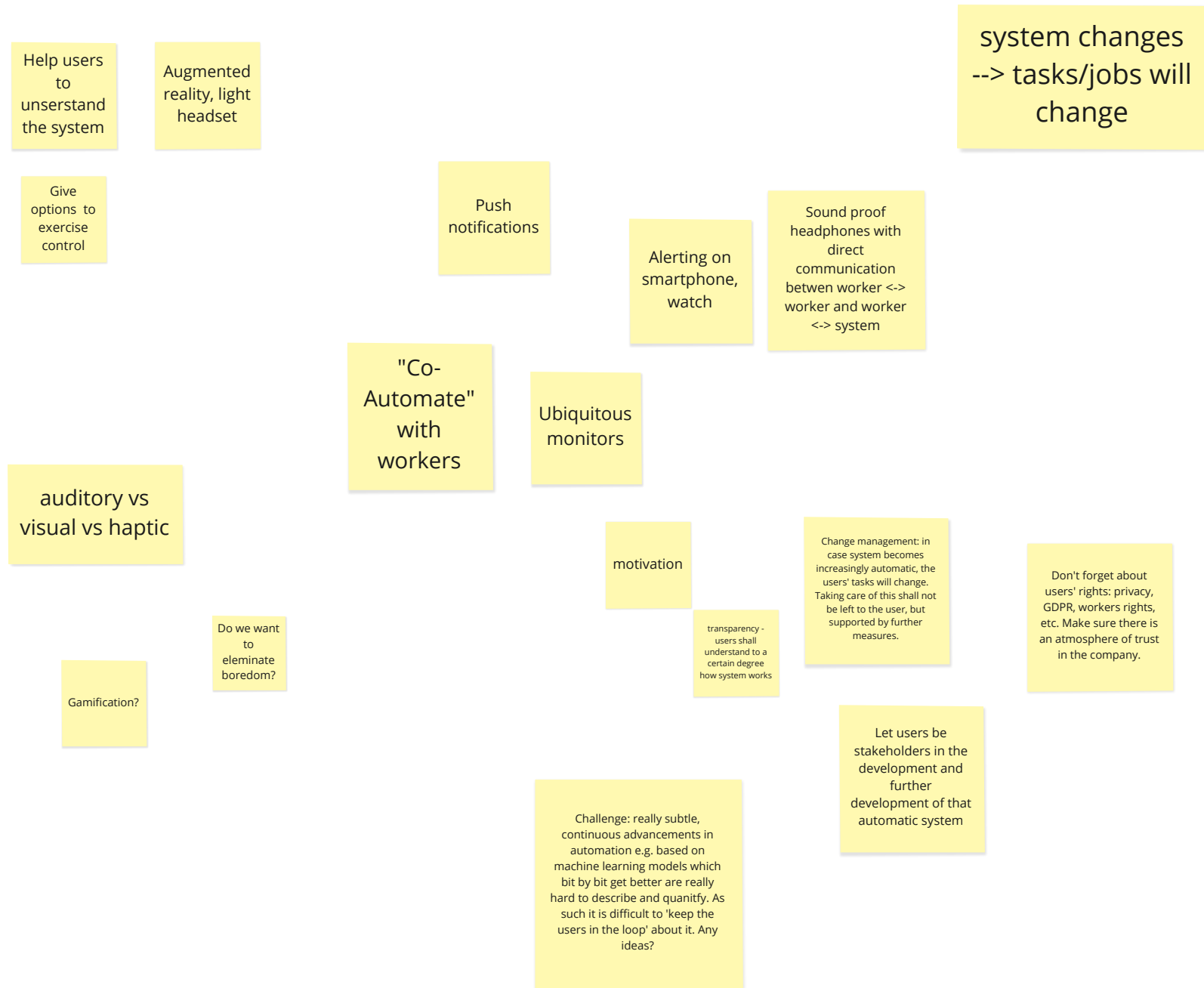
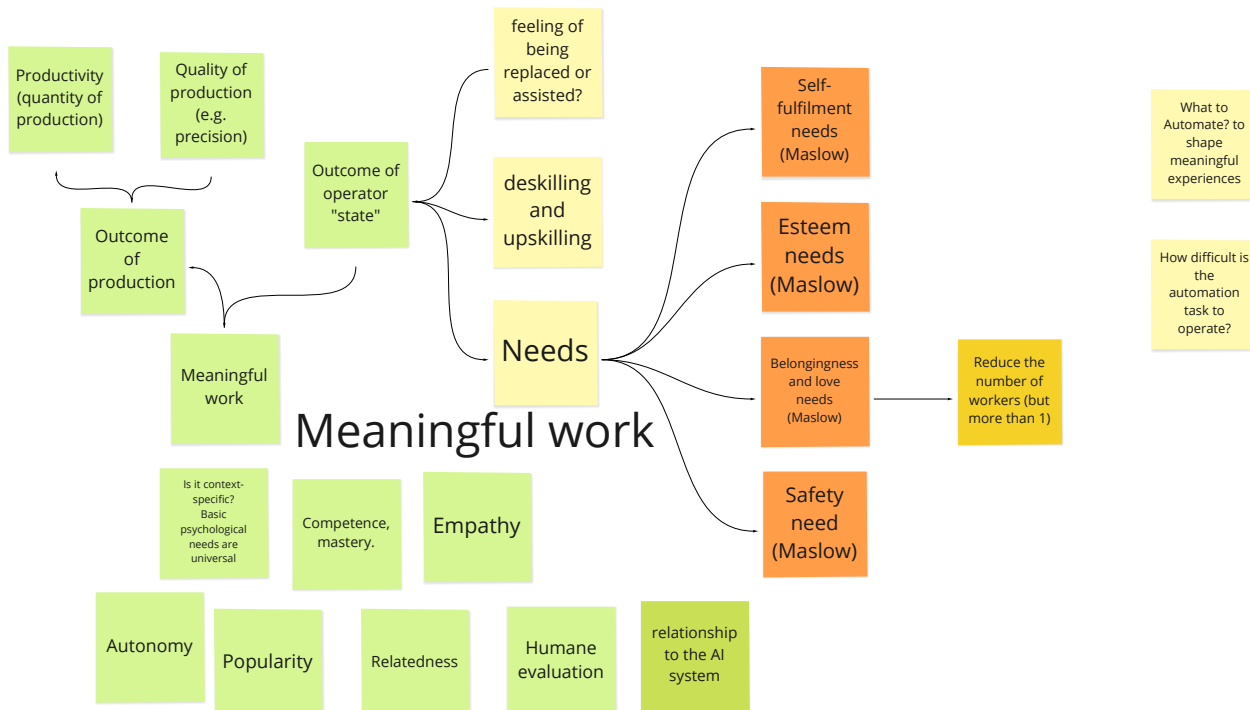


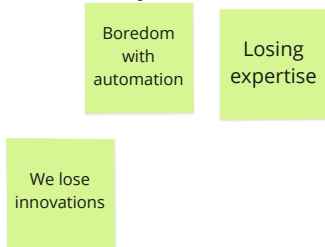
# How can we keep workers in the loop with ongoing automation? What social and other non-technical means are necessary in automated environments?



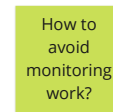
# Bring to the 2020's: How interactive tech affects emotions and wellbeing at work; design for emotion and wellbeing



vs. the experiential cost



vs. productivity



# How can we help workers understand how their use of office software can be mined by ML systems and used to automatically produce and share knowledge?

## Interruptions vs. seamless systems

How can we help people so that they understand what the outcome of their action is going to be

## Psychological aspects

e.g. getting approval from work, how would people act if they know they are being watched

## Monitored surveillance effect - alter their behaviour

Psychological safety - need to feel safe - who can see this, what can they see, feeling comfortable with what is visible

Being monitored by the system but also by the audiences who can then see that

## Folk theories

Work hierarchy in different countries / cultures

People don't like being tracked but also want to contribute - giving as an action

## Apple IRS feature - per app basis

I am willing for linkedin to be looked at but not email, or I am willing to have everything in this folder to be learned from

## Organisations might play a role in configuring systems

More or less transparent

A reflection of working culture

## Allowing people to walk back - undo

If something happens that isn't intended - how do you undo

Tensions between stuff being up to date and undo

## Beautiful seams

Seamless and seamful

How much of the system would be exposed to the user

Not to get in the way but also

## How people use spreadsheets - gender effects

In terms of exploring new functionality

e.g. demographic differences in terms of storing content in the cloud

## Consent - informed consent ML, power balance

How can we help people understand the system - what is a simple story but one that is also sufficiently detailed - not an oversimplification but not too complicated

- What is was being learnt
- What was it based on
- What happens to it next
- How ephemeral is the data - ownership? e.g. does it stay with the company after I leave? Data ownership?
- Who owns the data - is it my personal data, or is it my company's data?
- How do people feel about knowledge - is it theirs? Or is it their company's?
- How does this relate to different types of knowledge, e.g. deliverables I have produced, networks I have created, etc.

Seams vs. seamlessness

Allowing users to set their own preferences for what they want to allow the system to see/track.

Allowing users who may choose to be known by default to share their work when and if they choose to do so

Being up to date vs. allowing undo

Allow Undo

Ephemerality and ownership of knowledge

Avoiding oversimplification but giving enough detail

System affecting behavior

Feeling tracked

User consent

How to create a simple story to tell people

Undo/walk back vs system latency

Seamlessness vs necessary seams

Ownership of different kinds of knowledge

# How to get people not to use workarounds? Would giving them more control help?

