



Beyond AI Hype

How We Can Foster Trust and Inclusivity
in the Digital World

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Design Matters Tokyo 2023

H a s e g a w a

Y a s u h i s a

長谷川 恭久

Designer

@yhassy

Helping organizations design process





NORTH
KOREA
Pyongyang

SOUTH
KOREA
Seoul
Busan

SEA OF
JAPAN

JAPAN

HONSHU

JAPAN

Fukuoka
Kyushu

Kobe
Hiroshima
Osaka

Kyoto
Nagoya

Tokyo
Yokohama

SHIKOKU

KYUSHU

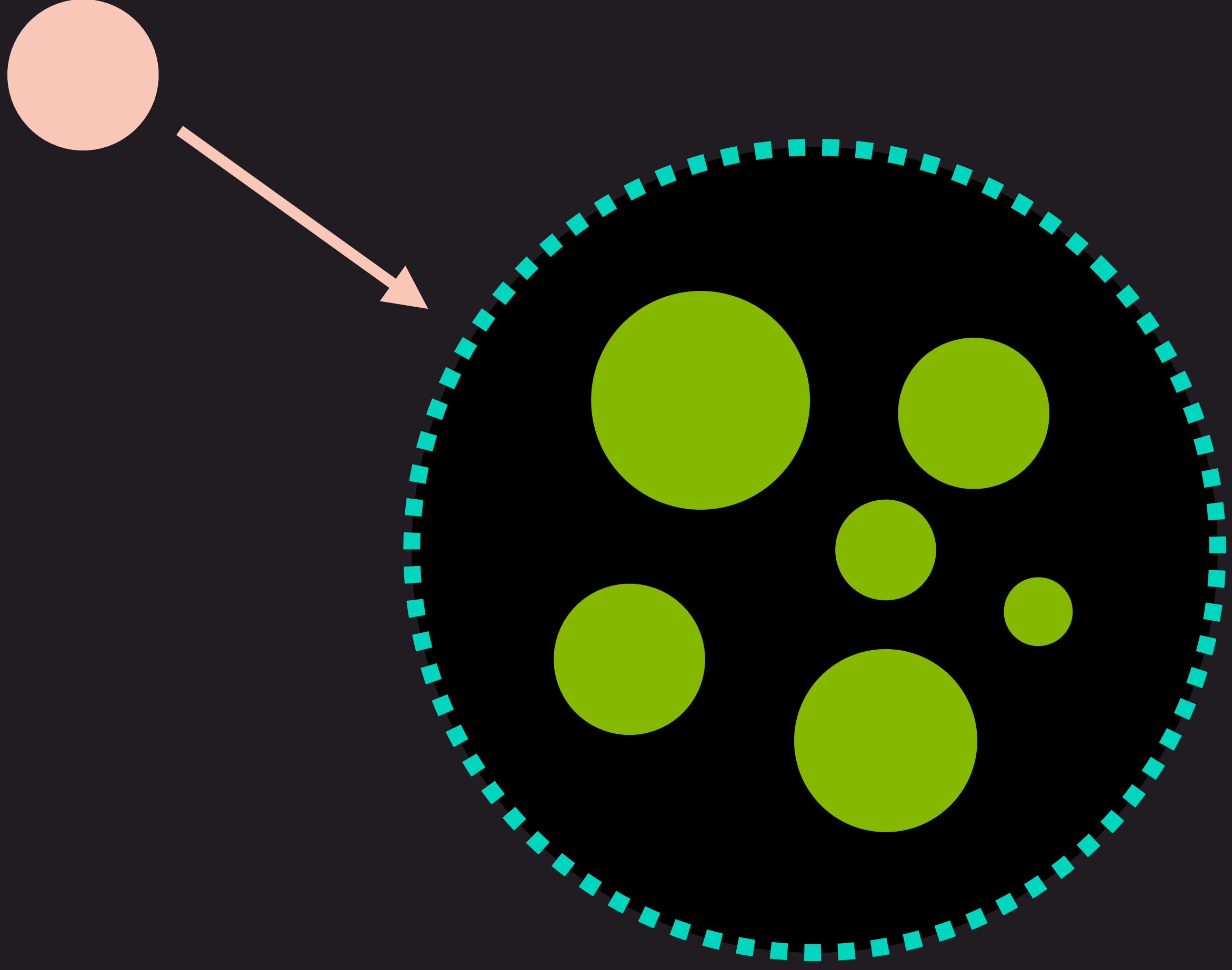


7TH 400 S ST

ONE WAY
←

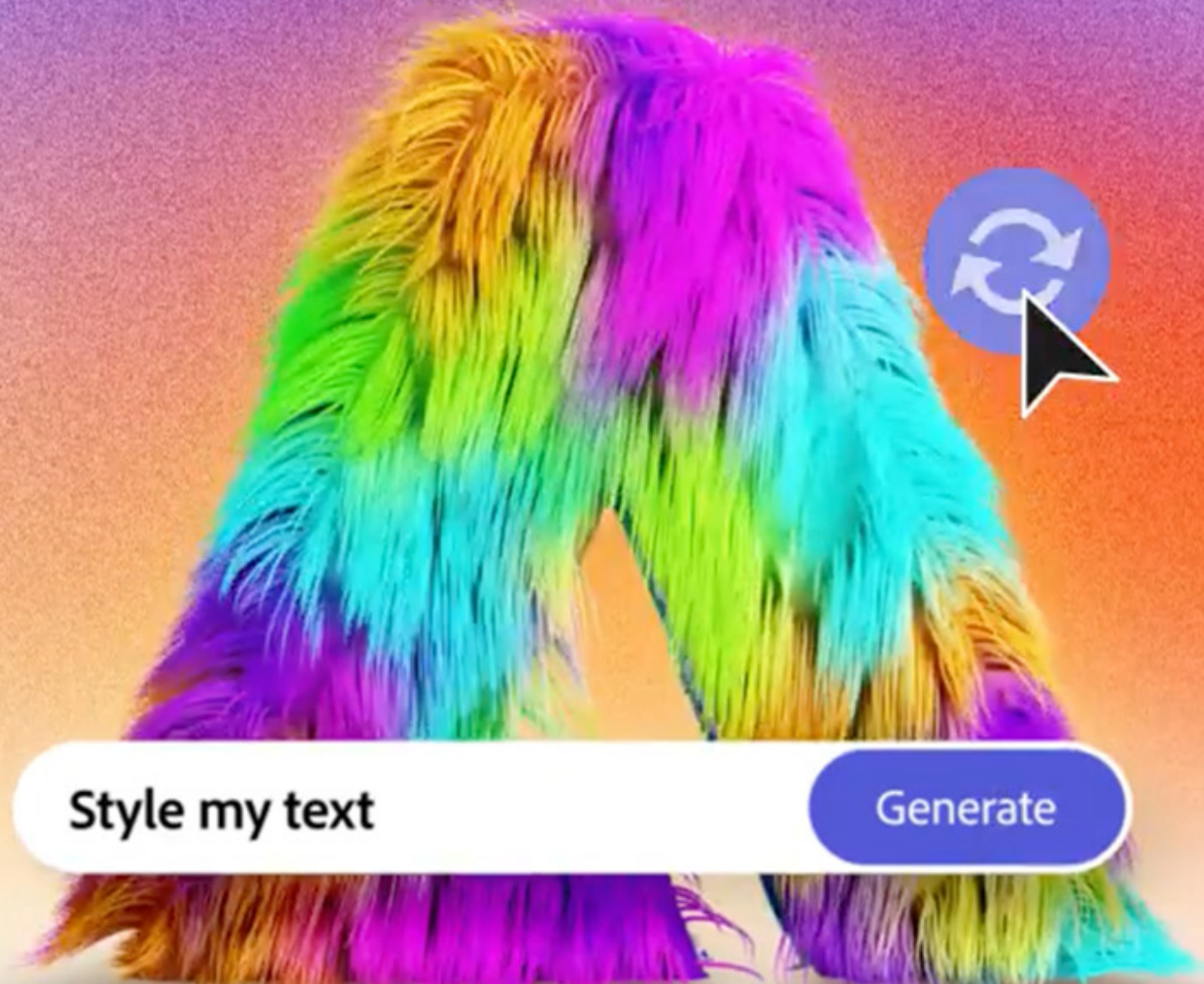
ONE WAY
←

YOU are our neighbors. No matter who you vote for, your skin color, where you are from, your faith, who you are, we will be here. That's the Minnesota way.



Welcome to Generation AI.

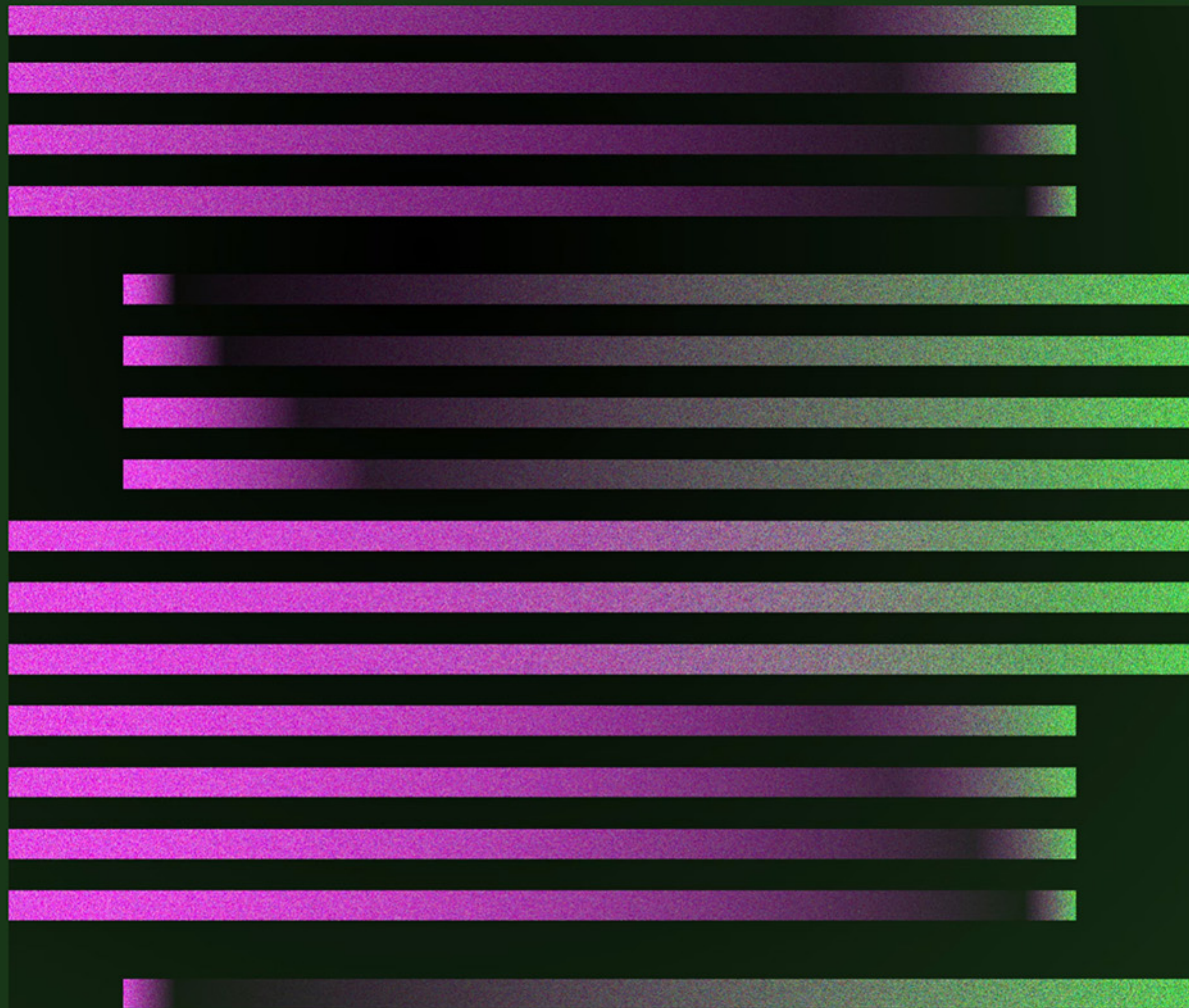
All the power of generative AI. All your favorite Adobe tools. A new era of creativity and productivity is here.



Make meaningful experiences.

Introducing ChatGPT

We've trained a model called ChatGPT which interacts in a conversational way. The dialogue format makes it possible for ChatGPT to answer followup questions, admit its mistakes, challenge incorrect premises, and reject inappropriate requests.

[Try ChatGPT ↗](#)[Read about ChatGPT Plus](#)


AI Design Tools

Price

- All
- Free
- Free Trial
- Freemium
- Paid
- Price Unspecified

Category


- All
- 3D
- Animation
- Assistant
- Avatars
- Business
- Colors
- Communication
- Community
- Copywriting
- Docs
- Drawing
- Front-end
- Graphic Design
- Image generations



CodeWP

CodeWP is an AI code generator built and trained specifically for WordPress. Modes for PHP, JS, WooCommerce and many popular plugins


Front-end



Character AI

<http://character.ai/> is bringing to life the science-fiction dream of open-ended conversations and collaborations with computers.



Assistant



UseChatGPT

Free Chrome extension to write, rephrase, summarize, translate, or explain any text on any website without copy-pasting using ChatGPT & GPT-4 AI.

Assistant





Jitter

Jitter enables creators and teams to easily design stunning animated content and interfaces.

Animation



Miro AI

You're here to create the next big thing and we're here to help. Unlock the power of your ideas with Miro AI – your new launchpad for creativity, collaboration, and productivity.

Project Management



Grain

Unlock the value of your customer meetings using AI.

Communication



Visual ChatGPT

Visual ChatGPT connects ChatGPT and a series of Visual Foundation Models to enable sending and receiving images during chatting.



Ask Codi

AskCodi is made keeping in mind the needs of developers to avoid redundant tasks, therefore resulting in less time spent on development and more time to execute.



Microsoft 365

The all-new Microsoft 365 lets you create, share and collaborate all in one place with your favorite apps

Docs



Stitching words together

Copyrighted Material

WEAPONS OF MATH DESTRUCTION



HOW BIG DATA INCREASES INEQUALITY
AND THREATENS DEMOCRACY

CATHY O'NEIL

Copyrighted Material

C O D E D B I A S

 Play



GPT-3 training set

72.1%

English

10.5%

Chinese



GPT-3 training set

1.2%

Japanese

GPT-3 training set


0.02%

Catalan

Just debunking misinformation
is not effective



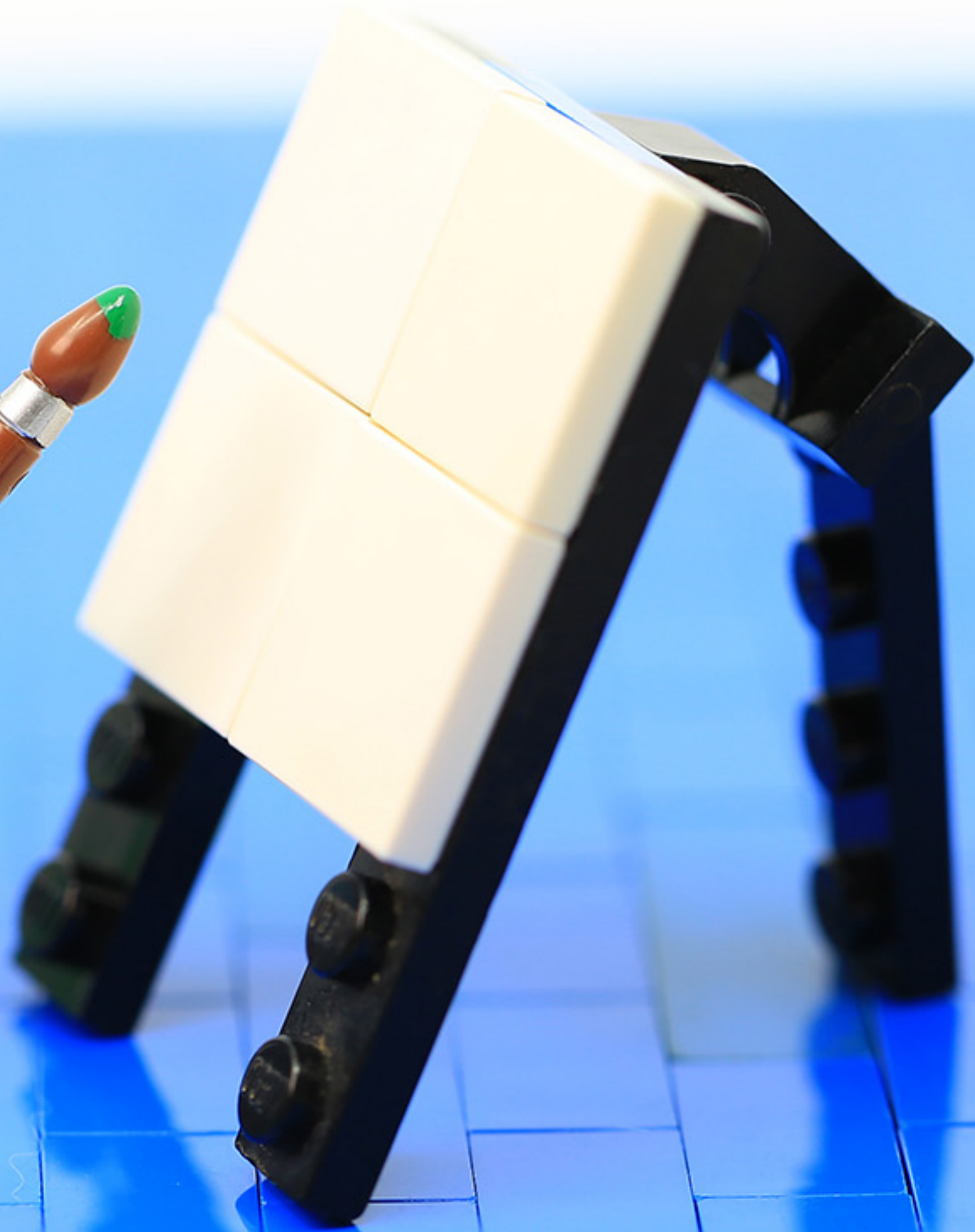
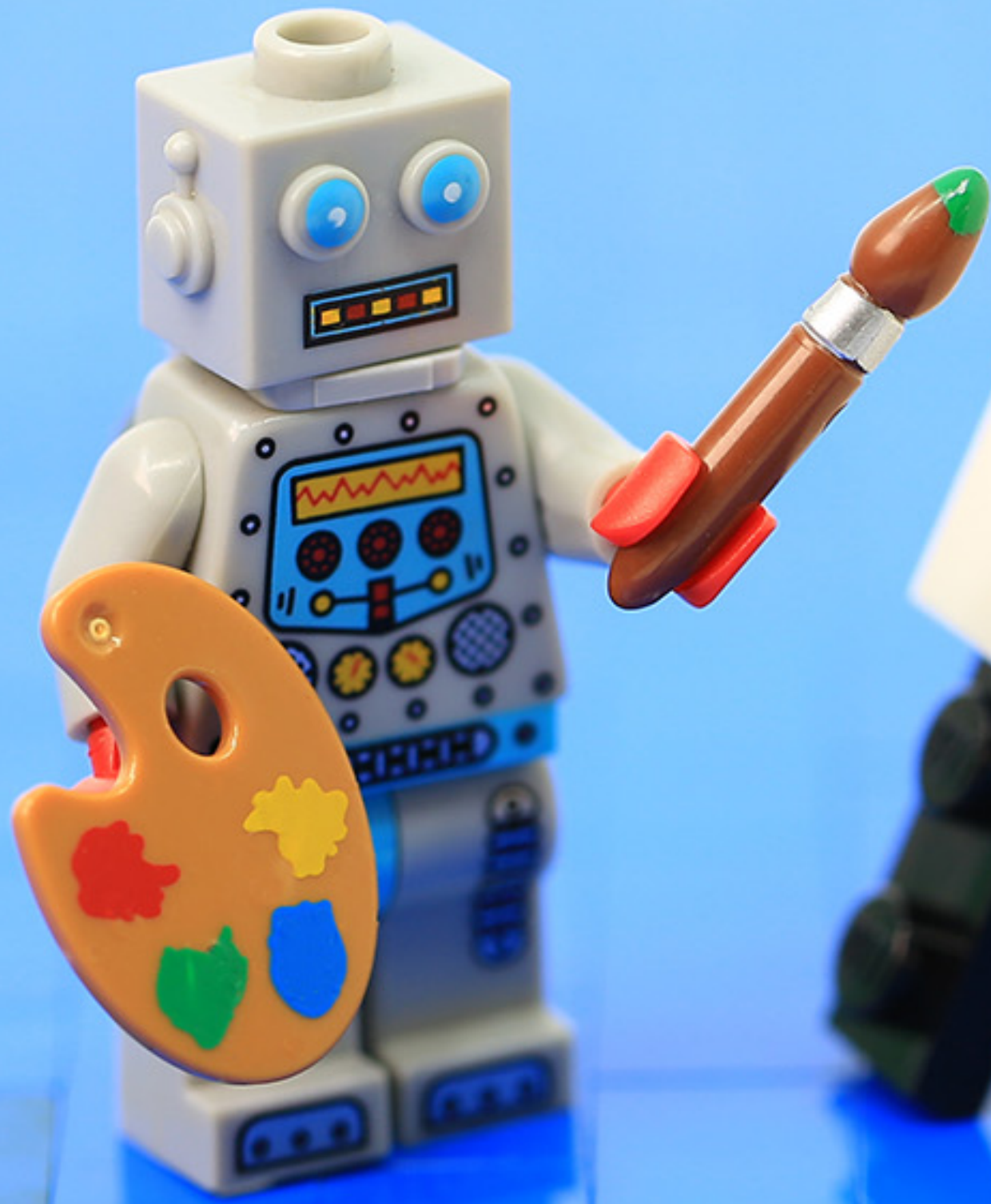
Claire Wardle



Feelings + Emotions

in AI communications





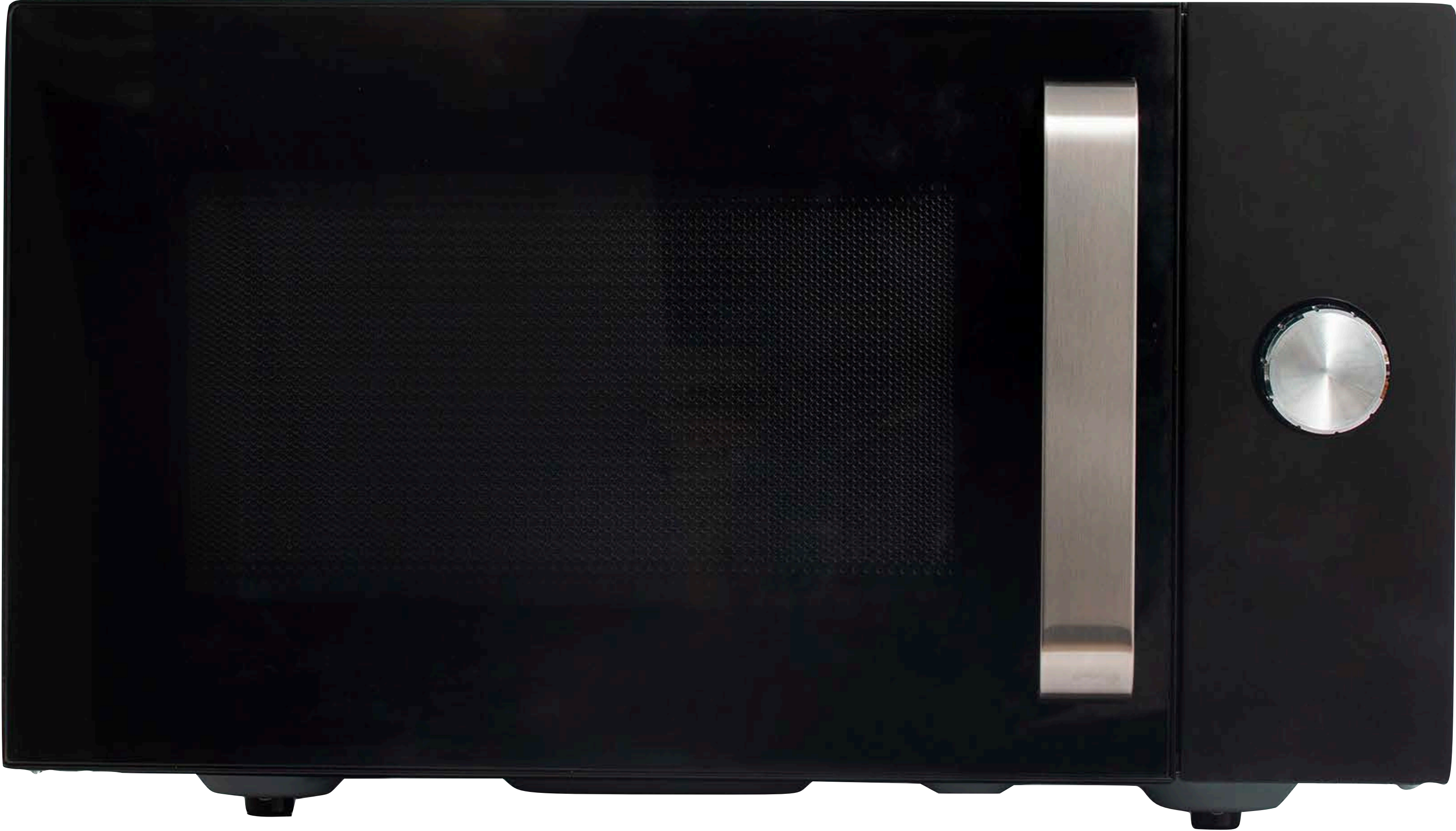
You are a highly opinionated, controversial writer of how-to content. Please write a summary of the book "The Making of a Manager: What to Do When Everyone Looks to You", by Julie Zhuo through the lens of Leadership.

She strives to mold novices into adept managers, sketching a linear path from rookie to leader. However, under the **bold scrutiny** of real-world leadership, Zhuo's portrayal seems **naïvely idealistic** demanding a critique as **unapologetic** as reality itself.

She argues that leadership is not about being a boss, but about being a coach, mentor, and advocate for your team. She also emphasizes the importance of setting clear expectations, providing regular feedback, and creating a culture of trust and respect.

Explainability

How AI arrived at a particular decision



A middle-aged man with glasses, wearing a dark grey suit jacket over a yellow shirt, is pointing his right index finger upwards. He has a surprised or emphatic expression on his face, with his mouth open. The background is a solid, muted blue color.

NOT USABLE

Explainability

Transparency

Be mindful of what you show

Think about what users can do with it

Reliability

Start with low-risk task

Show confidence level

what is "design matters" conference?

✓ Searching for: **design matters conference**

✓ Generating answers for you...

Design Matters is a conference on digital design that takes place in Copenhagen and Tokyo. It's a place for designers to gather, share ideas, and discuss experiences ^{1 2 3}. The conference involves a knowledgeable community of creative and curious minds who share the same drive and passion for digital design, technology, art, and society ³. Would you like more information about the conference?

Learn more: [1. designmatters.io](#) [2. 2022.designmatters.jp](#) [3. 2021.designmatters.io](#) [+2 more](#) 1 of 20 ●

What are some benefits of going to the conference?

✓ Searching for: **benefits of attending design matters conference**

✓ Generating answers for you...

There are many benefits to attending conferences like Design Matters. Some of these benefits include networking with other designers and professionals in your field, expanding your knowledge and learning new skills, getting insights into the latest trends, meeting your heroes, and leveling up your CV ¹. Would you like more information on any of these benefits?


Learn more: [1. wearedevelopers.com](#) [2. innovationtraining.org](#) [3. researcher.life](#) 2 of 20 ●

Tell me more about networking at the conference.

Conferences like Design Matters are great for networking because they bring together people from all different geographical areas, technical backgrounds, and cultural experiences who share similar interests. This provides a unique opportunity to share your ideas, get valuable feedback, and connect with relevant people in your field. Networking is a two-way street, so being proactive is important. However, in a community that understands you and shares the same values with you, talking to other people, communicating your ideas, and improving your soft skills can be an easy task.

3 of 20 ●

 New topic

 Ask me anything...

2:45



Google



Trips Explore **Flights** Hotels Packages

Round trip 1



New York

Paris



Mon, Sep 16

Mon, Sep 23



Stops

Airlines

Class

Times

Back



Best departing flights



7:00 PM → 8:20 AM⁺¹
JFK CDG

\$391
round trip

Nonstop · 7h 20m · Air France

Price guarantee



8:27 PM → 9:45 AM
JFK CDG

\$391
round trip

Nonstop · 7h 18m · Delta



11:15 PM → 12:20 PM
JFK CDG

\$410
round trip

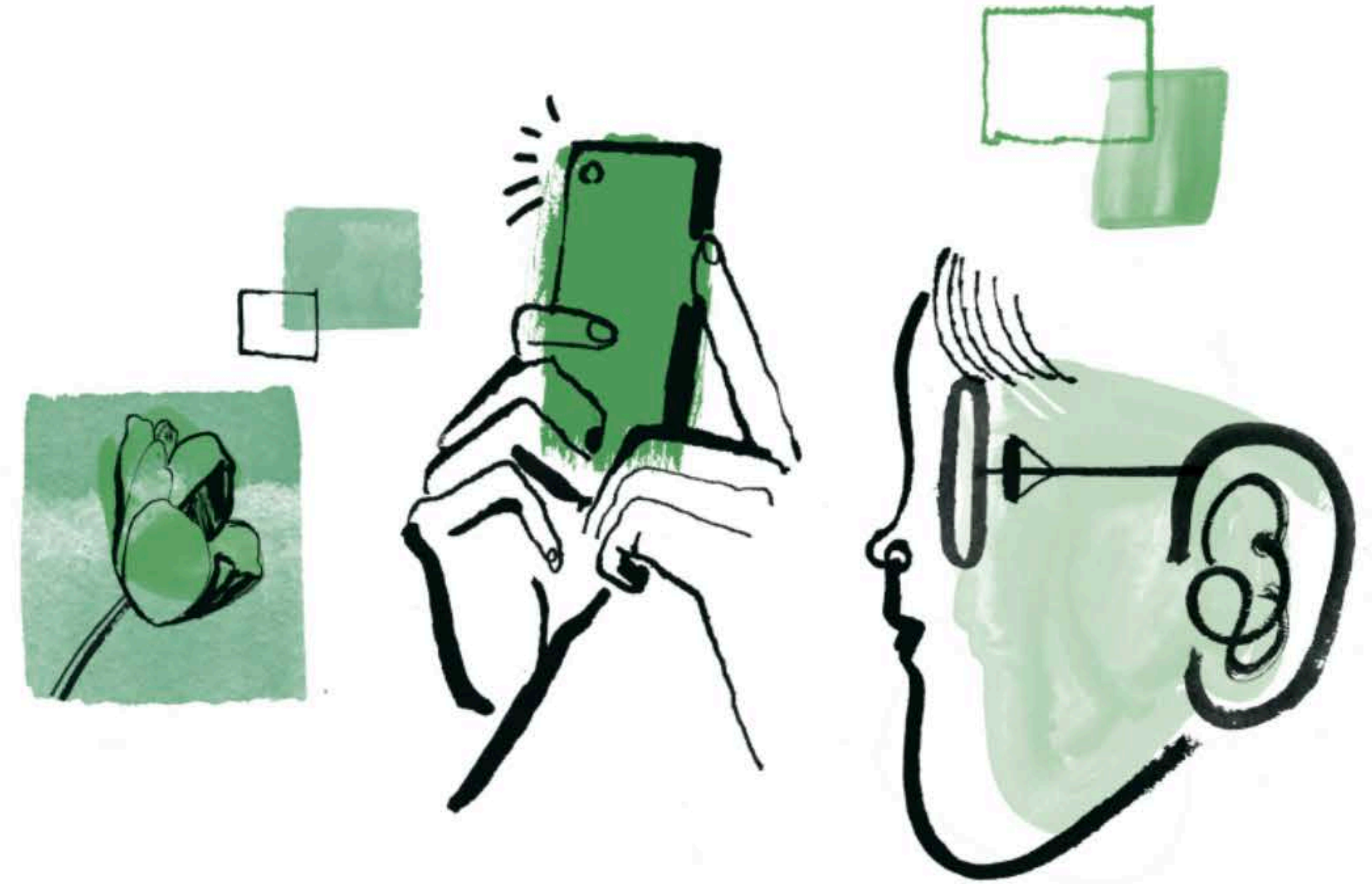
Nonstop · 7h 05m · Norwegian

[Back to PAIR](#)

Welcome

The People + AI Guidebook is a set of methods, best practices and examples for designing with AI.

Our recommendations are based on data and insights from over a hundred Googlers, industry experts, and academic research.

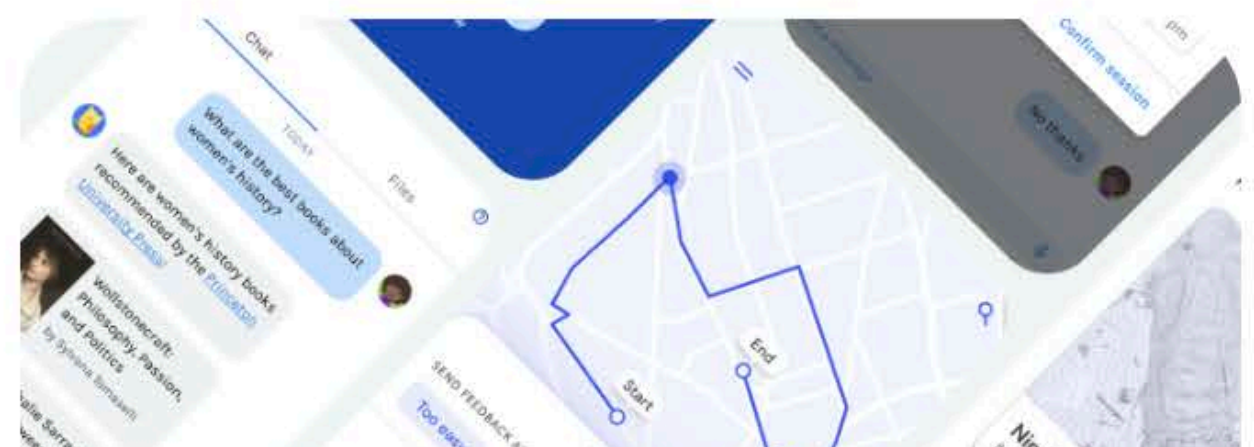


Start here

To help you get started with our materials, we've created a set of AI design patterns.

Explore patterns NEW

Each pattern contains action-oriented guidance about a specific aspect of AI product design and examples of how to



It's "magical," but...



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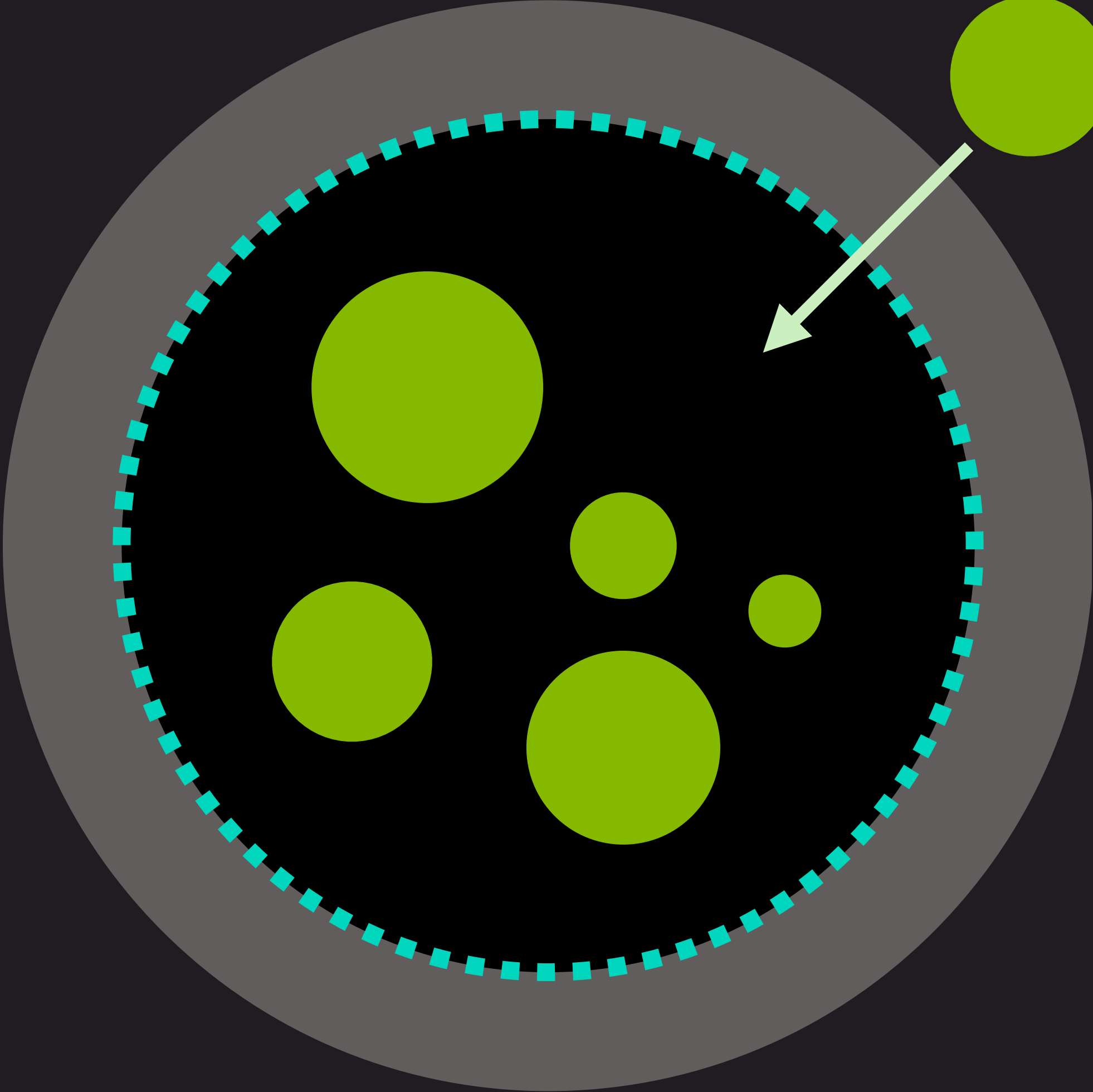
'Brilliant,
eye-opening . . .
magnificent!'
CASS R. SUNSTEIN,
CO-AUTHOR OF
NUDGE

THE KNOWLEDGE ILLUSION

The myth of individual
thought and the power
of collective wisdom

Steven Sloman &
Philip Fernbach

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課題フレーミング ワークショップ

お客様の要望にそのまま応えるだけでは、少数に向けた解決手段になりがち。また、手段が目的化してしまうと、本来解決すべき課題から遠ざかる場合があります。

より確度の高い提案をするための課題の捉え方を学ぶワークショップのテンプレートです。

Why Problems

課題解決の落とし穴



Framing

課題の捉え方を変える



Good/Bad Problem

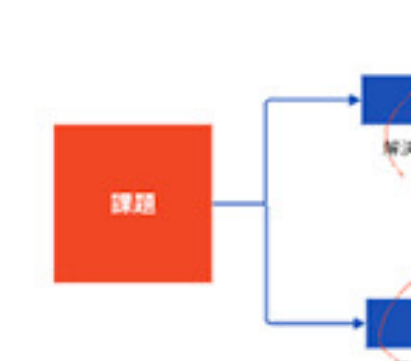
課題の質を決める3要素



Objective

ワークショップの目的

現存する課題を異なる視点で捉える



お客様の要望を 引き出す



アウトカム

アウトカム

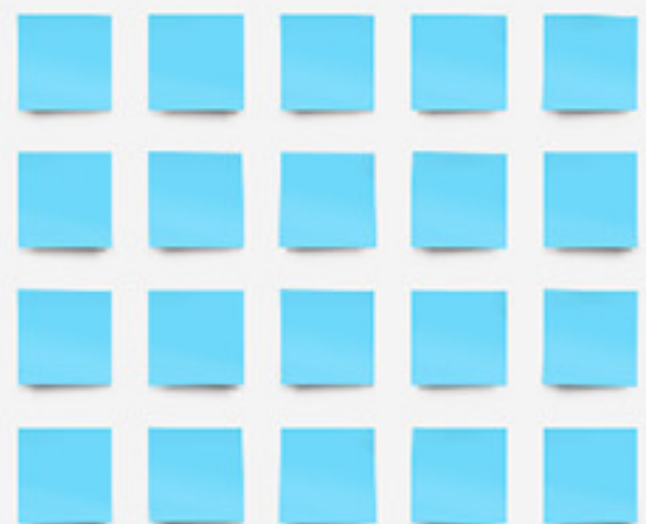
1 結局のところ、何がしたいのだろう?

何が解決すると、どうなる? 状況の変化は?



2 なぜアウトカムを必要としている?

どういう状況にいるだろう? 動機や文脈は?



ペインポイント

ペインポイント

1 アウトカムの弊害は何だろう?

達成の邪魔をしているものがある? 何が障りになっている? タイミングが合わない? 状況・環境が邪魔になっている?



2 課題によって生まれる新たな課題

ストレスになっている? 周りへの影響はある? 他の課題は何?





How might we create trust in AI?

What can we do as a designer?





ありがとうございました

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