

08:30 Conference Registration

Room BIOSPHERE GREEN AND BLUE

09:50 Welcome to UX Scotland 2024

10:00 Keynote  
**10 Years of Lean UX: Why are we still having the same conversations?** 60 minutes  
**Jeff Gothelf** Author, trainer and public speaker, Gothelf.co

11:00 Morning break

Rooms	BIOSPHERE GREEN	BIOSPHERE BLUE	OZONE	SALISBURY SUITE
11:30	<p>Talk</p> <p><b>The boring magic of design stewardship</b> 45 minutes</p> <p><b>Laura Yarrow</b> GDS</p>	<p>Talk</p> <p><b>How design can regenerate the earth</b> 45 minutes</p> <p><b>Katja Forbes</b> Independent</p>	<p>Workshop</p> <p><b>Designing against distress: A session to collectively develop more ethical design patterns</b> 90 minutes</p> <p><b>Hannah Jump</b> HM Courts and Tribunals Service</p>	<p>Workshop</p> <p><b>Integrating perspectives: Enhancing user evaluation through sentence completion and the 'Six Thinking Hats' method</b> 90 minutes</p> <p><b>Laura Pruszko</b> Glasgow Caledonian University</p>
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12:30	<p>Talk</p> <p><b>A11y you need to know about accessibility audits and VPATs</b> 45 minutes</p> <p><b>Roger Attrill</b> IQVIA</p>	<p>Talk</p> <p><b>Your brain on design: Applying behavioural science ethically for better UX</b> 45 minutes</p> <p><b>Vidhika Bansal</b> Intuit</p>		

13:15 Lunch Break

14:15	<p>Talk</p> <p><b>Riding the hairy (scary?) line between DesignOps and Design Management as an IC</b> 60 minutes</p> <p><b>Tricia Okin</b> Independent</p>	<p>Case Study</p> <p><b>Mission implausible: A mini-discovery in 2 weeks?</b> 60 minutes</p> <p><b>Andy Thomson</b> Click Whirr</p> <p><b>Sally Rogan</b> Registers of Scotland</p>	<p>Case Study</p> <p><b>Clinicians in pain: Diagnosing and treating problem tech in A&amp;E</b> 60 minutes</p> <p><b>Paul Rawson</b> Mastek</p>	<p>Workshop</p> <p><b>Understanding the problem: Lessons from behavioural design</b> 120 minutes</p> <p><b>Serena Verdenicci</b> Context and Intent</p>
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15:15 Afternoon break

15:45	<p>Talk</p> <p><b>Nature-inspired innovation: Designing the future using lessons from the past</b> 60 minutes</p> <p><b>Stu Church</b> Pure Usability Ltd</p> <p><b>James Chudley</b> cxpartners</p>	<p>Talk</p> <p><b>Making numbers matter in UX research</b> 60 minutes</p> <p><b>Lina Wilckens</b> Accenture Next Gen Engineering</p>	<p>Workshop</p> <p><b>Getting started with no code: A practical workshop for designers</b> 60 minutes</p> <p><b>Dominic Norton</b> Independent</p>	Workshop continued
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16:45 Social Evening

09:00 Conference Registration

Room BIOSPHERE GREEN AND BLUE

09:50 Welcome to UX Scotland Day 2

10:00 Keynote  
**Design systems everywhere else** 60 minutes  
**Dan Mall** Founder, Design System University

11:00 Morning break

Rooms	BIOSPHERE GREEN	BIOSPHERE BLUE	OZONE	SALISBURY SUITE	HUTTON ROOM
11:30	Talk <b>Curiosity unleashed: The key to true innovation</b> 45 minutes <b>Jeroen van Geel</b> Independent	Talk <b>Designing in the long crisis</b> 45 minutes <b>Anne Dhir</b> SPARCK	Talk <b>Harnessing AI to build neuro-inclusive websites</b> 45 minutes <b>Pratik Joglekar</b> HubSpot	Discussion <b>Let's debate: Does hybrid working actually work in UX?</b> 90 minutes <b>Suhail Hussain</b> <b>Tom Burrows</b> <b>Jack Fletcher</b> Co-op	Workshop <b>Who am I? Introversiion, anxiety and a lack of confidence</b> 90 minutes <b>Sarah Bryer</b> Intro/Vert
	SWITCHOVER	SWITCHOVER	SWITCHOVER		
12:30	Case Study <b>Fostering collaboration: Enhancing design critique across enterprise products</b> 45 minutes <b>Laura Dantonio</b> Woodmac	Talk <b>Trains, wedding invites, and entry requirements: How bad content came to be bad</b> 45 minutes <b>Pete Hewitt</b> University of Dundee	Case Study <b>How Service Design is helping to eliminate Hepatitis C</b> 45 minutes <b>Alex Barker</b> Independent		
13:15 Lunch Break					
14:15	Talk <b>Taming the financial rollercoaster: Using behavioural design to help users make smarter investment choices</b> 60 minutes <b>Abi Reynolds</b> Fintech	Talk <b>Using AI tools for user-centered design</b> 60 minutes <b>Becki Floyd</b> Independent	Workshop <b>Bridging the gap between research and design</b> 120 minutes <b>Luke Hay</b> Clearleft	Workshop <b>Storyboarding in UX: A visual tool to bring complex research to life</b> 120 minutes <b>Hannah Mitchell</b> <b>Laura Pledger</b> RNLI	Discussion <b>Your UX career: A group coaching session</b> 60 minutes <b>Jenny Björkman</b> Interaktiv
15:15 Afternoon break					
15:45	Talk <b>Ethical AI methods to enhance your UX research</b> 60 minutes <b>Cory Lebson</b> Lebsontech LLC	Case Study <b>The product box: Making research tangible</b> 60 minutes <b>Rachel Abbott</b> Hippo	Workshop continued	Workshop continued	Discussion <b>Trauma-informed practices for ethical UX research and design</b> 60 minutes <b>Raimonda Sidaraitė</b> <b>Gintarė Venžlauskaitė</b> User Vision
16:45 Social evening & Lightning talks					

09:00 Conference Registration

Room BIOSPHERE GREEN AND BLUE

09:50 Welcome to UX Scotland Day 3

10:00 Keynote  
**Create brilliant work together: Integrating content design into your multi-discipline team** 60 minutes  
**Rachel McConnell** Design Leader and Author

11:00 Morning break

Rooms	BIOSPHERE GREEN	BIOSPHERE BLUE	OZONE	SALISBURY SUITE	HUTTON ROOM
11:30	<p>Talk</p> <p><b>Always be creating clarity: Daily habits for strategic storytellers</b> 45 minutes</p> <p><b>Ben Sauer</b> Clouds and Clocks Ltd</p>	<p>Talk</p> <p><b>Hiring and onboarding in turbulent times FTW</b> 45 minutes</p> <p><b>Russ Unger</b> IntelliBridge</p>	<p>Workshop</p> <p><b>Cognitive disabilities, neurodiversity, and accessibility: WCAG and beyond</b> 90 minutes</p> <p><b>Snigdha Ramkumar</b> User Vision</p>	<p>Workshop</p> <p><b>Imagining feminist technology futures: A workshop to creatively deconstruct harmful design and imagine alternative futures</b> 90 minutes</p> <p><b>Leah Lockhart</b> <b>Dr Kieran Cutting</b> fractals co-op</p>	<p>Workshop</p> <p><b>Joining up Service Design and Content Strategy to drive organisational change</b> 90 minutes</p> <p><b>Emily Allinson</b> <b>Barbara Mertlova</b> Opencast Software</p>
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12:30	<p>Talk</p> <p><b>A more holistic approach to accessibility: considering intersectionality and lived experience in inclusive design</b> 45 minutes</p> <p><b>Priyanca D'Souza</b> Independent/GDS</p>	<p>Talk</p> <p><b>Harmonising data and design</b> 45 minutes</p> <p><b>Sam Rhynas</b> effini</p>			
13:15	Lunch Break				
14:05	<p>Talk</p> <p><b>Design leadership</b> 45 minutes</p> <p><b>Llara Geddes</b> AND Digital</p>	<p>Talk</p> <p><b>Arrival 2.0: Rethinking the future of the hotel arrival experience</b> 45 minutes</p> <p><b>Zoe Broughton</b> citizenM hotels</p>	<p>Talk</p> <p><b>"Can you re-invent the engine?": Product design for the games industry</b> 45 minutes</p> <p><b>Scott McCallum</b> <b>Neve O'Neill</b> Opera - GameMaker</p>	<p>Talk</p> <p><b>'You should already know that': Defensive Practice in Agile/UCD environments</b> 45 minutes</p> <p><b>Laura Dalrymple</b> Bank of England</p>	
14:50	Afternoon break				
15:15	<p>Talk</p> <p><b>Dead on arrival: A designer's take on why your product launches fail</b> 45 minutes</p> <p><b>Ade-Lee Adebiji</b> SoPost</p>	<p>Talk</p> <p><b>AI - 'Auditing Invisibility': Understanding invisible bias in emerging technologies</b> 45 minutes</p> <p><b>Daragh Anderson</b> Arup &amp; Associates</p>	<p>Case Study</p> <p><b>Inside out: Elevating UX collaboratively with stakeholder workshops</b> 45 minutes</p> <p><b>Nagihan Tuna</b> Baillie Gifford</p>	<p>Talk</p> <p><b>Finding the Mother Tree: Lessons on inclusion from the forest</b> 45 minutes</p> <p><b>Rose Clarkson</b> Lloyds Banking Group</p>	
16:00	Conference close				