

The HCI Professional as Consultant

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SUMMARY

User interface designers and usability specialists (HCI Specialists) most often play the role of consultant to software development organizations and management even if they are full-time employees of an organization or company. Because we are most often in the role of consultant influencing the organizations but not in direct ownership of the deliverables, we face special challenges in having our recommendations heard, our designs implemented, and our advice sought.

This workshop will provide an opportunity for HCI specialists to explore their roles, share their challenges, and to look to each other for successful solutions. The activities of the workshop will result in a list of the most pervasive issues found as a HCI Specialist and techniques to assist in resolving these issues.

The goal of this workshop is to provide a forum for the HCI Specialists to educate each other on techniques for success. The workshop will include a period for each participant to tell of challenge and success stories, and a period where each participant will bring one or two current challenges they face. The activities of the workshop will result in a list of the most pervasive issues found as a HCI Specialist and techniques to assist in resolving these issues.

Many HCI specialists are facing many of the same or similar issues when working in industry as consultants. Yet, there is rarely a chance or opportunity for HCI Specialists to share their experiences and techniques to resolve some very frustrating problems in this fast-paced environment. Such issues include: finding effective ways to gain influence, techniques that help illustrate the value of HCI to management and staff, and various other effective approaches to consulting problems.

This workshop provides HCI Specialists a unique opportunity to bring their knowledge and experience as consultants together to form a Common Ground. By forming this common ground, we expect to empower each other with techniques and solutions to issues we all face.

INFORMATION AND QUESTIONS

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