

The Toolkit **Pre-Discover Stage** engages with touch awareness and sensitisation, getting you to:

- Think through 'touch' in new ways.
- Reflect on what touch might mean and feel like in different contexts (for you and others).
- Focus on types of touch, bodily sensations and social and cultural boundaries.
- Observe and reflect on your design process.
- Begin to think about possible contexts for your research.



F

Pre-Discover

How does touch convey emotion?
What else has to happen for this to work?



F

Pre-Discover

How/ have any recent events changed touch?



F

Pre-Discover

What kinds of touch are private?
What kinds of touch are public?



F

Pre-Discover

When is touch too long (or too short)?



F

Pre-Discover

When does it matter who touches?



F

Pre-Discover

How does it feel to be touched?



F

Pre-Discover

Who finds it difficult to touch? Who doesn't?



F

Pre-Discover

What kinds of touch are encouraged, by whom?



F

Pre-Discover

What kinds of touch are problematic? And why?



F

Pre-Discover

Who touches as part of their work? Can you give examples of 'expert' touches?



F

Pre-Discover

What kinds of touch do you have to learn?



F

Pre-Discover

How might different age groups experience touch differently?

A

Pre-Discover

Act out and explore how some of these kinds of touch differ: Touch for safety - compliant touch - supportive touch - guiding touch - affective touch - funny touch - healthy touch - painful touch - unwelcome touch.

Suggested time: 15 minutes

A

Pre-Discover

Explore 10 types of touch 'sensation'. Keep these to hand when you are exploring your design.

Suggested time: 5 minutes

A

Pre-Discover

Go and touch someone: How could you do it differently? What's 'good' or 'bad' touch in this context?

Suggested time: 10 minutes

A

Pre-Discover

You have 5 minutes to find 3 unusual textures. Explore what they feel like - where else might you find these kinds of textures? Try this activity in your home or when you are out and about.

Suggested time: 10 minutes

A

Pre-Discover

What is your oldest touch memory? Re-enact and describe the sensations in as much detail as possible.

Suggested time: 5-10 minutes

A

Pre-Discover

In pairs: **Person 1:** Should be blindfolded, roll up their sleeves and lay their forearm out, inner arm and palm facing upwards (resting on a table / flat surface).

Person 2: Find 2-3 small / medium sized objects (e.g. a banana, coin). Rest the object first on Person 1's forearm - can they tell what it is? Now try resting it on their finger tips - does this change their response? Swap roles. Reflect on any differences.

Suggested time: 10 minutes

A

Pre-Discover

Explore some of the ways in which touch can be gendered. Is touch ever gender-neutral?

Suggested time: 15 minutes

A

Pre-Discover

Act out your response to when...
...someone is too close.
...you have wanted to be touched. (missing touch).

Suggested time: 10 minutes



A

Pre-Discover

Explore and enact how touch can be inclusive or exclusive for specific social groups.

Suggested time: 10-15 minutes

A

Pre-Discover

Imagining touch physicality: Explore a specific environment, e.g. the beach. What might you feel (wind, sand...)? Now pick another context - what can be felt / touched?

Suggested time: 10 minutes

A

Pre-Discover

Act out a story in which touch is used to communicate... In this story:

What do you communicate through touch? Who or what can communicate with you through touch?

Suggested time: 10 minutes

A

Pre-Discover

Explore the 'mouth-feel' of a favourite food.

Suggested time: 10 minutes

A

Pre-Discover

Explore and enact some of the ways that touch can be cultural. Can touch ever be universal and culturally-neutral?

Suggested time: 10 minutes

W

Pre-Discover

Feel it!

W

Pre-Discover

Imitate an animal's touch! How do you sense
and touch differently?

W

Pre-Discover

Shake someone's hand - what do you notice?

W

Pre-Discover

Exaggerate a touch.

W

Pre-Discover

Touch together.

W

Pre-Discover

Compare touches.

W

Pre-Discover

Touch at home. Touch in public. (If it's a person, only with their permission).

W

Pre-Discover

Touch an object - does it feel the same to you as to the person next to you?

W

Pre-Discover

Touch meaningfully.

W

Pre-Discover

Explore different touch preferences and boundaries

W

Pre-Discover

Touch out of context.

W

Pre-Discover

Does it feel how you expect it to?

W

Pre-Discover

Touch a thing. What do you notice and feel?

W

Pre-Discover

Touch a human (with their permission!).

W

Pre-Discover

Touch casually.

The Toolkit **Discover Stage** engages you with the context and user(s) for your design and explores how to embed touch awareness and opportunities for touch in this process. It helps you to:

- Develop an initial idea, a problem, challenge or inspiration.
- Unpack it through existing experience(s): how is touch involved in your chosen experience and context?
- Use different exploratory design activities: map stakeholders, do contextual user research, secondary research...
- Generate a narrative around an experience: who, what, where, when, why and how?
- Empathise with your users and open up possibilities through exploration.



F

Discover

What would the current experience be like
without touch?



F

Discover

What does touch add to the current experience?



F

Discover

What kinds of touch are currently involved?



F

Discover

Are there any touches here that you haven't considered?



F

Discover

How does touch constrain or enhance the experience?



F

Discover

How intuitive is touch in this context?



F

Discover

Who or what is communicating through the tactile?



F

Discover

How does the current experience feel 'tactile'?



F

Discover

What do you know about the role of touch in this context, what are you assuming?



F

Discover

Who or what else could be part of this experience?



F

Discover

Are there any non-human touches?



F

Discover

What are the user's feelings?



F

Discover

Where are opportunities for touch or being touched?



F

Discover

Do you have a favourite object that you touched
as a child?



F

Discover

Are there any hidden or secret touches?



F

Discover

How/ have any recent events changed touch?

A

Discover

Make a map of your target users' feelings through touch to enable you to empathise with their experience.

Suggested time: 15 minutes

A

Discover

List and describe as many different tactile sensations and qualities as you can in this context.

Suggested time: 10 minutes

A

Discover

Observe your user, ignoring in turns their chest and head.

Suggested time: 10 minutes

A

Discover

Document what materials are touched. How is/
could the feel of the materials be described?

Suggested time: 10 minutes

A

Discover

Document what parts of the body/ies are touched, and how often.

Suggested time: 10 minutes

A

Discover

Try acting out key moments blind-folded / with ear plugs - what do you notice about touch? Note how touch changes throughout, if at all.

Suggested time: 10 minutes

A

Discover

Ask your user to take you on a sensory tour, making explicit how things in their environment feel, taste, move, sound, look...

Suggested time: 10 minutes

A

Discover

Document a first person perspective of the experience. Now try it from the third person. What can you feel differently?

Suggested time: 10-20 minutes

A

Discover

Narrate and audio record the touch experience (think out loud): Try this from different participants' perspectives.

Suggested time: 10-30 minutes

A

Discover

Map touch. Trace it. Act it out. Draw it. Film it.
Record its sound. Tweet it.

Suggested time: 10-20 minutes

W

Discover

What if you removed vision or sound from the touch?

W

Discover

Heighten one of the senses, what happens?

W

Discover

Add a human touch.

W

Discover

Take away a human touch within the current experience.

W

Discover

Make gaps.

W

Discover

View the experience from another perspective.

W

Discover

Tell the user's story without sound.

W

Discover

Add or remove repetitions.

W

Discover

Fill gaps.

W

Discover

Change the weather.

W

Discover

Make it shared / Make it solitary.

W

Discover

Add a different type of communication.

W

Discover

Provoke through constraining the sensory
experience.

W

Discover

Amplify emotions.

W

Discover

Disgusting touch.

W

Discover

Touch without emotion.

W

Discover

Add a (non-) human touch.

The Toolkit **Define Stage** guides you to filter, synthesise and clarify your ideas:

- What is most relevant to your chosen user experience focus, and how does touch feature in this?
- Look for themes, patterns and insights from the Discovery phase.
- Brainstorm opportunities for innovation. Exclude some users and focus in on your key target user group.
- Tell a story... or possible stories.
- Formulate your Vision Statement, consider key constraints (budget, brand alignment, resources, ethics...) and decide on a direction for your design.



F

Define

What do you know now that you didn't know at the beginning?



F

Define

How might touch be used differently?



F

Define

How might we use touch to enhance the experience of the user?



F

Define

What's central to how things feel?



F

Define

How might we amplify - remove - redefine
(the experience of) touch?



F

Define

How might we shift the focus away from sound
or vision?



F

Define

How might we use the sensation of touch to communicate, alert, soothe, prevent, entertain, acknowledge...?



F

Define

What kinds of touch are secondary - could you bring them to the fore?



F

Define

How might touch be something that takes account of diversity?



F

Define

How might touch relate to other senses?



F

Define

How might users become touch experts or develop new touch skills?



F

Define

How might we reframe people's experience
of touch?



F

Define

How might this work for younger and older users?



F

Define

What features of other specialist tactile communication systems (e.g. Tactile Morse code, Braille) might be useful for your design?



F

Define

How does your design create a boundary
between public and private touch?



F

Define

How might your design use touch to help the user gain knowledge?

A

Define

Unpack the experience: What's central?
What sensations are involved? What's missing?
Where is the touch? Who or what could touch
differently?

Suggested time: 20-30 minutes

A

Define

Enact and explore an affective dimension to your touch: Affection / Greeting / Inclusion / Playful affection / Playful aggression / Symbolic

Suggested time: 20-30 minutes

A

Define

What is the tactile A-Z of your design? Choose the five touches that matter the most.

Suggested time: 20-30 minutes

A

Define

What touches are missing from this context?

Suggested time: 20-30 minutes

A

Define

Enact and explore the body: Where does touch happen? What other parts of the body could touch involve? What is the reaction to touch? Whose bodies? How does it feel? How else could it feel on the body?

Suggested time: 20-30 minutes

A

Define

Quick fire questions about touch - What?
What is touch? What is touched? What touches?

Suggested time: 3 minutes

A

Define

Quick fire questions about touch - Who?
Who touches? Who is touched?

Suggested time: 3 minutes

A

Define

Quick fire questions about touch - Where?
Where is touch? *Where* in the environment?
Where on the body?

Suggested time: 3 minutes

A

Define

Quick fire questions about touch - When?
When does touch happen? What's the duration
of the touch? Is there a pattern or rhythm to it?

Suggested time: 3 minutes

A

Define

Quick fire questions about touch - How?
How are things / people touched? *How* does touch happen? *How* intrusive is it? *How* does the environment feel?

Suggested time: 3 minutes

A

Define

Quick fire questions about touch - *Why?*
Why is there touch? *What* are its functions?

Suggested time: 3 minutes

W

Define

Specify the touch.

W

Define

Edit your materials.

W

Define

Act it out.

W

Define

Name the problem.

W

Define

Mock it up.

W

Define

Digitally augment a cat's touch.

The Toolkit **Develop Stage** supports experimentation and iteration. It helps you to:

- Develop potential design solutions.
- Test and explore them with users through experience prototyping.
- Layer touch into your process: what could the experience be and what could it feel like? What kinds of sensations could be involved, where on the body? What kinds of touch experiences does your solution deliver?
- Collaborate with users in working through your experience narrative.



F

Develop

How is touch received?



F

Develop

What is the function of touch in your design?



F

Develop

How does your concept enable or restrict
mobility or movement?



F

Develop

How is touch used to separate or connect in your design?



F

Develop

How could a user access touch feedback from the design experience? What could it feel like?



F

Develop

Does the design work offline?



F

Develop

Is touch...heightened? supplemented?
extended? reconfigured?



F

Develop

How adaptable is your touch experience?



F

Develop

What new kinds of touch are you
designing?



F

Develop

How is your design delivering touch?



F

Develop

How intrusive is touch?



F

Develop

How welcome will the touch experience you design be?



F

Develop

How do users know what touch means?



F

Develop

How might this work beyond language?



F

Develop

Is your touch gender-neutral?



F

Develop

How is the way you touch your design different from touching a phone?



F

Develop

Is touch individual or shared?



F

Develop

Can you ignore touch? What responses do you expect?



F

Develop

Where has the touch gone?



F

Develop

How would you describe the touch experience
you are creating for your user?



F

Develop

Do you need multiple senses?



F

Develop

Are you designing an existing touch experience
or a new one?



F

Develop

What materials are you using?



F

Develop

Can your design do it without an app?



F

Develop

Does your design use or disrupt any existing social rules of touch?



F

Develop

Why might a user of your design not want touch?



F

Develop

What do the touch points in your design assume about the relationship its users have with touch?



F

Develop

How does your design touch the body of the user? What kind of user-body does that suggest or imagine?



F

Develop

What kind of touch does your user want?



F

Develop

Does your design of touch go beyond it being an alert?



F

Develop

What kinds of touch are illegal and what kinds of touch are unethical?

A

Develop

Explore who is in control:
Does your design filter/ block touch? Should it?
How...? Can you switch it on and off? Who's
controlling? Can touch be amplified /
manipulated / modified / redirected...? What
difference does it make?

Suggested time: 5-15 minutes

A

Develop

Explore distance:

What kinds of distances are at play?

Geographical or perceived...? Stretch it. Add or remove in-between. Enable or restrict distance.

Suggested time: 10-20 minutes

A

Develop

Sustainability:

How social is your design? What resources are you drawing on? Who else is affected by your design?

Suggested time: 5 minutes

A

Develop

Explore touch functions:

Is touch used to 'activate'? Does touch provide 'feedback'? Do you use touch to 'sense' things? What do you sense? What other roles could touch play?

Suggested time: 5 minutes

A

Develop

Explore touch and time:

Is touch synchronous or asynchronous? Is touch fleeting, quick, slow? Does your design work across time zones? Does your design fit into the rhythm of people's lives? Is there a touch memory?

Suggested time: 15 minutes

A

Develop

Quick fire round:
Propose 8 solutions.

Suggested time: 2 minutes

A

Develop

List all the things that your design can touch in this context.

A

Develop

Bodystorm*:

Imagine 4 new sensory experiences for your context.

* [wikipedia.org/wiki/Bodystorming](https://www.wikipedia.org/wiki/Bodystorming)

Suggested time: 10-15 minutes

A

Develop

Find some materials you wouldn't usually work with. How would each change your design?

Suggested time: 20 minutes

A

Develop

Map how touch has appeared or disappeared in your process.

Suggested time: 5 minutes

A

Develop

Explore and enact sharing touch:

Is the touch replicable? What histories or memories or traces might the touch in your design carry? Are any touches recorded in the communication process (and how will you safeguard this, if so)?

Suggested time: 15 minutes

A

Develop

Mediating touch:

Does the technology emphasise or strip or foreground or decentre touch? Is touch direct or indirect? How does touch enable or constrain?

Suggested time: 15 minutes

A

Develop

Explore ethics:

What kind of touch does your design foster or encourage? What's untouchable? Can you produce ethical signposts for your design? What are the considerations for users' privacy?

Suggested time: 20-30 minutes

A

Develop

Enact and explore what categories of touch (e.g. every-day-expert, human-nonhuman) your design promotes?

Suggested time: 5 minutes

A

Develop

Enact and explore different types of gaze that might accompany the touch experience you have designed? Which one works best? Why?

Suggested time: 10-15 minutes

A

Develop

List touches starting with A D S T. Enact them.
How would adding 2 of these to your design
change the user experience?

Suggested time: 5 minutes

W

Develop

How 'visible' is touch? - Hide it!

W

Develop

Think about touch in a world without phones or touch screens.

W

Develop

Enchant an object with touch.

W

Develop

What if you reversed the touch?

W

Develop

Make it loose?

W

Develop

Lose the vibration?

W

Develop

Got a button? - Take it away!

W

Develop

Make it last? Shorten it?

W

Develop

Make it soft?

W

Develop

Change its texture.

W

Develop

Make touch central.

W

Develop

Make it tight?

W

Develop

Make it small?

W

Develop

Increase the touch possibilities and constraints of your design.

W

Develop

Marginalise touch.

W

Develop

Add or remove a tickle.

W

Develop

Make touch indispensable.

W

Develop

Amplify touch.

W

Develop

Make it big?

W

Develop

Make time for touch.

W

Develop

Try a different material.

W

Develop

Go beyond touch conventions.

W

Develop

Extend touch beyond the arm and hand.

W

Develop

Communicate a feeling through touch.

W

Develop

What if it vibrated?

W

Develop

Could the non-human feel?

W

Develop

Does the 'machine' touch?

W

Develop

Erase the touch.

W

Develop

What touch is precious?

W

Develop

What laws and rules around touch might your design provoke?

The Toolkit **Deliver Stage** supports you to represent, produce, and communicate your touch design:

- Move towards a higher-fidelity design (production or investor ready).
- How might you use touch to brand or market your design?
- How does touch feature in the ways in which different stakeholders or users might encounter, 'handle' and experience your product or service?
- How might you guide users through the experience - quite literally, what are the 'touch points', and how will you help users navigate them?



F

Deliver

What expertise do you need to make this real?



F

Deliver

Where will you source your materials for
production?



F

Deliver

How might touch change your materials
(longevity, durability, safety standards)?



F

Deliver

Who will touch your device during the making,
packaging and retail process?



F

Deliver

What are your target consumers' wider interests?



F

Deliver

How will consumers buy your product?



F

Deliver

What could your device send data to,
or receive data from?



F

Deliver

Could your design work without an app?



F

Deliver

Does your user need to register for a service?
How will they do this? How /where could your
users manage their accounts?



F

Deliver

Does your design work with other smart devices? What devices do your users already own?



F

Deliver

Do you need servers for touch data?

There will be different types of data. Personal user data - ID etc. and touch data. Is touch data considered personal?



F

Deliver

Do users pay a subscription? What is the benefit to them? Is it long term?

A

Deliver

Hack a current advert or device for your design.

Suggested time: 30 minutes

A

Deliver

Share your touch specification with a colleague.
Do they understand it?

Suggested time: 10 minutes

A

Deliver

Explain and act out your design to someone from another generation. What feedback do you get?

Suggested time: 20-30 minutes

A

Deliver

Imagine and act out what will happen to your design in five, ten and twenty years.

Suggested time: 20-30 minutes

A

Deliver

Role play that you are the manufacturer -
what questions might you have?

Suggested time: 10 minutes

W

Deliver

Sell with a touch.



W

Deliver

Link your device with something unexpected.



W

Deliver

Connect it to everything! Connect it to nothing.



W

Deliver

Access your touch data.

W

Deliver

Who will own the touch data?



W

Deliver

What's the bigger picture?

W

Deliver

Put it in an unfamiliar shop.

W

Deliver

Can the touch change during the design experience?