**Some Suggestions when dealing with St. John of God’s clients**

1. Go into this process with an open mind and you’ll love it
2. People are different, so there is no one approach to deal with people, treat everyone as an individual
3. Be welcoming and positive, and take the initiative to introduce yourself and start a bit of small talk, and get them involved in the design.
4. Don’t overburden non-technical people with a bunch of jargon, you might know what “transaction”, “compile” or “client-server” means, but the rest of the world might not
5. Be consistent in your use to terminology, if you are talking about your phone and sometimes you call it “phone”, and others the “screen”, the “display”, it gets a bit confusing, keep it consistent.
6. Some clients might prefer images to words, so make sure you bring a pen and paper to draw things
7. Read a little bit about accessibility
8. When you are explaining things, give a few examples
9. Some clients are very agreeable, they will say “yes” to anything, so make sure they understand what you are saying; speak slowly, repeat what you have said in a few different ways, and don’t move on until you are happy they understand
10. Ask them which applications they are already familiar with, and consider making your system match what they know already, even if you think there is a better way to do things, present them with both options (i.e. the “better way” and the way that is similar to what they already do).
11. Guide them in the design process, don’t just ask them to design something, give them some options, and suggestions, use post-in notes to help

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1. When creating prototypes you can create them with a pen and paper or with software (Photoshop, Google pencil, etc.), different people may prefer different looks
2. When displaying digital prototypes you can print them out, display them on a laptop, display them on a phone, or display them on a projector, be flexible in your approach
3. Make it clear to the clients that your prototypes are conversation-starters, to encourage a creative process of co-designing your system, don’t allow them to simply agree with everything you are suggesting
4. Remember:

