

08:30 Conference Registration

Room BIOSPHERE GREEN AND BLUE

09:30 Welcome to UX Scotland 2023

09:45 Keynote
Community power: How communities of practice can make your work and working life better 60 minutes
Kara Kane Head of Profession for Design, Government Digital Service (GDS)

10:45 Refreshment Break

Rooms	BIOSPHERE GREEN	BIOSPHERE BLUE	OZONE	SALISBURY SUITE	HUTTON ROOM
11:15	<p>Case Study</p> <p>How to make your organisation more customer centred 45 minutes</p> <p>Giles Colborne cxpartners</p>	<p>Talk</p> <p>Colour, contrast, & accessibility: not as black & white as it seems 45 minutes</p> <p>Roger Attrill Linguamatics, an IQVIA company</p>	<p>Case Study</p> <p>Throw away your slides: talking with people, not at them 45 minutes</p> <p>Mark Cruth Atlassian</p>	<p>Workshop</p> <p>Don't do a demo: storytelling your way to success 90 minutes</p> <p>Jonathan Waldheim-Ross NHS Education for Scotland</p>	<p>Discussion</p> <p>The state of privacy UX 90 minutes</p> <p>Gintare Venzlauskaitė User Vision</p>
	SWITCHOVER	SWITCHOVER	SWITCHOVER		
12:15	<p>Case Study</p> <p>Mind the gap – bringing user research & content design together 45 minutes</p> <p>Pete Watson Flo Vincent University of Edinburgh</p>	<p>Talk</p> <p>You NEED user needs: one of the most important, misunderstood and valuable tools in your UX toolkit 45 minutes</p> <p>Ryan Haney Happygeneralist LTD</p>	<p>Workshop</p> <p>Building & using a UX research prioritisation framework 45 minutes</p> <p>Emily Nicholson Sage</p>		

13:00 Lunch Break

14:00	<p>Case Study</p> <p>Can I post this?: Using co-creation to understand how content creators view responsibility 60 minutes</p> <p>Kyree Holmes Spotify, Onyx Valley</p>	<p>Talk</p> <p>Profound transparency: fixing feedback 60 minutes</p> <p>Ceri Newton-Sargunar Ceri Sargunar</p>	<p>Workshop</p> <p>Level up your design maturity 60 minutes</p> <p>Lauren Fraser Evotix</p>	<p>Workshop</p> <p>Practical personalisation for the perfect person 120 minutes</p> <p>Rob Ryder-Richardson Steve Burrows University of Dundee</p>	<p>Talk</p> <p>How to design the interfaces of the future with hands & gesture 60 minutes</p> <p>Matt Corral UltraLeap</p>
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15:00 Refreshment Break

15:30	<p>Talk</p> <p>Inclusive by default: creating experiences for everyone 60 minutes</p> <p>Andy Dykes Charlotte Cooper Tesco Bank</p>	<p>Talk</p> <p>'Just add a checkbox' – when the easy design decision isn't always the right one 60 minutes</p> <p>Sara Di Domenico Hope Bristow Informed Solutions</p>	<p>Talk</p> <p>Framework for psychological safety in high-performing teams 60 minutes</p> <p>Chrissy Welsh Deloitte Digital</p>		<p>Discussion</p> <p>Building communities of practice 60 minutes</p> <p>Kat Husbands OVO Energy</p> <p>Neil Scott media co-op</p>
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16:55 Endnote
Designing a high-performing and inclusive team 60 minutes
Heldiney Pereira Senior Product Designer, Monzo / Director of Samaritans

17:55 Social Evening

08:45 Conference Registration

Room BIOSPHERE GREEN AND BLUE

09:30 Welcome to UX Scotland

09:45 Keynote
Embracing the complexity mindset 60 minutes
Gerry Scullion Founder of The Human Centered Design Network (This is HCD)

10:45 Refreshment Break

Rooms	BIOSPHERE GREEN	BIOSPHERE BLUE	OZONE	SALISBURY SUITE
11:15	Talk A geography of time 45 minutes Alberta Soranzo Vodafone Business	Talk Persuasive visual storytelling in user research 45 minutes Rashmi Kakde Infinity Works, part of Accenture	Workshop Yippee IA - Information architecture for digital designers 90 minutes Chris How Clearleft	Workshop Trauma-informed service design: lessons learned from researching with citizens through the COVID-19 pandemic 90 minutes Kate Every Mastek
	SWITCHOVER	SWITCHOVER		
12:15	Talk Designing diverse teams 45 minutes Dan Healy Zaizi	Talk Continuous discovery – holy grail, or poisoned chalice? 45 minutes Neil Turner Redgate Software		

13:00 Lunch Break

14:00	Case Study Interaction design (community) in Scottish Government 60 minutes Anusree Raju Fraser Smith The Scottish Government	Case Study Making a case for a design system in a large organisation 60 minutes Paul Niblock Royal London	Workshop Debate club: how to deal with conflict 120 minutes Jack Fletcher Suhail Hussain Tom Burrows The Co-operative Group	Workshop How to fast track your UX career - workshop 60 minutes Jenny Björkman Interaktiv studio
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15:00 Refreshment Break

15:30	Talk Get in where you fit in: understanding which teams work for you 45 minutes Tricia Okin Independent	Talk I don't know what I'm doing and that's okay: lessons learned as a manager 45 minutes Lauren Tormey University of Edinburgh		Talk Help! How do I justify the return on investment (ROI) of UX? 45 minutes Lynsey Brownlow AND Digital
	SWITCHOVER	SWITCHOVER	SWITCHOVER	SWITCHOVER
16:30	Talk Lightning Talks 45 minutes			

17:15 Social Evening

09:00 Conference Registration

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09:30 Welcome to UX Scotland

09:45 Keynote
Design ethically: From imperative to action 60 minutes
 Kat Zhou Creator of <Design Ethically>

10:45 Refreshment Break

Rooms	BIOSPHERE GREEN	BIOSPHERE BLUE	OZONE	SALISBURY SUITE
11:15	<p>Talk</p> <p>The circle of life: lessons learned from killing services 45 minutes</p> <p>Anne Dhir SPARCK</p>	<p>Talk</p> <p>How to help people switch careers into UX 45 minutes</p> <p>Emily Allinson Opencast Software</p>	<p>Workshop</p> <p>The rise & fall of beyond meet: using UX foresight & futures thinking 90 minutes</p> <p>Ramy Nassar 1000 Days Out</p>	<p>Workshop</p> <p>Connecting the dots - measuring the value of service design 90 minutes</p> <p>Jason Bootle Pop Gun</p>
	SWITCHOVER	SWITCHOVER		
12:15	<p>Talk</p> <p>Running an inclusive hybrid workshop 45 minutes</p> <p>Mandar Tamhane Redgate Software</p>	<p>Case Study</p> <p>Digital legacy - designing for bereavement 45 minutes</p> <p>Joanne Richardson Craig Priestman Sage</p>		
13:00	Lunch Break			
14:00	<p>Talk</p> <p>How to design content for people in crisis 45 minutes</p> <p>Miriam Vaswani SPARCK</p>	<p>Talk</p> <p>Measure what you value (a framework to measure the user experience) 45 minutes</p> <p>Stephen Denning User Vision</p>	<p>Talk</p> <p>Inclusion: going beyond accessibility and digital capability 45 minutes</p> <p>Stéphanie Krus dxw</p>	<p>Discussion</p> <p>Artificial intelligence: impact on UX 45 minutes</p> <p>Sunny Stueve Leidos</p>
14:45	Refreshment Break			
15:15	<p>Talk</p> <p>Jobs to be done - turning insights in action 45 minutes</p> <p>Nicola Dunlop Clarity AI</p>	<p>Talk</p> <p>Questionable research confession booth 45 minutes</p> <p>Kathryn Davies Cardiff University</p>	<p>Talk</p> <p>UX your mindset: how to consciously create the mindset you need to flourish 45 minutes</p> <p>Audrey Mason Happies Hour Club</p>	
16:00	Conference Close 10 minutes Biosphere Green			