

Day 21/30: ✓

Book: ✓ Weinschenk, S. (2011) 100 Things Every Designer Needs to Know About People.
Chapter 64 – 67

Article: ✗

What I learnt: Taking part in synchronous activities, such as moving together in rhythm, increases cooperative behaviors among group members. Even without positive feelings towards the group or activity, synchronous actions can promote a sense of belonging, strengthening social ties among participants.

Synchronous activities, especially those incorporating live video or audio connections, can boost user engagement. Features such as chats, reactions, and polls uphold participant engagement throughout activities. User-friendly interface design ensures participation free from technical obstacles.

When creating a product, consider the interactions a user will have with it. Do these interactions adhere to the principles of interpersonal communication? Consider these parallels:

- Implement chat bots or voice assistants that mimic human conversation, providing a friendly and natural user interaction.
- Offer help and guidance through user-friendly help sections, tooltips, and customer support, like offering help in a human interaction.

Individuals exhibit varying levels of dishonesty, contingent upon the medium of communication utilized. Numerous communication methods are available, such as:

- Writing with paper and pen
- Sending emails
- Engaging in face-to-face meetings
- Utilizing telephone calls
- Employing instant messaging

People lie most on the phone, and least with pen and paper. A phone conversation is immediate but provides physical distance, which might make it easier for some people to be dishonest. Take note that designing surveys via email may provide a level of anonymity that might make respondents more honest but also potentially more negative or critical in their responses.