



**work
@ble**

"Digital job coaching for disadvantaged people"

**JOINING IDEAS:
GAME DESIGN**





JOINING IDEAS

By María Carracedo, INTRAS Foundation (Spain)

Creative processes are not easy, and they are even more difficult when the creation is collective but people cannot meet. Work@ble team had the challenge of designing together the game concept, the puzzles, the outlook of it...but for months was not possible to get together.

The partners thought alone on possible ideas for our game, called each other or sent emails to communicate the rest the new ideas, but we all felt that we needed an enriching discussion face to face.

Finally last October we could join in Tallin and in some hores our game concept was there, just by joining our ideas.

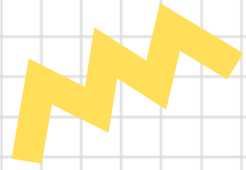
In the present newsletter we want to share with you the creative process of our game.

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- Creative process
- Personas & Scenarios

CREATIVE PROCESS

By Maria Carracedo



The creation of the game idea has been a collaborative process. We want to create a game to test and train the job skills of people with disabilities, that is to say, something useful for our job coaches; but and at the same time we also want make a joyful, motivating, appealing...game.

The task was not easy.

Last spring we started by identifying those skills that needed to be assessed by the game, those trained in the job coaching processes.

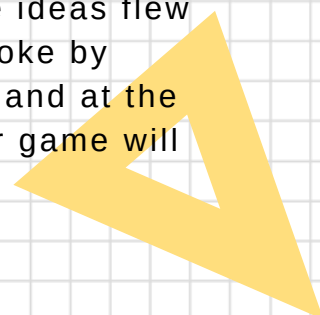
Then with the key skills identified, we passed the summer thinking and figuring out different ways to assess those skills, imagining possible puzzles for the game.



At the same time, Social IT guided us to identify the personas and scenarios behind our game ideas and to make it relevant to our aims and targets.

Finally at the end of October 2021, we could get together in Tallin. The brilliant ideas, the listening to each other, the exchange of thoughts, the good communication, the shared objectives...made the game concept born. The puzzles were selected and sorted in a logical sequence, the ideas flew among us easily, growing and getting concrete little by little, stroke by stroke, each one of us added something to defining the concept and at the end of the meeting we could get in mind a clear idea of what our game will be.

Everything thanks to a great team work!



PERSONAS & SCENARIOS

By Davide Lisoni (Social IT)

The Work@ble platform will be developed following the philosophy of User Centered Design (UCD). The UCD philosophy involves final users during each step of the platform analysis, so, the first requirement that rises up is to define the target users of the platform and their needs.

The definition of personas and scenarios is a user experience (UX) technique adopted to define the target of users that will use the platform. This allows developers and designers to center the analysis on user needs, strengths, difficulties and more, in order to help them into the design and the creation of a structure that better fits the users' requirements. The result of personas is a set of fictional characters that represents different types of users which will use the service analyzed. For each persona should be specified some information considered important in the platform context i.e. personal details (age, some relevant demographic information etc.), life context, abilities and skills, likes and dislikes, needs and expectations focused on the platform scenario and so on.

The scenario, on the other hand, is a detailed reconstruction of a situation of use, describing how and why the persona would use the product to complete a specific task in a specific context. The main aim of the scenario is to picture how, when and why personas would interact with the platform in real life situations.

During the requirement elicitation of the Work@ble project, personas and scenarios were created by all the partners. The template used has been modeled for the Work@able context, trying to guide the creation of the personas and scenarios on specific Work@ble requirements. This has been done by emphasizing some personal aspects considered important in job search, such as technical abilities, soft skills and working interests.

Then we moved the requirements elicitation on the game creation, asking to partners some ideas about escape rooms puzzles, and how the puzzles selected would involve users' abilities. The following information has been gathered through a questionnaire.

PERSONAS AND SCENARIOS RESULTS

The analysis of the results was made by grouping all the personas and scenarios gathered from all the partners and merging the main information in order to create a single target user.

The resulting user is a person between 18 and 45 years of age with minor mental disabilities related to social interaction and low-self-esteem problems. The person is dissatisfied with his/her current work situation but his/her problems deter him/her from searching for a new job. The awareness of their problems cause in the person states of anxiety, which are also manifested during job interviews. The person also struggles to have a critical opinion towards himself, failing to outline his strengths and weaknesses. This also prevents him/her from understanding what he would like or what he would not like to do.

The person also has difficulty in finding new opportunities, due to lack of knowledge of job search platforms

The person has a digital knowledge of medium-low level, with higher knowledge on mobile device usage than computer usage.

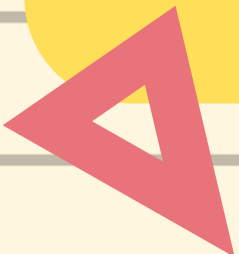
QUESTIONNAIRE RESULTS

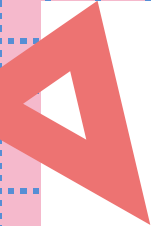
The questionnaire was focused on the collection of puzzle requirements. Partners were explicitly asked to adapt answers based on the persona and the scenario they created. This helped them to collect puzzles ideas keeping design user centered.

The first section of the questionnaire was about the definition of most important users skills to be successful in a job search, and some puzzle ideas in order to test/train them.

Here the list of the most mentioned skills, sorted by number of mentions:

- Reading comprehension;
- Problem solving;
- Motivation/ Tolerance to frustration in task achievement;
- Logical thinking;





A successful escape room should immerse players in every aspect of the experience. Second part of the questionnaire covered this topic, by asking partners some ideas in order to attract, entertain and retain

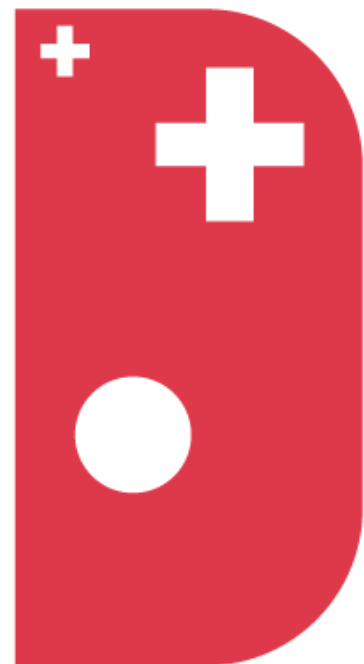
the player. According to all partners, the story plot that accompanies the escape room is the feature that plays the most important role in terms of the player's immersion. In particular the scenario shouldn't be too childish and the history must contain some real life problems emulation. Furthermore the possibility of customizing the character was considered very important.

Last section of the questionnaire was about some game settings such as game time and difficulty levels. The results showed that the total playing time should not exceed 30 minutes, having a maximum of 5 minutes per puzzle. It was also requested the possibility of differentiating the puzzles through different difficulty levels based also on the characteristics of the user





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