# **UX Professionals Must Build Business Models for the Apocalypse**



Human Factors International, Inc.

**Eric Schaffer PhD CUA CPE CEO** 

## **Human Factors International**

**Largest User-Experience Company in the World – Since 1981** 

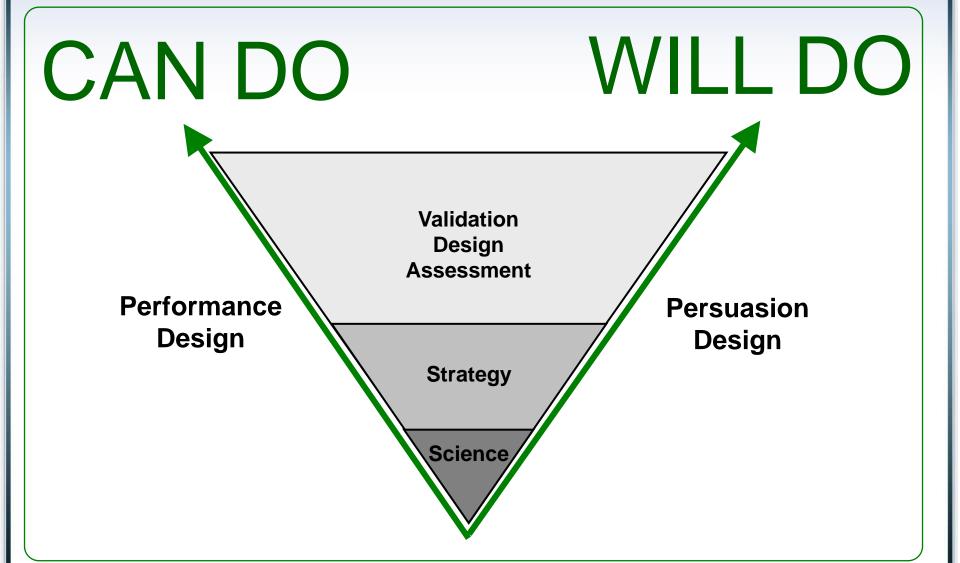
Scientific, Systematic, Pragmatic, Innovative, and Strategic



#### The HFI Innovation and UX Framework Version 6.0

#### **Areas of Expertise Our Engagements Business Value** Digital Strategy **New Product** · Reach new markets Innovation and Strategy and Business · Develop new product opportunities Ideation · Expand the customer base User Experience User Experience Benchmark existing design Test **Expert Review** · Identify opportunities for redesign **Benchmarking** · Institute a continuous UX Performance Performance improvement program Persuasion Persuasion **Ecosystem** · Deeply understand your users, tasks, Research and environments **Ecosystem Research** · Discover their drives and uncover their blocks User Interface Structural Design Detailed · Create new designs that achieve Performance Design Performance and Design your business goals Persuasion Design · Optimize the high level interface structure. **Persuasion Design** Performance Design Then optimize the detailed design. Persuasion Design User Experience Continuous Validation · Validate that your designs are **UX Validation Validation Testing** achieving your business goals. and Make ongoing improvements. Improvement Institutionalization Training and **Ecosystem** Corporate Certification Strategy **Standards** Memory Build and actualize Deep UX capabilities Institutional UX into your organization Methodology **Executive UI Standards Central Usability** Advisory Support

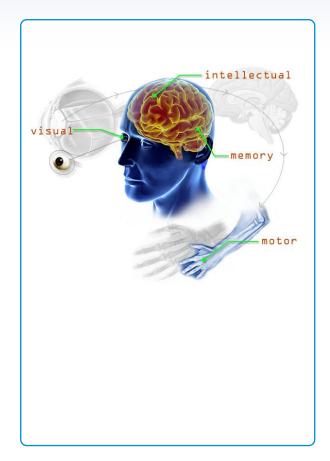
## **PET Expands Our Horizons**

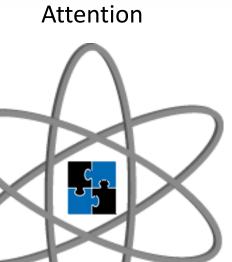


**INDEX** 

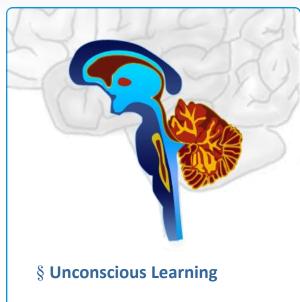


## **Human Centered Design**





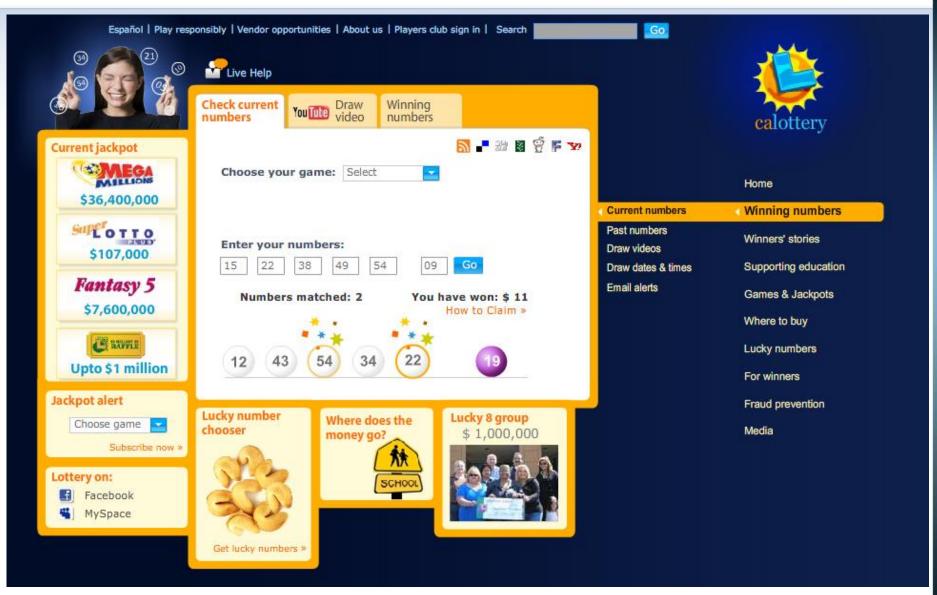




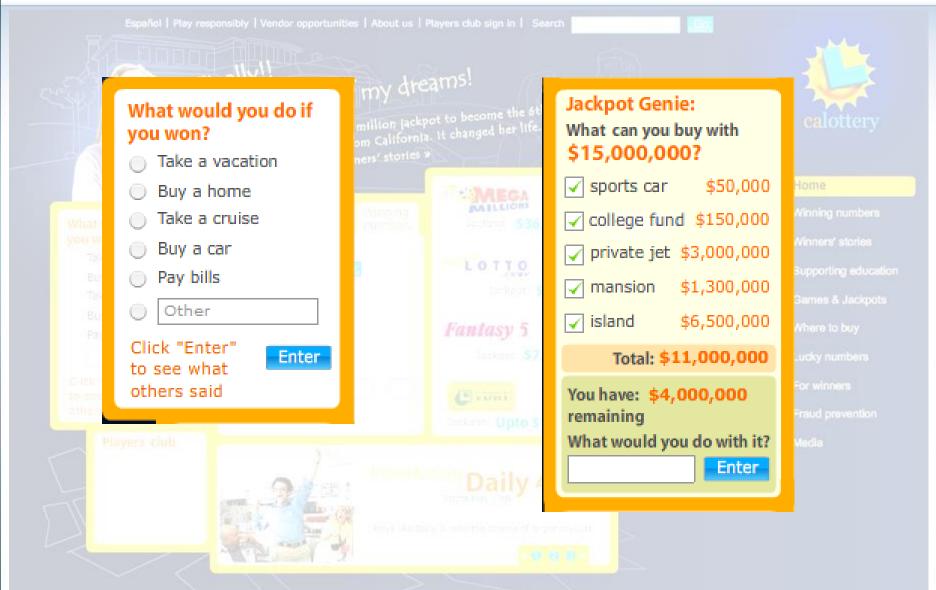
- **§ Motivation**
- § Arousal
- **§ Emotion**

#### **INDEX**

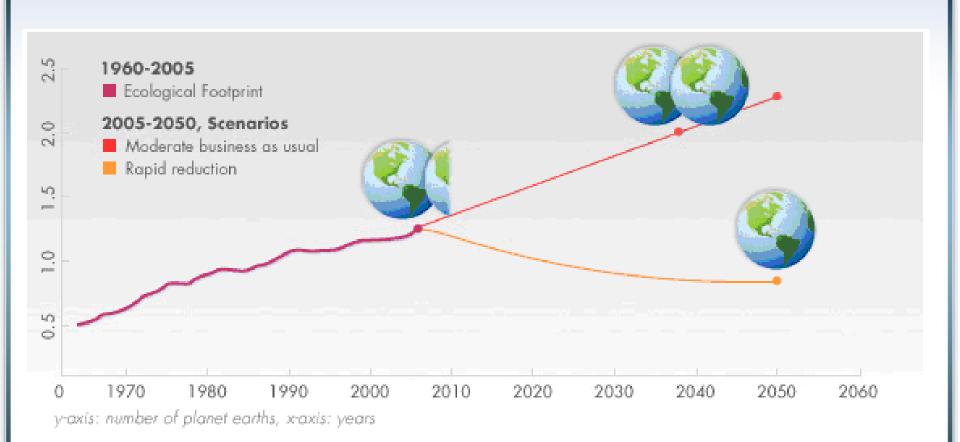
#### **Your Lotto Ticket number is**



## Other persuasive features: hope



## **Lifestyles Must Change**



## Our Turn!!!!

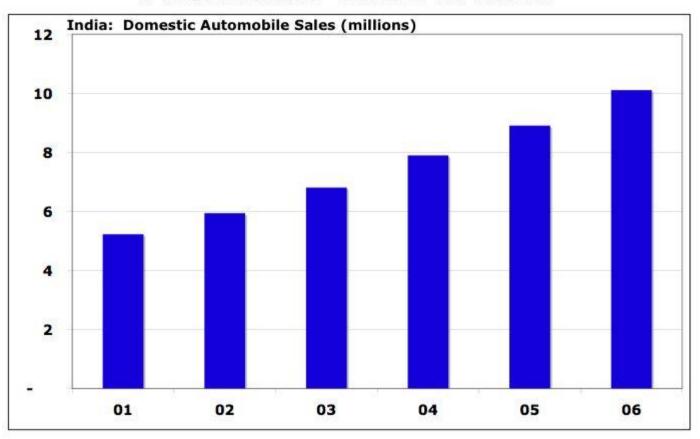
**USA Now 22.2 Acre Ecological Footprint** 

**India 2.2 Acre** 



## It is Happening

## Automobile Sales in India

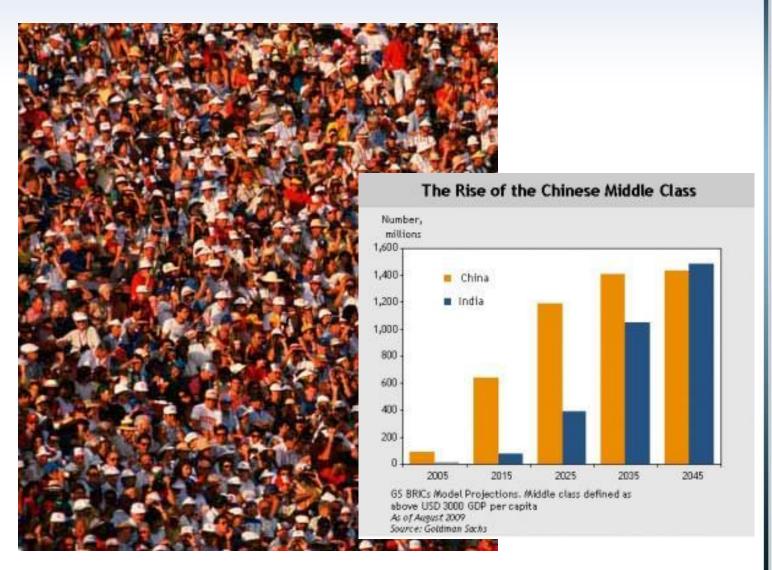


Source: Society of Indian Automobile Manufacturers

## **The Demand**

In the USA – 750 of every 1,000 households have a car.

In China - 3



#### **The Demand**

## USA per capita poultry consumption 45.4kg India is 1.9kg

#### Bush blames India for Rising Food Prices Issue

Dinesh Singh - Rawat

03 May, 2008 05:18:00

Font size:





President George W Bush

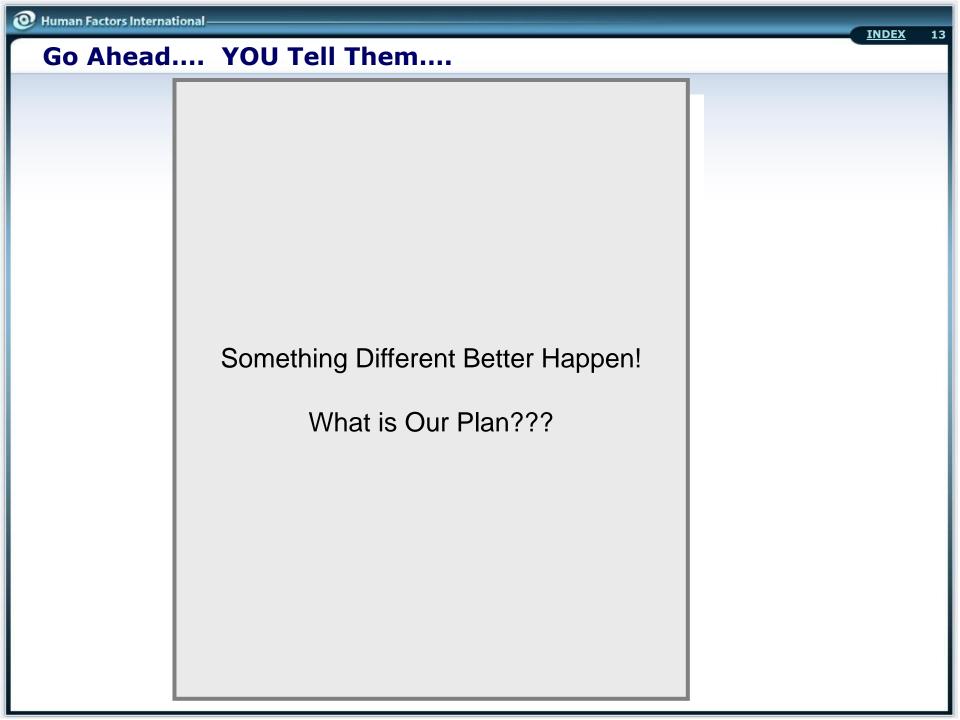
Washington (ABC Live): The US President George W Bush also vindicated remarks given by the Secretary of State; Condoleezza Rice a few days back on the rising food prices, blaming India and China, that improvement in dietary habits of Indian middle class has been responsible for rising food prices.

Washington (ABC Live): The US President George W Bush also vindicated remarks given by the Secretary of State; Condoleezza Rice a few days back on the rising food prices, blaming India and China, that improvement in dietary habits of Indian middle class has been responsible for rising food prices.

The US President George W Bush explained the reasons for rising food prices at a function in Maryland Heights in Missouri, on Friday said "Just as an interesting thought for you, there are 350

million people in India who are classified as middle class. That's bigger than America. Their middle class is larger than our entire population."

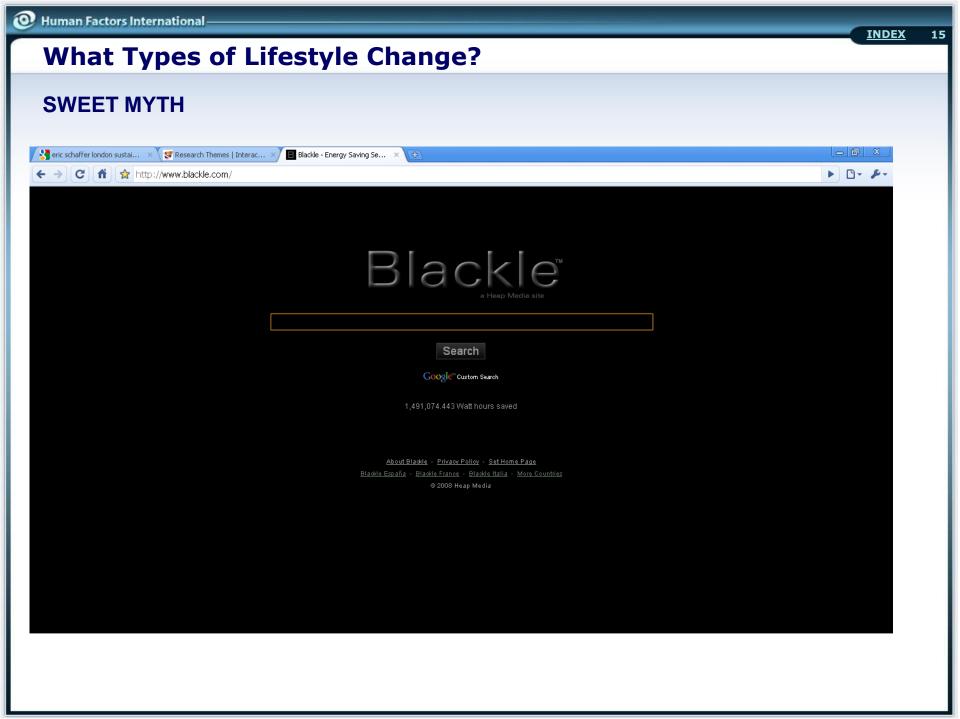




## **The Inconvenient Truth**

## **ALL OUR LIFESTYLES WILL CHANGE**

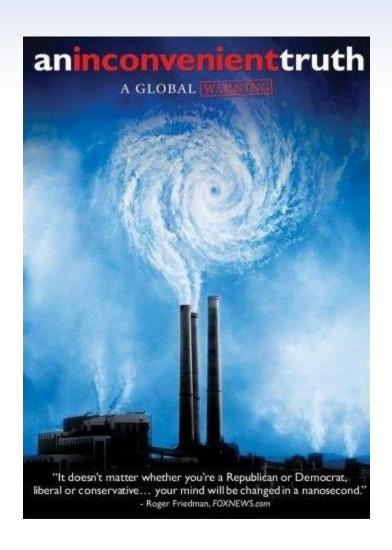




## **Just Incremental Efficiencies**

## **SWEET MYTH!**





## **Assumption – No One New Lives Like Americans**

"Humanity already possesses the fundamental scientific, technical, and industrial know-how to solve the carbon and climate problems..."

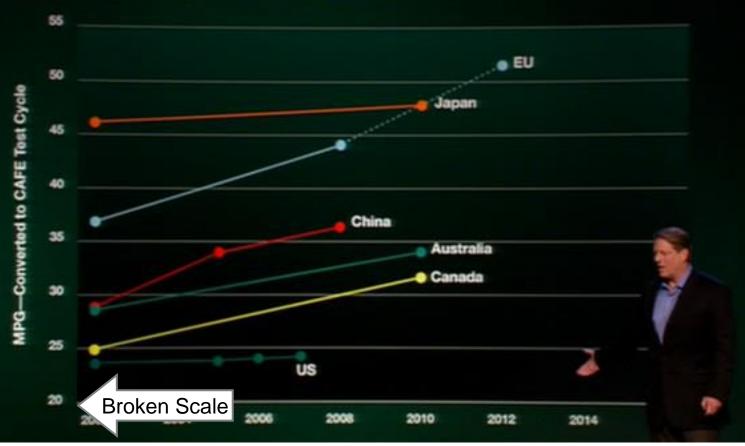
- Stephen Pacala and Robert Socolow

Science, August 13, 2004

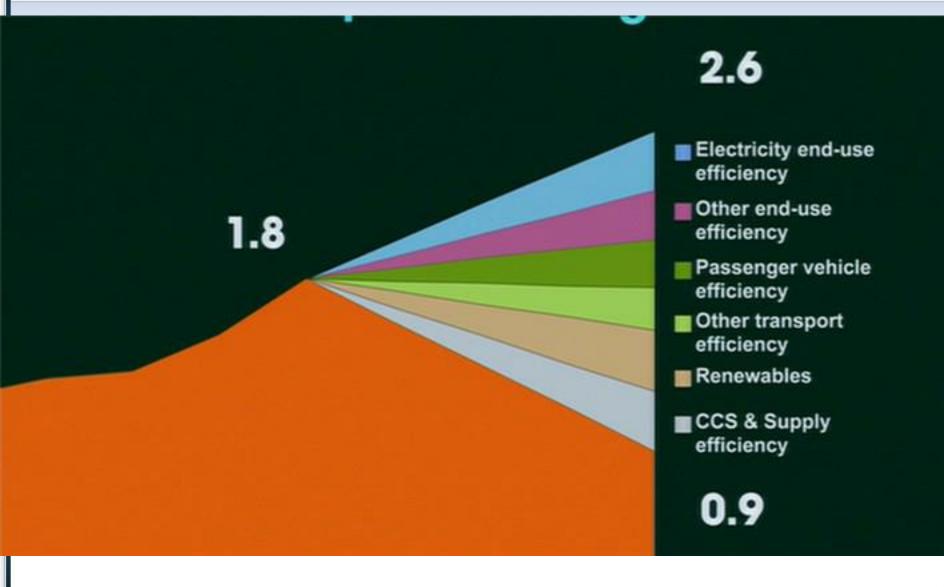


## So Maybe 50% More Efficient Cars... If you triple the number?

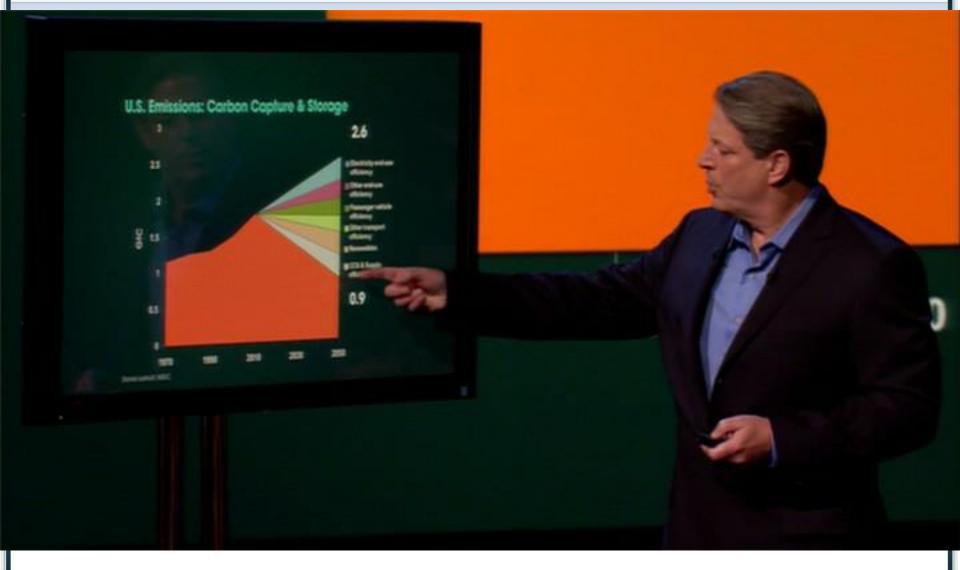




## Same Lifestyle, 3 Times the People, and we get this?



## **The Sustainability Myth**



## "Simple Solutions"

## **SWEET MYTH**

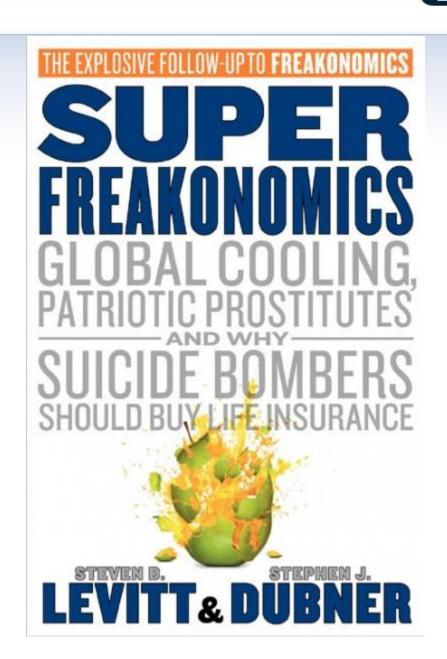
Patch the Problem with...

Hurricane Mitigation

Low Methane Bacteria for Cows

Hope for Volcanoes

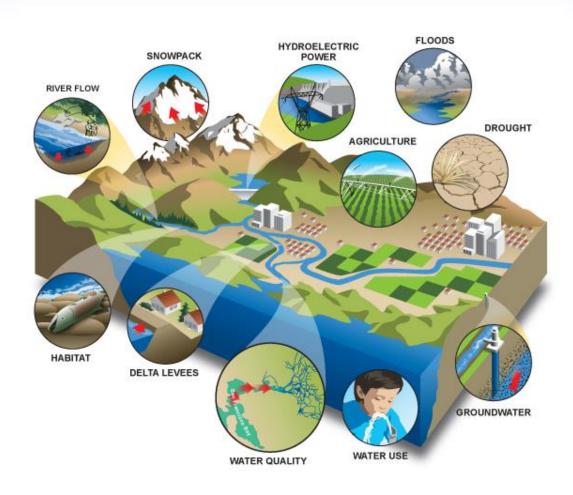
Pump SO<sub>2</sub> to the Stratosphere





## It's a Complex Ecosystem

WEIRD Weather
Peak Oil
Water Shortages
Pollution
Fragile Food Chain
Biodiversity



## **The World of Unintended Consequences**

The greatest destroyer of American Forests....



## **Government Action?**

## **SWEET MYTH**





## **How Will THIS Play Out?**

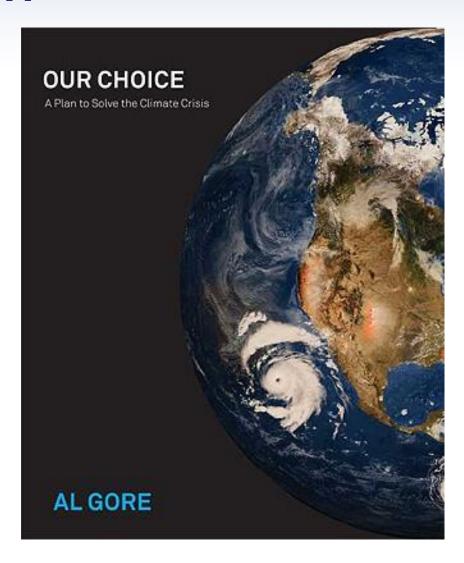
The day Prime Minister Manmohan Singh reiterated that India would never exceed the average per capita emissions of the developed countries, United Nations Framework Convention on Climate Change



executive secretary Yvo De Boer said the developing countries would have to limit growth of their emissions.

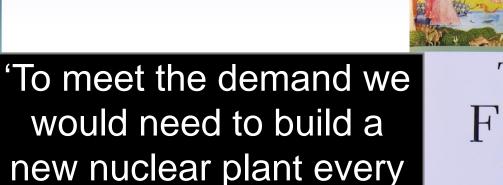
## **A Collective Decision?**

## **SWEET MYTH**

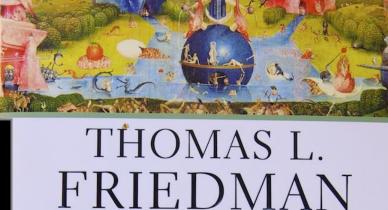


## Cheap, Plentiful, and Reliable Electrons. Distributed Intelligently

## **SWEET MYTH!**



day until 2050



# Hot, Flat, and Crowded

WHY WE NEED A GREEN REVOLUTION –
AND HOW IT CAN RENEW AMERICA



## **Intelligent Choices by Individuals**

## **SWEET MYTH!**



AUTHOR OF THE #1 BESTSELLER, Emotional Intelligence

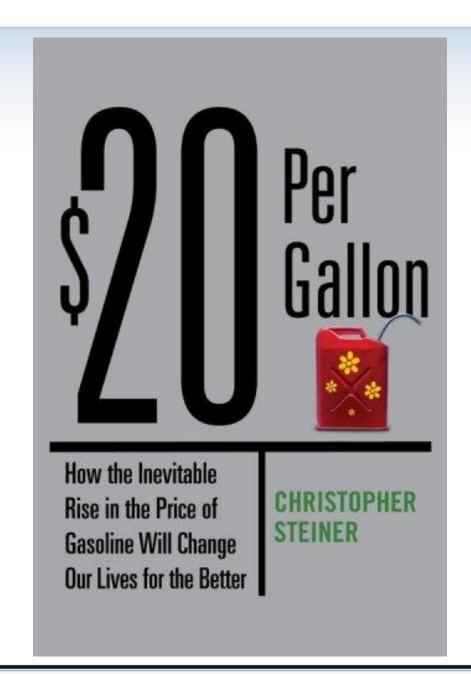
## DANIEI. **GOLEMAN**

HOW KNOWING THE HIDDEN IMPACTS OF WHAT WE BUY CAN CHANGE EVERYTHING

# ECOLOGICAL INTELLIGENCE

## **Market Forces**

## **SWEET MYTH**



## **Result of \$20 Per Gallon Gas**



## **Let Mom Do It**

## **NOW THAT IS NO MYTH**



## So Check the List of Solutions

## **Incremental Technology Changes**



## **Ecological Mitigation**

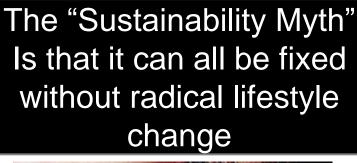
**Governmental Action** 

Intelligent Grid

**Market Forces** 

**Mother Nature** 







## **Psychological Denial of Lifestyle Change**

#### Stages of Adjustment to Misfortune are Happening Globally

- Denial
- Anger
- Bargaining
- Depression
- Acceptance



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## **Psychological Denial of Lifestyle Change**

Delivering Results

Make a Difference

Make a symbolic Polar Bear

adoption to help save some of

the world's most endangered

animals from extinction and support WWF's conservation

efforts.

Adopt Now!

Watch how sea ice has declined

over the past 30 years

NASA SEA ICE VIDEO

**Publications** 

DOPT A POLAR BEAR

#### **Stages of Adjustment to Misfortune are Happening Globally**

- Denial
- Anger
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- Depression
- Acceptance



Walking or riding a bike can r emissions by 20 pounds for gallon of gasoline used © WWF-Canon / Michel GUN

Did you know that the United States is the world's single largest contributor to global warming, with average annual emissions of 19.6 tons per person? That is nearly five times the world average of 3.9 tons per person. The impacts of climate change are too great to ignore, and we must do everything in our power to protect our fithing.

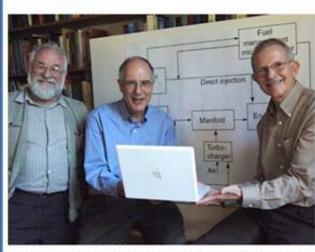
It clearly is time for all Americans to roll up their sleeves, to take steps to reduce emissions, to prepare for climate change,

and to encourage others to do the same. Start with a few quick and easy s

Adopt Polar Bear Quick and Easy

- Check lights, Identify frequently used light fixtures that use incandesce bulbs; order fluorescent replacements bulbs
- Check the temperature setting on your water-heater. Reduce the set 120°F (typically the "warm" setting; or halfway between the low and me settings), if it is not already set to that temperature.
- Check the settings on your appliances. Where the option is available
  is not already selected -- select the energy-saving setting on your refrig
  dishwasher, washing machine and other major appliances.
- Check your thermostat settings. During the heating season, set the thermostat lower, especially at night or when rooms are unoccupied. Enthe cooling season, set the temperatures higher. If you have a program thermostative an extense to the deliberations.





pc//web.mit.edu/newsoffice/2006/engine-enlarged.html

MIT researchers have developed a half-sized engine that performs like a full-sized engine but offers the fuel efficiency of a hybrid electric car. The team includes, from left to right, Leslie Bromberg, principal research engineer at the Plasma Science and Fusion Center (PSFC), Daniel Cohn, division head and senior research scientist at the PSFC, and John Heywood, director of the Sloan Automotive Lab and professor of mechanical engineering. Photo / Donna Coveney.

## **Give it Up? A Catastrophe!**

**Only 2.9 People Per Household** 

**More TVs then People** 

**More Cars then Drivers** 

Food that is Always in Season

Retire at 65



### WHO The HELL Is At FAULT???

### **DESIGNERS**

We Designed Products that Defined the Consumer Age

We Designed Products that People Do Not Need.

We Designed Products with Huge Externalized Life Cycle Costs



## **We Created Mega-Consumers**

### **Sexual Arousal Motivates Other Needs** Pairir

### **Pairing of Objects with Happiness**





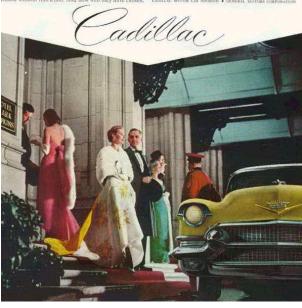
## **We Created Mega-Consumers**

### **Social Modeling**



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A discerning look at any of the nation's finer. In beauty, in luxury, in performance, in everything that pathering places will usually reveal a surpris-ing number of Cadillac cars in attendance. This is, we Cadillac stands completely apart, We cordially invite you





Over and above their beauty of line and feature, the world will pay tribute to the fragile, transthe world will pay infects to the fragin, cran-passed beauty of their responsive count for alone. Could you not those high-bare beaution how they may for their delicarration, you would be impressed by the master who intelly naives—"Pould.". Ducheman, Counterion, Vivencentesia, and

by the number who couply never—"Pools."

Duchware, Counteriors, Vermineterior, and Ladies are among those who are they paid their instances of Pools' Cold Chain. Ladies are among those who are they paid their Vermineters of pools of the po

Here is the famous merical those doringwished

free pigh, remoth on Pond's Cold Crept. As it softens and release that, stale makings and also experience may those all all. Non-part in most Fond Cold Coupts —bestly, off the principation site. Your skin field in regiment and freelessed.

Send for SPECIAL PLYSTATMENT TUBE

#### and I other Pond's Beauty Aids

## We Changed How People Eat





Enjoy the Garry Moore Show CBS-TV Network, every Thursday afternoon - John Conte ABC Radio Network, Monday through Friday marnings

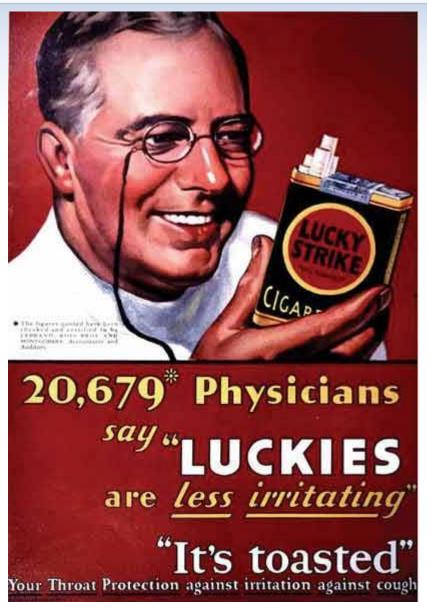
This special offer expires December 15, 1952

of Van Camp's Pork and Beans or Stokely's Finest Corn. Fill

Stokely-Van Camp, Inc.

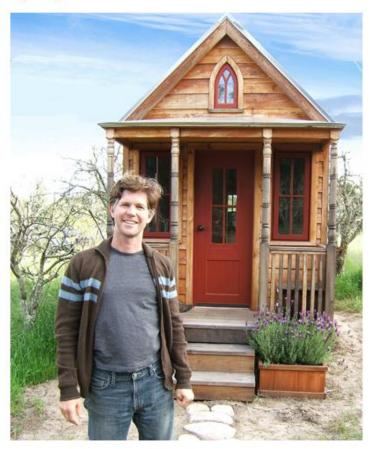
## You Can Make People Want To Do Almost Anything





## **Can We Make a Sustainable Lifestyle Aspirational?**

Did you see us on CNN or AOL? Our website server is currently overloaded, bluehost, com is trying to increase our capacity to handle the increase in traffic. In the meantime, you can watch our videos on youtube. Click Here



## Welcome. Come on in.

My name is Jay Shafer and since 1997 I have been living in houses smaller than some people's closets. I call the first of my little hand built houses Tumbleweed. My decision to inhabit just 89 square feet arose from some concerns I had about the impact a larger house would have on the environment, and because I do not want to maintain a lot of unused or unusable space. My houses have met all of my domestic needs without demanding much in return. The simple, slower lifestyle my homes have afforded is a luxury for which I am continually grateful. Read more...

- See houses built by our customers
- Workshop in Portland just 3 weeks away.
- Read Greg's blog about the Tiny House Tour

Houses from 65 to 774 square feet

#### Featured Videos







Tiny Road Adventure



The Hour TV Show

## **Happiness Need Not Be Reduced**

### The American Dream has Grown in Wealth, But NOT Happiness

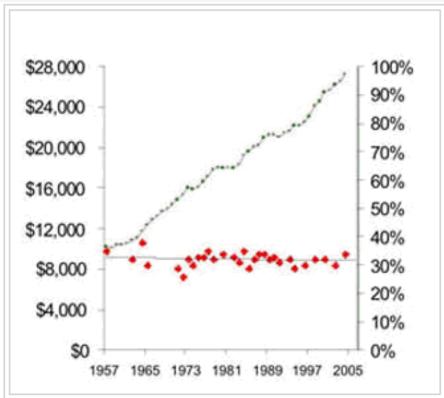
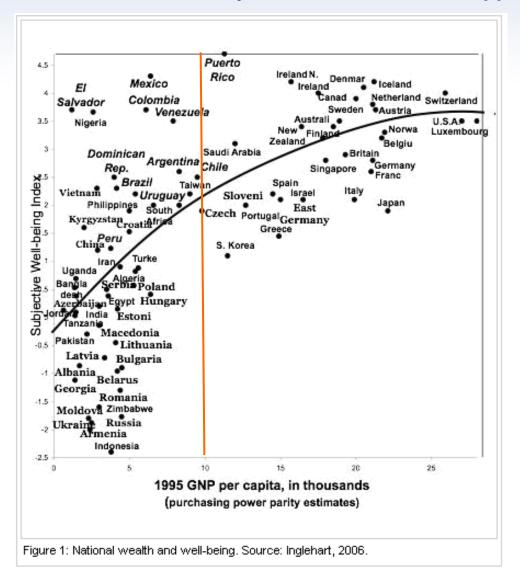


Figure 2: Economic growth and happiness. American's average buying power has almost tripled since the 1950s, while reported happiness has remained almost unchanged. (Happiness data from National Opinion Research Center General Social Survey; income data from Historical Statistics of the United States and Economic Indicators.)

## **Happiness Need Not Be Reduced**

### Beyond about \$10,000 a Year, Money Does NOT Increase Happiness



Frey & Stutzer, 2002 factored out health, quality of government, and human rights.
That made money over \$10,000 even LESS of a factor.

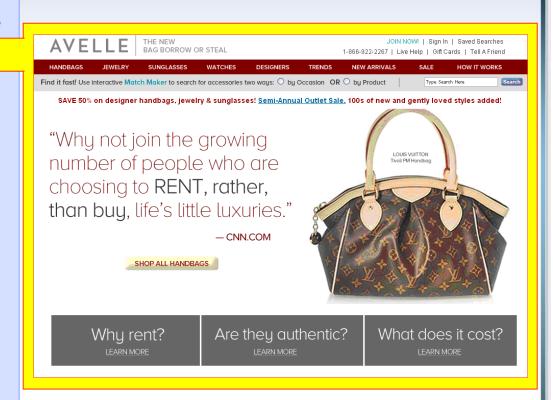
# The Lifestyle Changes are Predictable

- Sharing
- Telepresence
- Immortal Products
- A Lifetime of Contributing Roles
- Local Services
- Leveraged Leisure
- Design Value
- Online Value
- Dressing for the Season
- Security in Gold, Diamonds, and Other Repositories of Value and Pride
- Efficient Healthcare
- Efficient Food
- Aversion to Waste
- Easier Pace of Life



Positive Psychologists

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LIVING TOGETHER

### A Modern Answer to the Commune











From left: Harmony Hazard, 24, wanted "A safe place for book groups and hula hoops"; Sara Teitelbaum, 23, wanted "People to bring warmth to a home"; Rupert Poole, 30, wanted "Community building, skill-sharing, gardening"; Mariel Berger, 28, wanted "Social, political, and artistic collaborations"; Johanna Bronk, 23, wanted "Communal vegetarian meals and

By PENELOPE GREEN

Published: September 30, 2009

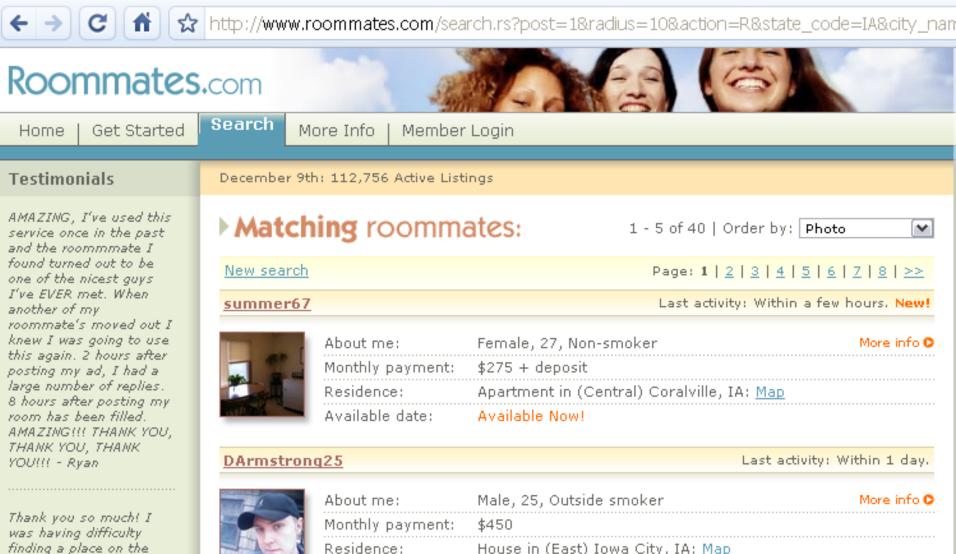
JOHANNA BRONK wants to make communal vegetarian meals and keep chickens. Mariel Berger hopes for social, artistic and political collaborations. Harmony Hazard is into hula hooping, book groups and anarchism.



TWITTER



SIGN IN TO E-



other services available.

new roommate the very first night. I emailed her and she called me back

and we met the next.

much! - Nicole

afternoon. Thank you so

I thought I would try your site. I'm so glad that I did. I found my House in (East) Iowa City, IA: Map

Available date: 01/01/09 (23 days) **JBuck** 



Male, 27, Non-smokers About us: More info C

Monthly payment: \$550 + deposit Residence:

Apartment in (South) Iowa City, IA: Map

Last activity: Within a few days, New!





HOME ABOUT YOUSWISH EVENTS MEDIA LOGIN



### Swishing News

Latest publication to report on Swishing: The Daily Mail



### Latest Party

Oh my GOSH let's swish!

"We were allowed to grab anything that we wanted. Just imagine. Free clothes. And jewellery. And shoes. To take away forever..."
Anna Shepard, The Times

### **New Photos**



The Art of Swishing involves getting your friends together to swap gorgeous clothes and party at the same time. Every lady must bring at least one good quality, clean item of clothing, or an accessory, that she'd feel proud to hand on.

(Large sacks of designer frocks are also gratefully received. And people who bring along anyone else with a bulging wardrobe.)

S	М	Т	M	Т	F	S
				1	2	3
4	5	6	Z	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24

January 2000

#### RSS Feed of events





### THE SPORTS CAR YOU WANT TO DRIVE - ON THE DAYS YOU WANT TO DRIVE IT! ...



CAR COLLECTION **ENTHUSIAST** ▶ ELITE

**HOW IT WORKS** 

LOCATIONS

**EVENTS** 

BUZZ

PHOTO GALLERY

BLOG

LEASEPLUS

SPECIALTY SERVICES

ABOUT CLUB SPORTIVA

HOME

### SPORTS CARS, CLASSIC CARS AND MORE CARS!

For those hardened car junkies, here is a small sampling of the Club Sportiva cars contained in our Elite Level Collection. The Elite Collection is for those with discriminating tastes for nothing but the latest in exotic hardware. From an Aston Martin DB9 Volante to a Ferrari F430 Spider, the super cars will give you the experience of a rock star celebrity. There is no going back after driving these high caliber exotics.

### A Sample of our Collection



### **Bentley Continental GT**

Engine: 6.0 Liter, W12

Output: 552 hp Seats: Four Tier: Elite Tier







### Lamborghini Gallardo Spyder

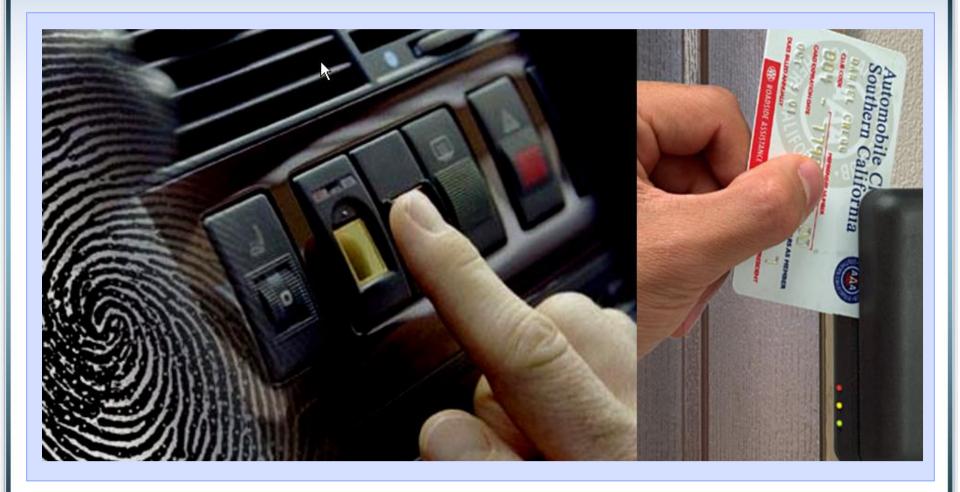
Engine: 5.0 Liter, V-10 Output: 520 hp Two Seats:

Elite Tier Tier:





## **Sharing: Who pays how much?**



Biometric system tracks car usage by each user. Information is useful for dividing costs of fuel and maintenance.

Insurance is linked to a person using the car at the time.

## **Sharing Suggests New Products and Services**



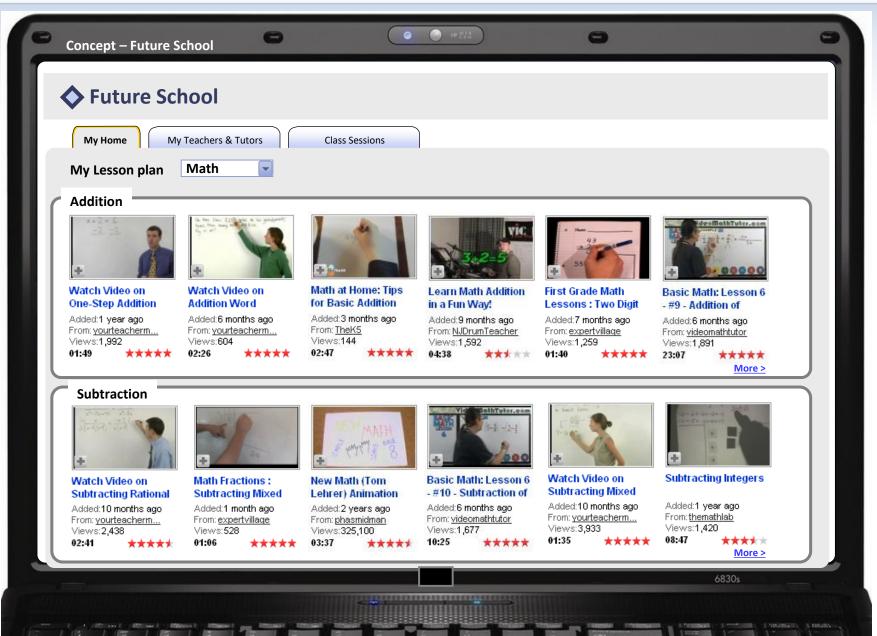
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Tele-Work
Tele-Educate
Tele-Socialize



## **Telepresence Suggests New Products and Services**



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http://www.ifixit.com/Guide/IPod/IPod-Shuffle-2nd-Generation/Disassembly/100/1/Page-2



#### Step 4

- Beneath each cap is a metal retaining bracket.
- Remove the two Phillips #00 screws on the top of the Shuffle and another two on the bottom.



#### Step 5

- Use a spudger to lift out the metal retaining brackets on either side of the Shuffle.
- Apple includes a 'flash guide' with ten different codes. The LEDs flash green, amber, and red.



#### Sten 6

 Use a spudger to push the logic board through the case and out of the Shuffle.

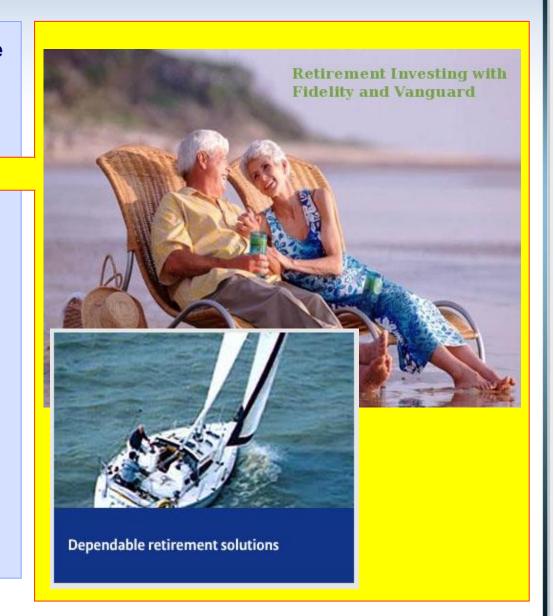
## **Imagine Working Toward Materials That Improve with Age**



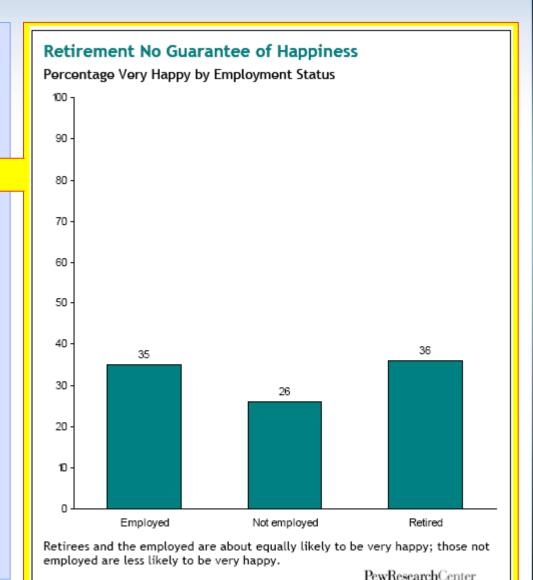




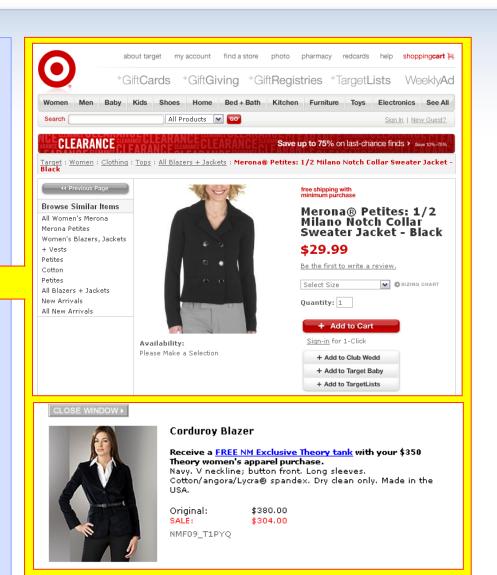
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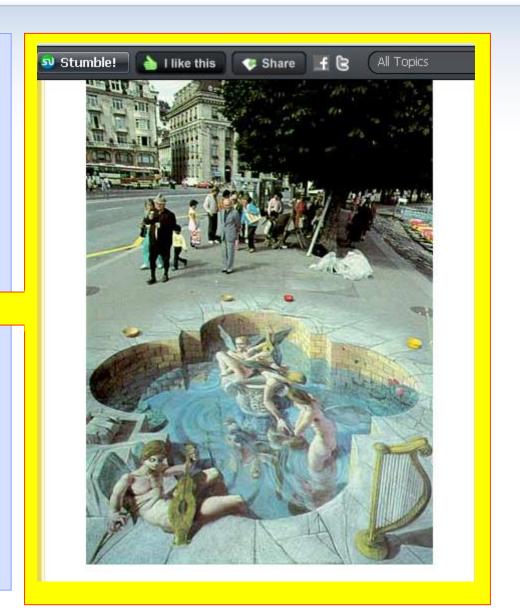
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- A Lifetime of Contributing Roles
- Local Services
- Leveraged Leisure
- Design Value
- Online Value
- Dressing for the Season
- Security in Gold, Diamonds, and Other Repositories of Value and Pride
- Efficient Healthcare
- Efficient Food
- Aversion to Waste
- Easier Pace of Life



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b Buzz up!

## **The Lifestyle Changes**

### The Lifestyle Changes are Predictable

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# GreenKarat Recycled Jewelry by TreeHugger № on 12.1.04 FASHION & BEAUTY (accessories)

reddit



You may not have thought much about the ecological impact of a wedding band or a pair of gold hoop earrings, but GreenKarat sure has. Unfortunately, industrial and manual methods of extracting precious metals and gems can damage land and ecosystems. Small scale miners often use excavation and extraction techniques which are harmful both to themselves and to the environment. For example, by using cyanide and mercury to separate gold from rock, miner frequently disperse poisons into the environment and their own bodies. Sadly, this is only one of many examples of the trauma mining can cause...

StumbleUpon

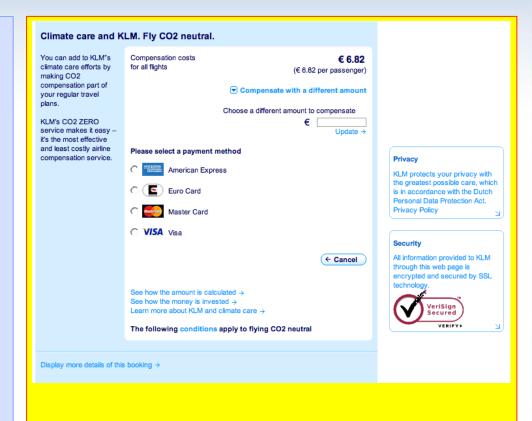
But by teaching miners other marketable skills and providing ecologically responsible alternatives, such

as jewelry made from recycled precious metals and high-end synthetic gems, these dudes are doing their part.

f share

Guys: We are not suggesting that you substitute fake gems in your efforts to win your gf's hand (c'mon, you know she'd be pissed), but a nice band of recycled gold (\$100-1,600), will do. And a pretty yellow "diamond" ring (\$975) is great guise for traveling or cocktail parties. Plus, GreenKarat also offers a voluntary carbon offset tax, which allows you to buy credits toward neutralizing carbon emissions associated with the energy usage of mining and making jewelry. Thanks for the tip, Brian B! "GreenKarat"

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### The Lifestyle Changes are Predictable

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### Save the Planet: Buy Less

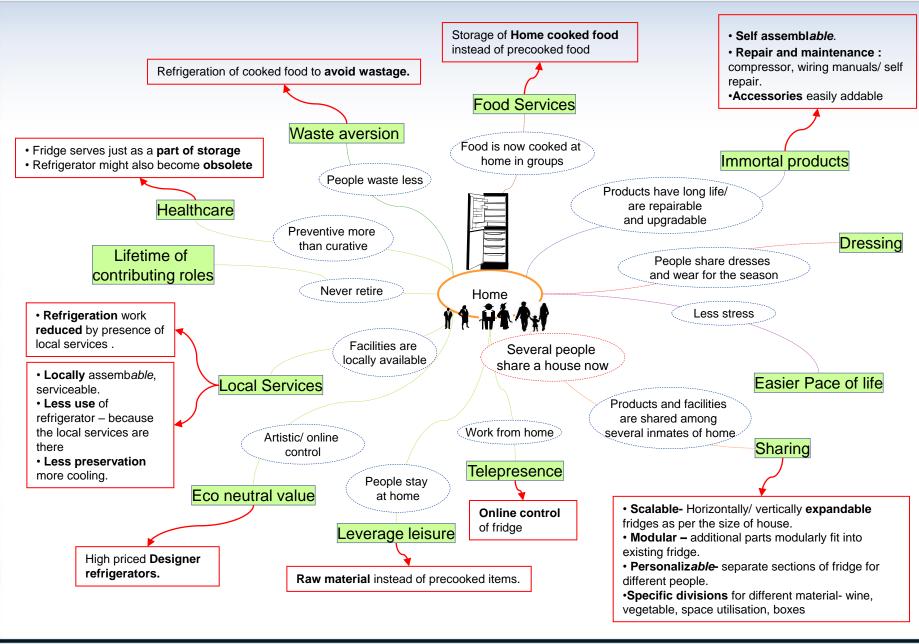
It's is trendy to be green these days. More and more companies are offering so-called green products, that are biodegradable, organically farmed, or are natural. They all promise that they not only will make your life better, but are also easy on the planet. But the truth is most of them are pretty bad for our environment.

There is an alternative that is almost always better then the purchase of green products – it's to buy nothing at all and minimize consumption. Any time you purchase something it is a product that has been produced and made out of products from our environment. Most products contain a variety of non-renewable resources, that will never be replaced once you consume them.

- Sharing
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## **Products in ecosystems: Home Refrigerator**



## **Would the Refrigerator be Different?**

### Larger

More modular to allow for household growth

Separate locking compartments for individuals

Accommodate snacking by home workers (drink dispenser, small door for snack compartment)

**Larger produce compartment** 

Locally maintainable - not obsolescent



### Refrigerator Door Lock

Other products by Marinelock

★★★★☆ 🗹 (2 customer reviews) | More about this product

Available from these sellers.

> 8 used & new available from \$24.75

## **What Designs are NOT Impacted**

After full day of brainstorming for an HFI Creative Team...





## The Future: Dark and Frugal or Light and Connected?

	Negative Frame: Cold and Frugal	Positive Frame: Light and Connected		
Sharing	We <b>can't afford</b> to have our own homes, cars, or even televisions. We have to crowd around and struggle to get our needs fulfilled.	It is our <b>aspiration to share</b> . This give us the chance to enjoy being part of our community and have more fun with our friends.		
Telepresence	I'm <b>not</b> even <b>important</b> enough to have my own office space. I can't afford to visit friends or have a vacation. Even my kids can only go to school once each week.	We do <b>almost everything</b> from home. Gone are the days on endless commutes and shuttling kids. My work, friends, family, and even school are just a click away.		
Immortal Products	I so used to enjoy shopping for new appliances and cars. Now that new car smell is a <b>once in a lifetime</b> experience. We have to make things last forever now.	Every product today is built to be an heirloom. They work nearly <b>forever</b> and if they break my neighbor can fix it. Its great to think of my grandchildren using these appliances when I gone.		
A Lifetime of Contributing Roles	I worked my whole life, scrimping and saving for retirement. Now you say I can NEVER retire?	I love the <b>freedom and relaxed pace</b> of the new style of working. Retire? I have too much to contribute and it is too much fun being part of the new economy.		
Local Services	I remember the <b>huge shopping malls</b> . We would take the family for a ride all the way up to Interstate 80 and shop for hours. Now that's just too far. We make do with our local supply shops and people who have set up little side businesses.	We have a <b>wonderful community</b> here. Pretty much everything you could ever want. I love giving first aid and fixing phones for my friends. And I can just take a relaxing walk or bike ride to get most things.		

Etc.....

## New Life Style - Sharing



Sharing: Image 1



Sharing: Image 2





## Probing reported feelings around Sharing

I feel uncomfortable being dependent on others.

If I own my own car I feel free! I can go wherever I want to, whenever I want to!

> Independence and Freedom

People should be able to do what makes them happy be it buying cars or anything else



The number of Cars you own reflects your status and the power you hold within the community



It's a question of Personal Space, I may not feel comfortable in the presence of others.

> It depends on Who I'm sharing it with!

Personal Barriers

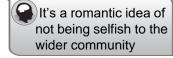


Its my responsibility to contribute to the cause of the environment

In a small way it feels as though I am giving something to the community



I find the need to defend my guilt and resolve the inner conflict between maintaining quality of life, while keeping the environment in mind.

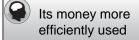




Positive social Interaction is good for Mental health

You feel less isolated!





### Drives to become 'Light and Connected'



## **Feelings**

Its my responsibility to contribute to the cause of the environment

In a small way it feels as though I am giving something to the community

**Supporting Local vendors** is a way of contributing to one's community

If everyone on this planet had a fire place, it wouldn't be the best thing!

When it comes to the environment tradition takes a back seat

**Supporting Local** Creative Arts is a way of contributing to one's community

When you get older you an teach others what you know and contribute to your immediate community

> I will be able to conserve the land that I buy and use it responsibly

### Blocks around being 'Light and Connected'



# **Feelings**

Its fashionable to have different watches for different season

The number of Cars you own reflects your status and the power you hold within the community

If you wear gold that shows you are well off!

People may perceive you poorly if you drive around in a cycle when you can afford a car

To have a fire place is a matter of luxury!

Ō

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### **Lots of Research**



















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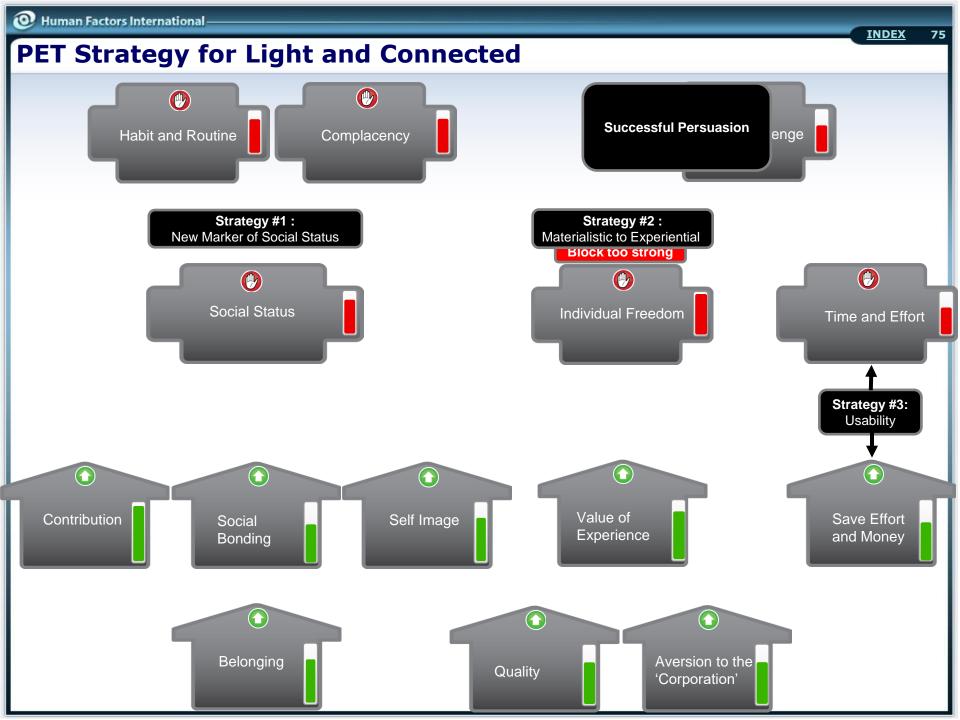










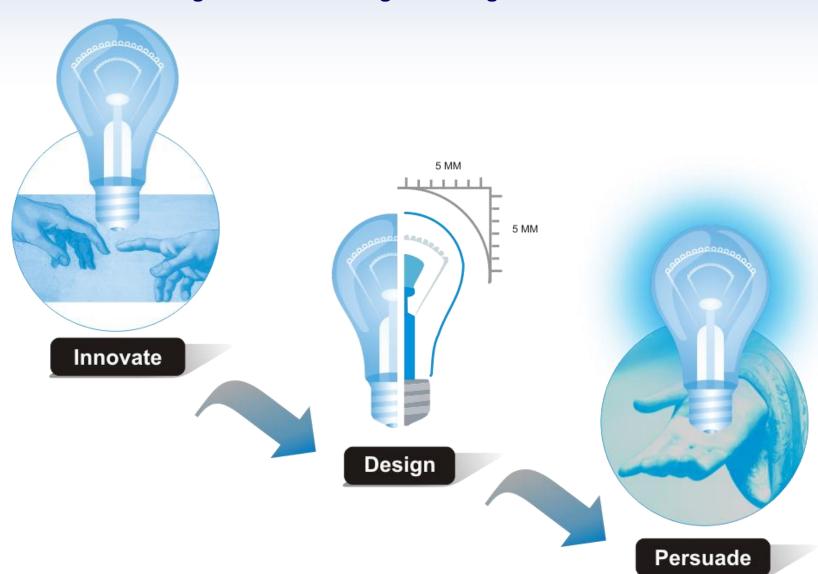


# **Psychologists Got Us In and Can Get Us Out**



# **What Does Your Organization Need to Do?**

Wealth in the New Age is about Leading the change



# You COULD be the Walking Dead

# Crafter's Choice

# IDEAS. INSPIRATION. IMAGINATIO

Already a Member? Sign in How the Club Works

### Shop by Category

**New Arrivals** Top 100 Bestsellers Browse By Author

- Beading/Jewelry
- ▶ Beyond Crafter's Choice
- Crochet
- Decorative Painting
- Dolls & Teddy Bears
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- Food & Lifestyle
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Now Featuring



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View All



Donna Dewberry's Essential One-Stroke Painting Reference by Donna Dewberry





Joanna Sheen's World of Cards by Joanna Sheen

Counts as 2





Mini Mosaics by Angle Weston





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Fast, Fat Quarter Baby Quilts With M'Liss Rae Hawley by M'Liss Rae Hawley



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# Thank You

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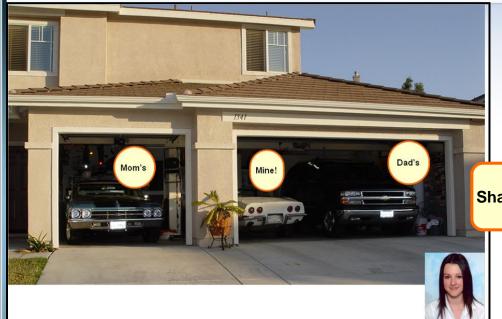
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#### China

407, No. 555, Nanjing Road West Shanghai, China 200041 Phone: +86-21-52132046 Fax: +86-21-52132062

# New Life Style - Sharing



Sharing: Image 1



Sharing: Image 2



### Probing reported feelings around Sharing

I feel uncomfortable being dependent on others.

If I own my own car I feel free! I can go wherever I want to, whenever I want to!

> Independence and Freedom

People should be able to do what makes them happy be it buying cars or anything else



The number of Cars you own reflects your status and the power you hold within the community



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Personal Barriers

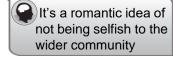


Its my responsibility to contribute to the cause of the **environment** 

In a small way it feels as though I am giving something to the community



I find the need to defend my guilt and resolve the inner conflict between maintaining quality of life, while keeping the environment in mind.

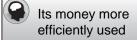




Positive social Interaction is good for Mental health

You feel less isolated!





# **New Life Style -** Local Services



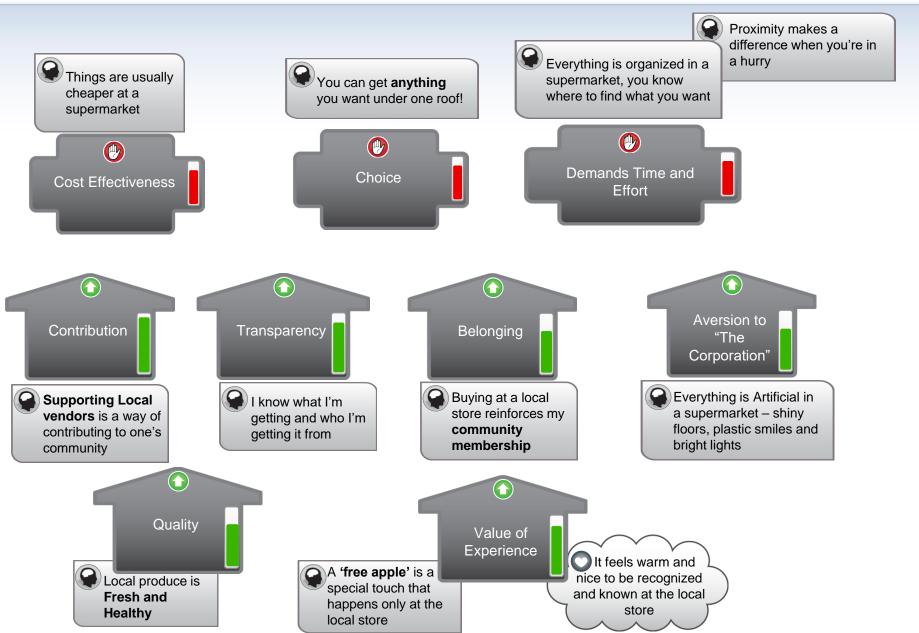
Local Services: Image 1

Local Services : Image 2



Local Produce

# Probing reported feelings around Local Services



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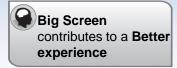
# New Life Style - Leveraged Leisure

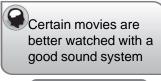


Local Pleasures: Image 2

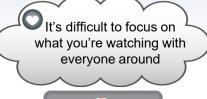


# Probing reported feelings around Leveraged Leisure





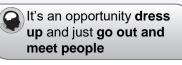
Infrastructure







Waste of Time



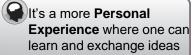


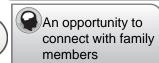




Watching movies at home offers a cozy, comfortable and intimate experience













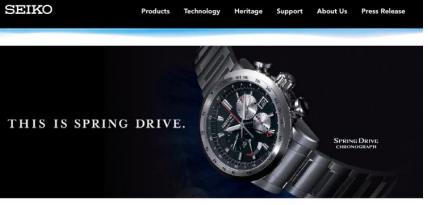


I can take a break whenever I want.

EXPLORE THE COLLECTION

### **New Life Style -** Immortal Products





#### INTERNET PURCHASES WARNING

To customers who plan to purchase our products through the Internet, read more ...

Immortal Products: Image 2

▶ VIEW IT



at's New

Nov 2008 | Press Release SEIKO's Baselworld stand wins an ADAM prize, 2008



SEIKO Spring Drive

the Netherlands

Watch of the Year award in

Richard Garriott prepares for his Space adventure! Chronograph wins the 2008

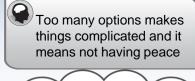


Sep 2008 | Press Release The SEIKO 49er Speed Challenge



Sep 2008 | Press R SEIKO Counts Down to the IAAF World Championships in Athletics, Berlin 2009 (visit SEIKO Holdings Corporation's website)

# Probing reported feelings around Immortal Products



I want something static, the idea of having the possibility of change makes me feel uncomfortable

Stability/ Routine

A New watch helps me feel confident about myself when I go out



Its fashionable to have different watches for different seasons





I can buy one watch I really like rather than too many watches!

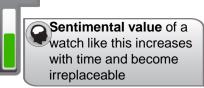
Nostalgia



(t

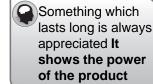
Simplicity

I prefer simple products as opposed to complex designs let alone ones for every season!





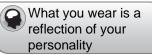
If its fashionable it may not be reliable!



Aversion to 'the corporation'

am uncomfortable with the idea of being a walking billboard to a brand!







 I like to change things as the reflection of my purpose in life

# **New Life Style -** Dressing up for the season

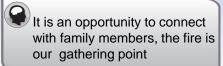


Dressing up for the Season: Image 1



Dressing up for the Season: Image 2

## Probing reported feelings around Dressing up for the season



Some of my friends seat around fire and do nothing.

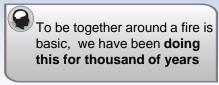
We feel connected through the silence





If everyone on this planet had a fire place, it wouldn't be the best thing for the environment!

When it comes to the environment tradition takes a back seat



Festive mood
(Christmas) associated
with the fire

For years we have gathered around the fire as a family It feels peaceful.

Nostalgia / Tradition



You have to cut down a tree and its easier to wear warm clothes instead

It would be **messy** to have fire place that is dirty etc

am proud about how
I can build a fire...its
not easy!

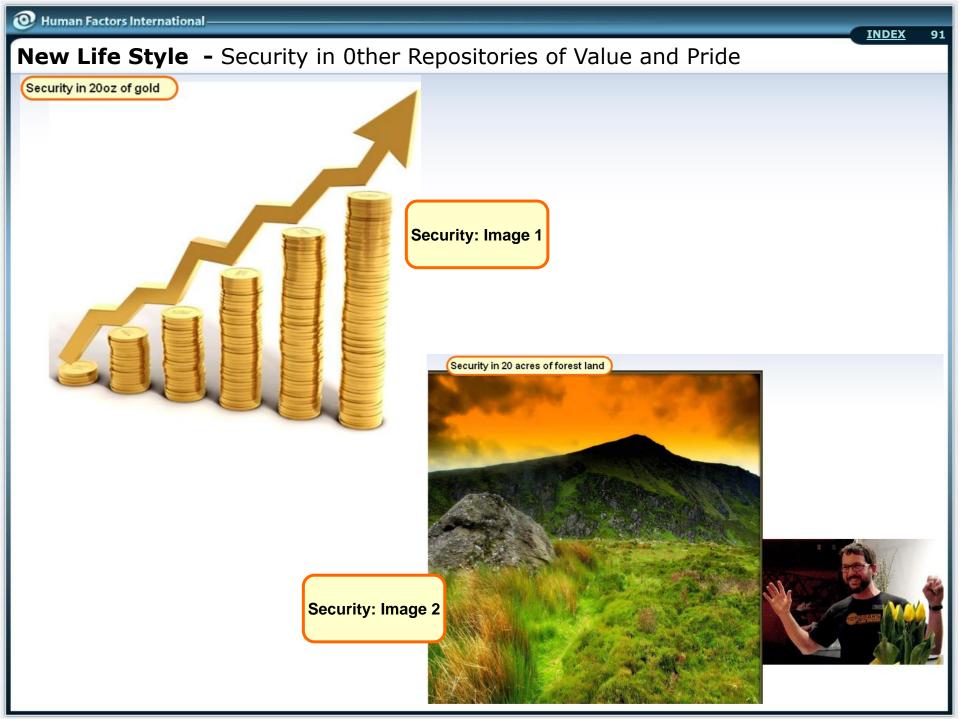
I feel good about how I can teach my younger siblings to build a fire

Efficacy

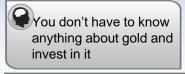
To have a fire place is a matter of luxury!

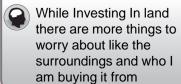
Status





### Probing reported feelings around Security in other Repositories of Value and Pride







Gold is a stable

investment it has





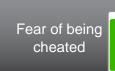
The weather and the presence of industries or a nuclear power plant will affect my decision







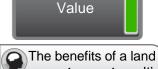




I don't understand the market and I feel I may get **ripped off** 



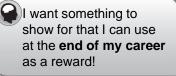
I have to worry that its price is going up and down etc. Life is too short worry about such things

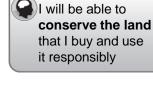


Overall

are **not monetary**, It's a place I can call my own and live in

I feel Its just a shiny thing and it has no value for me. Its just like money -- a piece of paper







off from the hustle
and bustle of the city
and spend time by
myself

# New Life Style - Telepresence

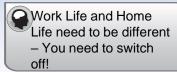


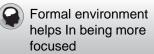
Telepresence: Image 1

Working from home

Telepresence: Image 2

### Probing reported feelings around Telepresence



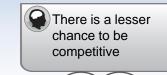






When you are at home you can let go of everything and be yourself

You are not allowed to think freely because you feel you are being watched



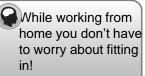
When I see other people working I feel motivated to work

Lack of Pressure

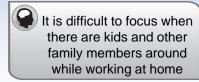




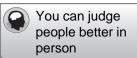
Fear of Evaluation



Self esteem can take a beating and this can create phobias at work

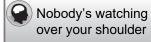












When there is physical interaction, there is a greater sense of being part of a team



When people meet in person and get along there is higher overall performance

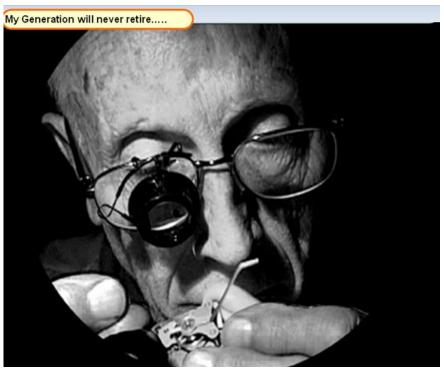




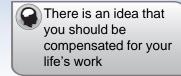
It takes too much time and energy to organize a physical meeting

# **New Life Style** – A Lifetime of Contributing Roles





### Probing reported feelings around A Lifetime of Contributing Roles



You have all the time in the world to do what you've wanted to





When you get older you can teach others what you know and contribute to your immediate community

Age and your physical well-being may not allow you to work after some time







The sense of pride I get from working is even better than money!

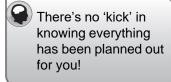


Belonging

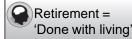




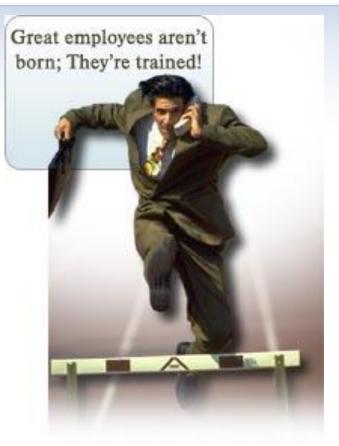


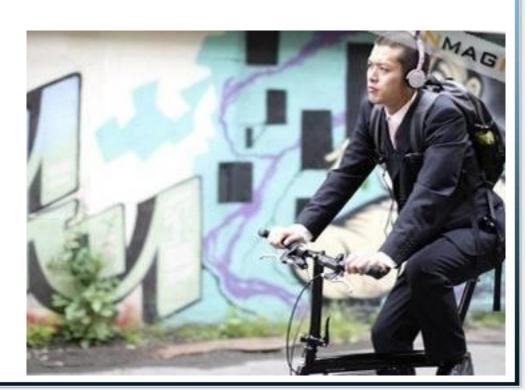


Social Perception

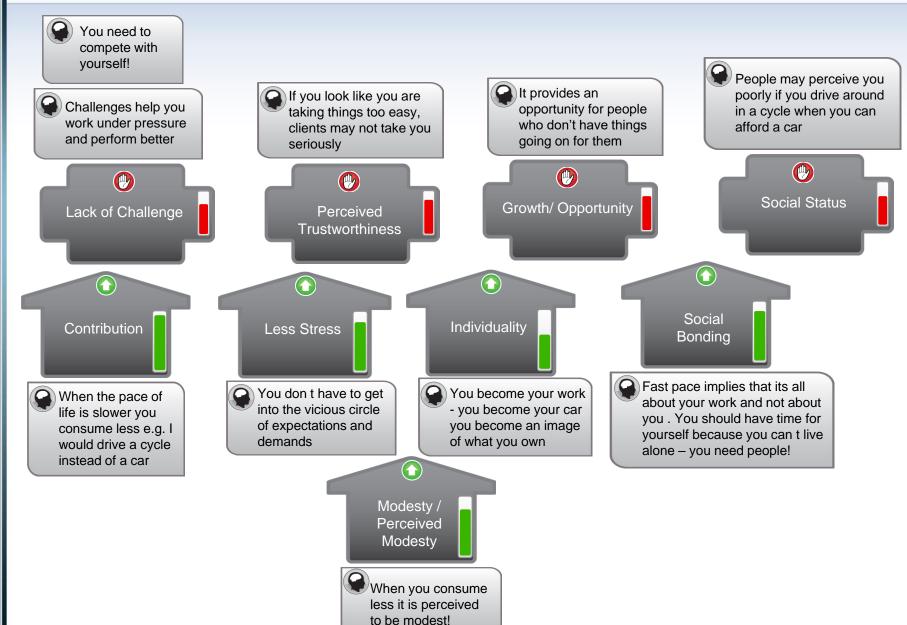


# New Life Style – Easier pace of life





# Probing reported feelings around Easier pace of life



# New Life Style – Efficient Food

### From the freezer



Cooking Together

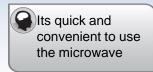


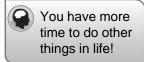
feel like the people

who cook for me

100

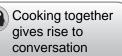
# Probing reported feelings around Efficient Food





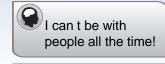






When people are working towards a similar goal the group ensures a similar emotional state - leads to harmony

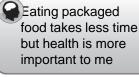
> Eating together is pleasurable - its nice to taste everyone's food!

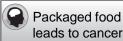


I need to concentrate as I cook from the recipe book





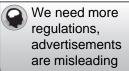




Once a month is ok -When things fall into a routine there is no novelty



Aversion to the

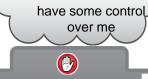


'Corporation'

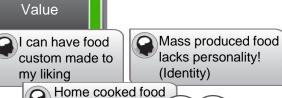
The packaging is very appealing and the food looks good



Personal



Control



tastes better! There is a sense of nostalgia I am reminded of my mothers food.



**Enjoy Cooking and** being in the Kitchen!

Cooking together is educational, I get to learn about new cuisines

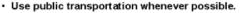
### **New Life Style** – Aversion to Waste

### Whoever has the most toys wins!













Only wash dirty dishes when the dish washer is full and then let them

. Set your computer on "sleep mode" after 15 minutes of non-use.



· Take short showers and install "water saver" shower heads.







· Do not exceed the speed limit and maintain a steady speed when driving.

· Check doors and windows and eliminate wind leaks and drafts using caulking and weather stripping.



 In winter, dress warmly and set the thermostat at 68 degrees during the day and 60 degrees or lower at night. During summer, dress lightly and set the thermostat at 78 degrees or higher.

· Replace burned-out incandescent light bulbs with compact fluorescent bulb

### Probing reported feelings around Aversion to Waste



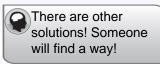
When you buy many things you create jobs e.g. A private plane requires a crew to run it!

Contribution If you look like you are taking things too easy, you maybe looked down upon

Social Status



Convenience



Complacence



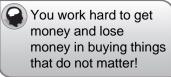
It is important to do your part for future generations

Perceived Quality of Life/ Overall Value

You re just left with possessions, a tired mind and body



A materialistic Lifestyle can tire you out, I takes too much energy to be happy that way!





Using a large houseboat for just two people is like showing off and I find it silly

# **New Life Style** – Efficient Healthcare

I consult a General Physician when I get sick



For serious problems I go to a Specialty centre

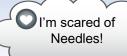


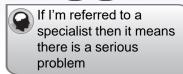




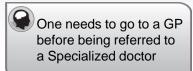
INDEX

### Probing reported feelings around Efficient Healthcare

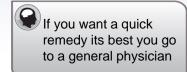




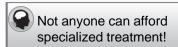
Fear – Health and Health Services













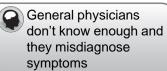


feel confident because I know my body

You realize the greatness of the human body when you start treating yourself



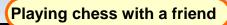
General Physicians can abuse their position and give less time per person

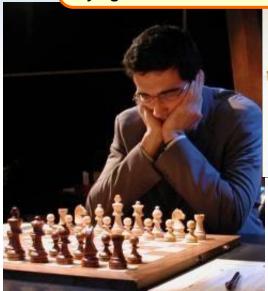


Specialized doctors know exactly what to say and do also, they have advanced treatment facilities



# **New Life Style** – Online Value

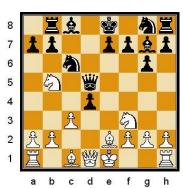




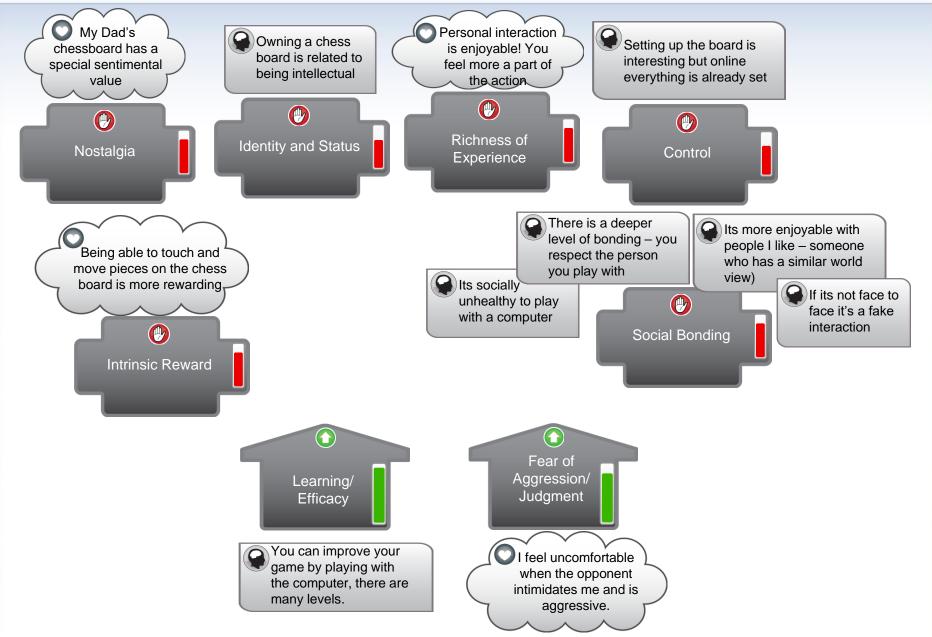


### Playing chess ONLINE with a friend



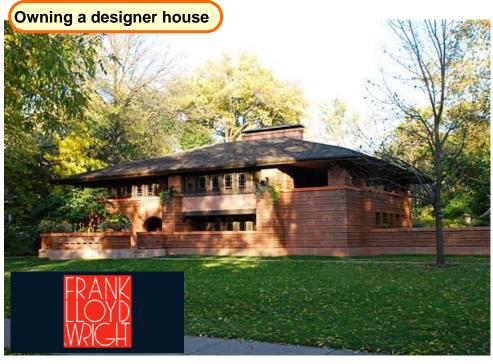


### Probing reported feelings around Online Value

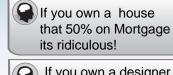


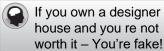
# Probing reported feelings around Design Value



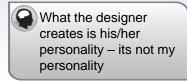


# Probing reported feelings around Design Value











Scarcity

There aren't many

designer houses!



 It takes care of energy saving, storm water harvesting and other environmental issues that I care about

> I feel like I'm helping the greater good by using a house that's consuming less energy



don't like mass produced products it doesn't have personality!

It is immensely satisfying to

live in a house that someone

has put so much energy into



Value Proposition



Designer products are a matter of pride. It requires taste and not everybody can afford them!

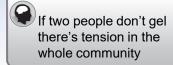


You re a part of the design process

# Probing reported feelings around Living together

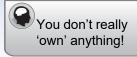


# Probing reported feelings around Living together



When you live in a group lot of unfair things happen and I don't want to confront them

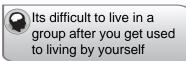




There are certain things I want only my mother to know but in a joint family even you re extended family members know about it











You laugh so much when you live with other people!

Living in a happy family there is a greater chance of your own happiness



If I'm travelling and something happens to me I know my family will take care of me



There are so many new things you can learn when you live with other people

It helps you develop as a person – you need a range of human interactions for personal development