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could we seize the opportunity that AI solutions provide for actually bridging marrying the concept of productivity and well being is there a possibility for us to be productive but feel well at the same time this curiosity led me to work on a framework and this is not a framework that we're using in Microsoft is based on a lot of the internal discussions we have and I'm aiming to use it in my future work the framework has six dimensions and I have very intentionally kept the framework very simple because over the years I've learned that the more complex tools and frameworks and methods you develop the harder it is for product teams to digest and implement them time is limited and scope and focus is always limited and along the same note I have chosen to not create any grading or rating systems for the dimensions because it's very difficult to do so in an objective way most importantly is that product teams across the disciplines discuss these dimensions and really think through them that we have deep reflections and the framework doesn't offer solutions it just calls out what we need to think through because there's no solution that fits all in this world it's super contextual and is very complex this framework is meant for designers working in interdisciplinary teams product teams but it's also very useful when you're creating user research because it gives pointers to things kind of things you should probe for and look for when you're having conversations with potential future users of your technology and the framework looks at everything from the viewpoint of the user as a user when I engage with AI technology I want to feel in control as we talked about these systems will get it wrong and we need to have a human in the loop

that can catch and control potential errors  
I need to be able to trust  
that the system won't do anything  
without my awareness and authorization  
and that I have the information  
I need to make good decisions  
it's great that the technology can help and guide me  
but it can't take over  
I still need to feel a certain amount of autonomy  
and it's easy to talk about this in terms of  
of extreme cases medical cases  
self driving cars we all heard about them  
but think about something as simple as emails  
it's great to have an AI  
system that can clean up your inbox  
and maybe even answer some easy to answer emails  
but if the system starts replying to emails  
in a way that doesn't resonate with you  
and doesn't reflect good back at you  
that would be devastating  
no matter what type of job you have  
so even for something as simple as that  
we need to know that we're in control  
as a user I need to feel safe  
I need to be able to know how my data is stored handled  
secured and shared  
I need to know that my privacy is respected  
and that is clear what I have consented to  
sometimes that can be very  
very difficult to read all these terms and conditions  
which are just page after page after page  
and that I understand and know how  
I can easily opt in and out of  
whatever I have consented to  
and that I understand the risks  
and shortcomings of the technology  
and know how to mitigate those  
so that's the reason why being  
chat always provides references  
and invite users to check them out and click on them  
because we know that Bing  
Chat will hallucinate once in a while  
and give you references that are not correct  
I also want the technology to help me feel supercharged  
that I experience mastery  
and that my abilities are boosted  
so I can do my finest work  
and I want to be offloaded of new dentist  
as long as I still feel in control  
so I can redirect my energy to where it's more useful

but what if the system could also  
not just do things for me  
but also teach me new skills  
for example instead of just rewriting text for me  
could it also  
potentially help me become a better writer  
and can the technology help me grow  
both as a professional and as a human being  
for example  
one thing is to create a system for managing a project  
and help me stay on top of everything  
and really have overview of all the moving parts  
that's super great  
but what if the system could also help me understand  
when and how to praise someone  
how to make sure that everyone feels seen and valued  
that would help me grow as a colleague  
but also as a human being  
I want the system to inspire me  
that it boosts my creativity  
and helps me see solutions  
I wasn't aware of before and hadn't thought about  
but also could the tech invite me to co create with it  
Angel mentioned Dali and mid journey  
and those are great examples  
both of them where you create prompts and  
and the AI generates beautiful artwork  
and then you can re you can iterate on your prompts  
and co create with the technology  
and you know before uh in a lot of demands  
they required a high entry barrier  
and steep learning curve  
for doing things like  
for example image and video editing  
you have to really spend time on learning this  
advance softwares and tools  
before you could do great work  
now it's becoming much easier through AI solutions  
you still need to learn to use them  
and create good prompts but it's much easier  
so it's becoming also more easy to be creative  
I want the technology to help me feel connected  
that I understand what's going on in the org  
that I know who knows what  
who are subject matter experts that I can connect with  
and ask for help  
and I need to also be able to see how my work  
fits into the larger picture  
and generates impact and  
could the technology

help me develop deeper connections  
for example  
could it help me see what I have common with people  
I haven't met before  
could it help me see what could be nice icebreakers  
this would make it easier to  
to reach out to people you don't know  
and also find common ground  
as individual I also need to feel cared for  
and could AI solutions help me understand what I need  
so it reminds me when I need to rest  
recharge or should ask for help and support  
and can it help me find a work life balance  
and maintain it in a way that works for me  
as an individual  
now it's not given that any AI tool we create  
how to fulfill all these six dimensions  
but if we're creating something  
which is geared towards productivity  
we still should keep this six dimensions  
as stretch goals  
it should be something we drive towards  
and really push for  
because in the end it's all up to us  
it's up to us here in this room  
to think through what type of future do we want  
I believe that there is a future where productivity  
and well being can coexist at the same time  
and could be supported through the same tools  
but it's really up to us as designers  
as product developers and user  
researchers to think about  
what type of future do we want to strive for  
and really help through our abilities as creators  
and what type of future do we also want  
for future generations  
thank you