#)

Type: online course

Topic: UX, interaction design, user research

[Art of Protest](#)

by De Nichols

Type: book

Topic: protest, design, graphic design

[Mismatch](#)

by Kat Holmes

Type: book

Topic: inclusion, design

[Lean UX: Applying Lean Principles to Improve User Experience](#)

by Jeff Gothelf

Type: book

Topic: UX, lean

[Designs for the Pluriverse](#)

by Arturo Escobar

Type: book

Topic: design, justice and equity

Notes: This book is quite academica and might be hard to read

[The Hidden Privilege in Design](#) (October 23 2018)

Hareem Mannan

Type: article

Topics: justice, design

[Trans-inclusive Design](#). (9 May 2019)

Erin White

Type: article

Topics: justice, design

[Xenodesignerly Ways of Knowing](#) (14 March 2019)

Johanna Schmeer

Type: article

Topics: justice, design

[It's Time to Define What "Good" Means in Our Industry](#)

(14 March 2019)

George Aye

Type: article

Topics: justice, design

[Design Thinking is a Rebrand for White Supremacy](#) (2

March 2020)

Darin Buzon

Type: article

Topics: justice, design

Notes: also read the comments which contain a counterpoint to the ideas and opinions expressed in this article

[A brief history of how racism manifests itself in design and how we can learn from it](#) (4 June 2020)

Amrutha Pal

Type: article

Topics: justice, design

[How to begin designing for diversity](#) (18 September 2019)

By [Project inkblot](#)

Type: article

Topics: justice, design

[Where are the black designers conference](#)

from [watbd](#)

Type: article

Topics: justice, design

[101 Design Methods: A Structured Approach for Driving Innovation in Your Organization](#)

by Vijay Kumar

Type: book

Topics: design, facilitation

[Universal Methods of Design: 100 Ways to Research Complex Problems, Develop Innovative Ideas, and Design Effective Solutions](#)

Type: book

Topics: design, UX

[Introduction to Human-Centered Design](#) –

with IDEO.org

Type: online course

Topics: UCD

Notes: free 9-week remote course

[Google UX Design course on coursera](#)

Type: online course

Topic: UX, interaction design, user research

[Org design for Design orgs](#)

by Peter Merholz

Type: book

Topic: design, UX, organisational design

[Serious Creativity: How to be creative under pressure and turn ideas into action](#)

by Edward de Bono

Type: book
Topic: design

[Ends.](#)

by Joe MacLeod

Type: book
Topic: design

Content design

[Introduction to Content Design](#)

by GDS on Future Learn

Type: online course
Topics: content design
Notes: free 4-week remote course

[Content design](#)

by Sarah Winters

Type: book
Topic: content design

Interaction design

[Inclusive Design Patterns](#)

By Heydon Pickering

Type: book
Topic: design, accessibility, code

[How Artifacts Afford](#)

The Power and Politics of Everyday Things

By Jenny L. Davis

Type: book

Topic: interaction design

[The Design of Everyday Things](#)

by Donald A. Norman

Type: book

Topic: interaction design, UX

Notes: this author [is problematic](#). We recommend you read “How artefacts afford” instead

[Design systems](#)

by Alla Kholmatova

Type: book

Topic: design, design systems, interaction design, patterns

[Form design patterns](#)

by Adam Sliver

Type: book

Topic: design, interaction design, patterns

[Brand Thinking](#)

by Debbie Millman

Type: book

Topic: design

[Web Typography](#)

by Richard Rutter

Type: book

Topic: design, graphic design, typography

Service design

[Dark Matter and Trojan Horses: A Strategic Design Vocabulary](#)

by Dan Hill

Type: book

Topics: service design

[This is Service Design Doing](#)

Type: book

Topics: service design

[This is Service Design Thinking](#)

Type: book

Topics: service design

[Service Design: From Insight to Implementation](#)

by Andy Polaine, Ben Reason & Lavrans Løvlie

Type: book

Topics: service design

[Gamestorming](#)

by Dave Gray, Sunni Brown, James Macanufo

Type: book

Topics: service design, research, UX, facilitation

[Public and collaborative: exploring the intersection of design, social innovation and public policy.](#)

by DESIS Network

Type: book, online pdf publication

Topic: service design, research

[Leading Service Design](#)

by Kate Tarling, Ben Holliday

Type: medium publication

Topics: design, service design

[Practical Service Design](#)

Type: medium publication

Topics: service design

[Service Design Magazine](#)

Type: medium publication

Topics: service design

[Getting connected to Service Design](#)

by Mike Press

Type: blog post

Topics: service design

[Become a service designer in government: step by step](#)

by Sūryanāga Poyzer

Type: blog post

Topics: service design

[Thinking in Systems](#)

by Donella Meadows

Type: book

Topic: design, systems

[Working across organisational boundaries with service communities](#)

by [GDS](#)

Type: guidance

Topics: service design

[Why you should set up a service community](#)

by Kuba Bartwicki

Type: blog post

Topics: service design

[Why user researchers and service designers should be best friends](#)

by Kate Ivey-Williams, Ned Thistlethwaite

Type: blog post

Topics: service design, user research

[Service Lab London Meetup](#) - "A place for service designers and people interested in service design to learn something new and talk to others. We welcome battle-scarred practitioners, newbies and the service design curious."

Type: meetup

Topics: service design

[Gov Design Meetup](#) — “Connecting designers working in, for or with government. Exchanging knowledge, sharing experiences and supporting each other.”

Type: meetup

Topics: service design

[Untools – tools for better thinking'](#)

Type: newsletter

Topics: service design, design, UX, UCD

[From Front-End to Full Service](#)

Kate Ivey-Williams

Type: video

Topic: service design

[Scaling service design and the challenge of problem-caring](#)

Sūryanāga Poyzer

Type: video

Topic: service design

[What it means for service design to grow up](#)

Louise Downe

Episode #36 of [Service Design Show](#)

Type: video

Topic: service design

[Scaling Service Design in government](#)

Louise Downe at [Service Design Network](#)

Type: video

Topic: service design

[Designing Public Services](#)

Louise Downe at [Service Experience Camp](#)

Type: video

Topic: service design

[Practical Service Design community resources and Slack team](#)

Type: community

Topic: service design

[Service design toolkit](#)

Type: toolkit

Topic: service design

[Smapply tools](#)

Type: toolkit

Topic: service design

General Assembly - [A Beginner's Guide to Service Design](#)

Type: toolkit

Topic: service design

[NYC Civic Service Design - tools and tactics](#)

Type: toolkit

Topic: service design

[Service Design in the B.C. \(British Columbia, Canada\) Public Service - The Service Design Playbook](#)

Type: toolkit

Topic: service design

[Nesta - Designing for Public Services: a practical guide](#)

Type: toolkit

Topic: service design

[Episode 3: Practical service design with Megan Miller and Erik Flowers](#)
from [Service Design Podcast](#)

Type: podcast

Topic: service design

Technology and the public sector

[A Civic Technologist's Practice Guide](#)

by Cyd Harrell

Type: book

Topics: public sector, technology, service design

[Leading Public Design](#)

by Christian Bason

Type: book

Topics: governance, UCD

[The Imperial Code, Or, What if I Told You It's the Colonial Matrix of Power?](#) (July 26 2016)

Matthew Kiem

Type: article

Topics: justice, technology

[Designing good government services: an introduction](#)

by [GDS](#)

Type: guidance

Topics: service design

[Technically wrong: Sexist apps, biased algorithms, and other threats of toxic tech](#)

by Sara Wachter-Boettcher

Type: book

Topic: tech, justice, equity

Inspiration

[99% invisible podcast](#)

about architecture, the design of the city

Type: podcast

Topics: design, other things

Type:

Topics:

Notes: