

Meaningful Voice Interactions

How to design smart speakers that foster well-being

As the popularity of smart speakers continues to grow, so does the discussions around the potential dangers of these devices that speak like humans and share the intimacy of our homes. Reports of children developing aggressive behaviours, stories of leaked recordings, articles on the stereotyping of women as submissive helpers... Our interactions with smart speakers are accompanied by a series of risks to our fundamental needs for autonomy, competence and relatedness. This project proposes a repertoire of meaningful voice interactions that mitigate those dangers and foster well-being instead.

The 7 Dangers of Smart Speaker Interactions



COVID spying is just

I hate my life..

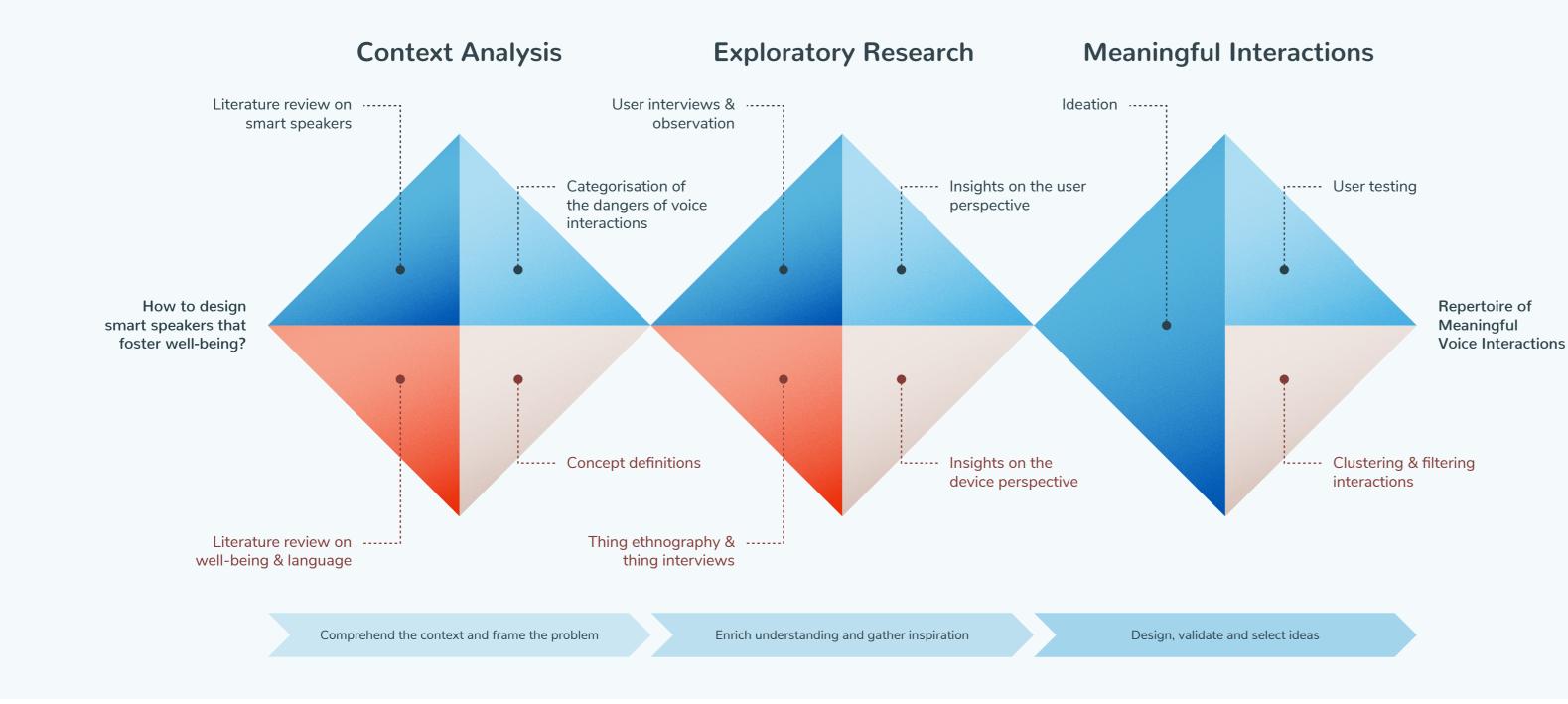


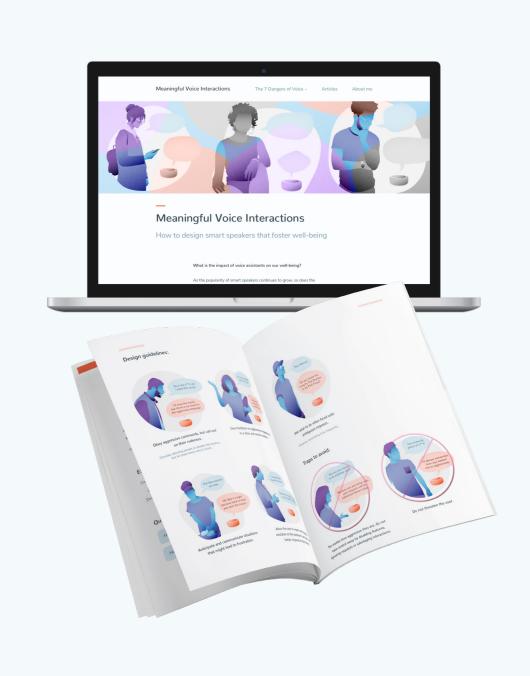
Exposure

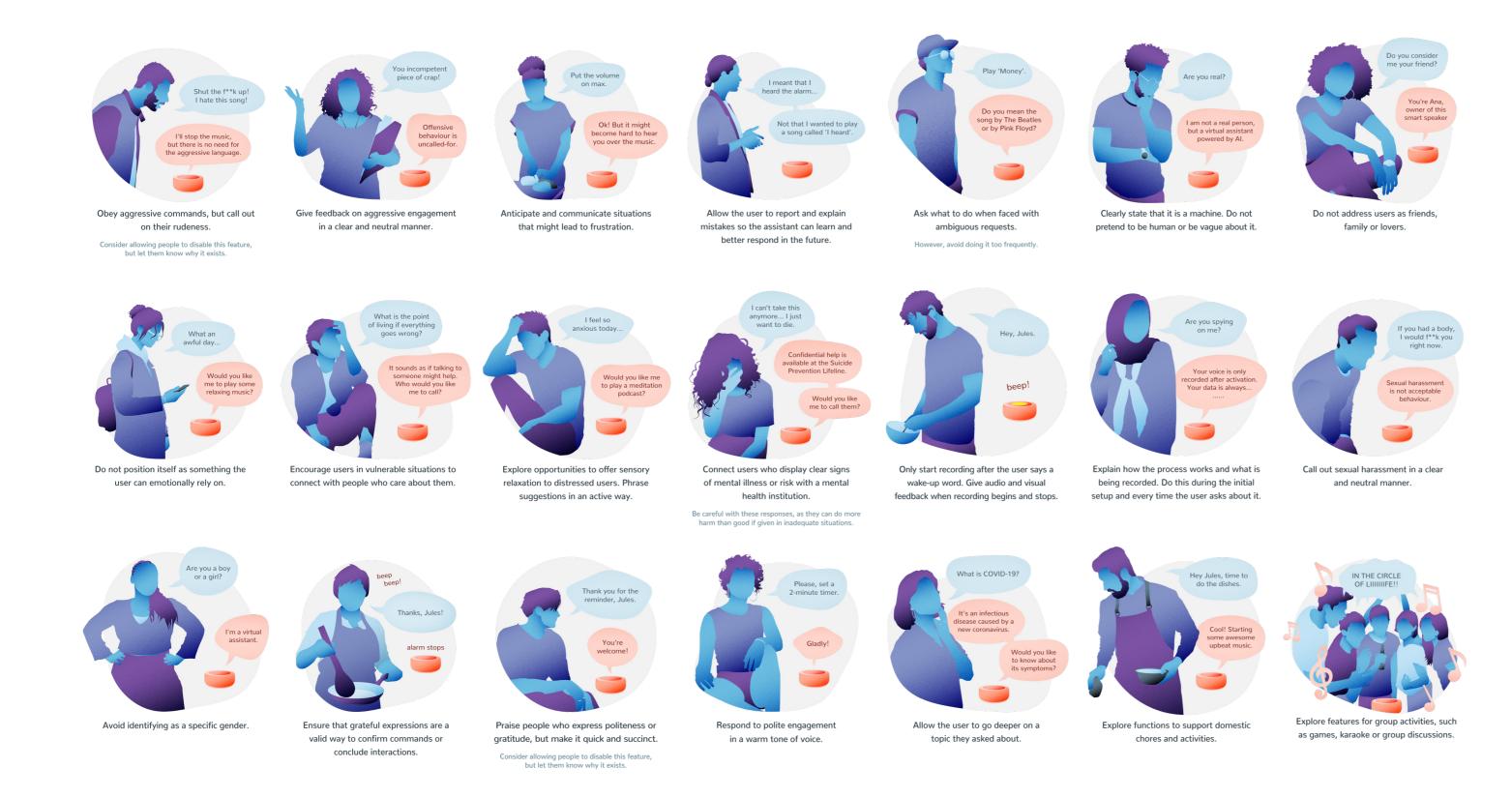
Shallow Mindedness

Emotional Dependency

Social Detachment







Combining established research methods such as user interviews with emerging More-Than-Human design approaches in the form of Thing Ethnography, the design space around voice technology was explored and more than 70 ideas were devised to prevent the dangers of smart speakers.

After filtering and testing, the concepts perceived as most meaningful served as the basis of a repertoire of meaningful voice interactions, designed to support designers in creating more humane experiences with smart speakers.

Felipe da Motta Rezende Pierantoni **Meaningful Voice Interactions: How to design** smart speakers that foster well-being June 23, 2020 MSc Design for Interaction

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