Designing Human Centred Technology A Cross-disciplinary Project in Computer Aided Manufacturing

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Designing Human-Centered AI Products (Google I/O'19) [26min] | Braden Kowitz, Tim Stevens, Austin Kang, Jamie Zarnbach, Alex Smith, and Roberto Vidal | Google AI Lab | Talks at Google

We design AI products with human-centered design principles in mind, but how do we know if we're getting it right? In this talk, Braden, the head of human-centered design at Google, shares how Google designs AI products for humans. He dives into what the human-centered design process looks like, how AI-driven design projects differ from traditional ones, and what the future of this work looks like. He also shares a few key takeaways that AI designers can use now to help them build better products. This talk is intended for designers, developers, project managers, and product managers.

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This book is about people and skilled work. There has been much turmoil in the business environment about how to best manage the balance between people and technology, at a time when pressures for cost reduction are ever greater. Our argument is that people are central to business success, and the appropriate use of technology should support their needs. This is not always easy in practice. We work in a period when change occurs in ever-shortening cycles. Black-and-white solutions may seem attractive, but the long term consequences are rarely advantageous. A new system is required: build on lessons from the past. Human-centred systems build upon core skills of the workforce within a soft, interactive environment, utilising the benefits of both today. Change can be embraced to achieve competitive advantage and mutual benefit.

The three authors are, respectively, engineering director of an innovative international manufacturing company; analyst director of the UK Technology Foresight Programme; analyst director of the European collaborative programmes. We are grateful to our colleagues and families for their tolerance during the writing of this book. Even human-centred books impose pressures on busy people. Old Windsor, Brighton and Kingston, June 1995 A.A. R.K.