

DAY 1			
	Track 1	Track 2	Track 3
09:00	Virtual venue open		
09:05			
09:10			
09:15			
09:20			
09:25			
09:30	Talk		
09:35	Welcome to UCD Gathering		
09:40	15 minutes		
09:45	Keynote		
09:50	Design leadership for introverts		
09:55	60 minutes		
10:00	Tim Yeo		
10:05	Chief introvert, The Quiet Achiever also Design Director, IBM Consulting		
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10:40			
10:45	Break 1 - 30 minutes		
10:50			
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11:00			
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11:15	Case Study	Talk	Workshop
11:20	Creating safe spaces to research youth mental health needs	When do inclusive language guidelines become exclusive?	Running inclusive workshops
11:25	45 minutes	45 minutes	120 minutes
11:30	Bassam Jabry	Laura Smith	Flaminia Del Conte
11:35	Chemistry Team	Unboxed	Sage
11:40	John Chan		
11:45	Chemistry Team		
11:50			
11:55			
12:00	Break 2 - 30 minutes		
12:05			
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12:25			
12:30	Talk	Talk	
12:35	Feedback: how to get what you need & love what you get	Growing a Service Designer: Mentoring as co-experience	
12:40	30 minutes		
12:45	Milly Shaw	Katherine Snow	
12:50	Opencast Software	Sopra Steria	
12:55		Jana Mizutyte	
13:00		Disclosure Scotland	
13:05	Break 3 - 30 minutes		
13:10			
13:15			
13:20			Break 3 - 15 minutes
13:25			
13:30	Talk	Case Study	Workshop
13:35	Avoiding misconceptions on your accessibility learning journey	The Bottleneck Rules for UX designers & researchers	Embedding circular economy & sustainable practices in user centred design
13:40	60 minutes	60 minutes	60 minutes
13:45	Stéphanie Krus	Nelson Taruc	Vinishree Verma
13:50	Sopra Steria	Lextech	Around Zero
13:55			Ana Guerrero
14:00			Around Zero
14:05			
14:10			
14:15			
14:20			
14:25			
14:30	Break 4 - 30 minutes		
14:35			
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15:00	Discussion	Case Study	Workshop
15:05	How can user experience & business analysis work together?	Applying human-centred design to an existing social care innovation	How to choose the right UCD collaboration style
15:10	60 minutes	60 minutes	60 minutes
15:15	Chris Rourke	Ali Fawkes	Neil Turner
15:20	User Vision	Humanly	Redgate Software
15:25		Annika Patni	
15:30		Humanly	
15:35			
15:40			
15:45			
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16:00	Break 5 - 30 minutes		
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16:25			
16:30	Endnote		
16:35	Multiplied by design		
16:40	60 minutes		
16:45	Ben Holliday		
16:50	Chief Designer, TPXImpact		
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17:25			

DAY 2			
	Track 1	Track 2	Track 3
09:00	Virtual venue open		
09:05			
09:10			
09:15			
09:20			
09:25			
09:30	Talk		
09:35	<u>Welcome to UCD Gathering</u>		
09:40	15 minutes		
09:45	Keynote		
09:50	<u>How complexity is shaping the world of designing good services</u>		
09:55			
10:00	60 minutes		
10:05	Daniel Tuitt		
10:10	Service Design Lead		
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10:35			
10:40			
10:45	Break 1 - 30 minutes		
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11:15	Case Study	Case Study	Workshop
11:20	<u>Inclusive design: from making the case to making a difference</u>	<u>How to fast track your UX career</u>	<u>Transforming toward customer-centricity</u>
11:25	45 minutes	30 minutes	120 minutes
11:30	Audree Fletcher	Jenny Bjorkman	Debbie Levitt
11:35	Independent	Interaktiv Studio	Delta CX
11:40			
11:45		Break 2 - 45 minutes	
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11:55			
12:00	Break 2 - 30 minutes		
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12:30	Talk	Talk	
12:35	<u>The do's & don'ts of survey writing</u>	<u>The user research bubble - being on the inside</u>	
12:40	30 minutes		
12:45	Catrin Jones	Emma Sutcliffe FRSA	
12:50	Made Tech	TPXimpact	
12:55		Danielle Allen	
		TPXimpact	
13:00	Break 3 - 30 minutes		
13:05			
13:10			
13:15			
13:20			Break 3 - 15 minutes
13:25			
13:30	Case Study	Talk	Workshop
13:35	<u>Ethics & safeguarding for platforms</u>	<u>What discovery research in prisons is like</u>	<u>Why disabled people & neurodivergent people are not engaging in your user research (& how to change that)</u>
13:40	30 minutes	30 minutes	90 minutes
13:45	Tania Ignat	Tricia lee	Lynn Pilkington
13:50	Independent	Independent	This is Milk
13:55			
14:00	Break 4 - 15 minutes		Morgane Tanguy
14:05			This is Milk
14:10			
14:15	Case Study	Talk	
14:20	<u>Turning research interviews into research conversations</u>	<u>Proposition, process & interface: a simple framework for UX problems</u>	
14:25	45 minutes	45 minutes	
14:30	Jen Locke	Chris Rourke	
14:35	Sage	User Vision	
14:40			
14:45			
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14:55			
15:00	Break 5 - 30 minutes		
15:05			
15:10			
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15:30	Talk	Talk	Talk
15:35	<u>Aesop's fables & UX: Stories of a UX Pro</u>	<u>Frustration to fulfillment</u>	<u>The value in teamwork - working as a UX designer within agile teams</u>
15:40	30 minutes	30 minutes	30 minutes
15:45	Jennifer Blatz	Himanshu Bharadwaj	Ricky Callaghan
15:50	Rocket Mortgage and UX Research & Strategy group	Centime	Calba
15:55			
16:00	Break 6 - 15 minutes		
16:05			
16:10			
16:15	Endnote		
16:20	<u>Centring human rights and trauma in design</u>		
16:25	60 minutes		
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16:35	Eriol Fox		
16:40	Senior Designer and PhD researcher, Simply Secure & Newcastle University		
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