Antifragile Design Charter

Culture

Start small, dream big. Build a diverse team who fall in love with the problem.

- Include a wide range of past experiences and diverse perspectives on the product.

- Elevate the problem first, fall in love with solving it.

- Dream big. Shifting mindsets won't happen overnight. Find ways to incorporate small changes while also thinking about larger issues.

Learning

Learn from systems other than your own.

- Take inspiration from non-human systems.

- Experiment with new vision statements.

- Infuse small therapeutic stressors into your workshop.

- Create a deck of Black Swan event cards to test against. What was the outcome? What did you learn? What will you do to change?

Process

Test often, lean into friction in your systems.

- Do not dismiss edge cases.

- Incorporate behavioral science into your design methodology.

- Strive to predict user needs (seen and unseen) early.

- Identify if your problem is human-centered or a system-centered design.

- Slow down, some friction is useful.

Decision Making

Be transparent in your decision making, include teams outside of your organization.

- Manufacture incentives for risk taking into standard processes:
+ OKRs, performance, roadmap prioritization.

- Encourage risk taking while finding ways to reward both low and high risk impact.

Methods

New solutions, require new ways of thinking. Explore what you haven't done before.

- Establish roles responsible for antifragility, bringing awareness and questions to existing processes.

- Explore "edge cases" before "happy paths".

- Invert every aspect of a sprint or workshop.

- Inject unseen disruptors into the system during design exercises.

- Design for extremes. Design for the opposite.

- Always design with a11y, i18n in mind.

Roles

Anticipate job roles of the future that help remedy hindsight thinking.

- Establish roles responsible for antifragility while bringing awareness and questions to existing processes.

- Create organizational intermediaries that align competencies to prepare and position for future disruption.

Data and Metrics

Embrace what you can't measure.

- Find ways to weigh the unknowns.

- Balance what you can measure with what you can't, embrace ambiguity by not reducing everything to measurable outcomes.

Future Outlooks

Build beyond your immediate needs and goals.

- Experiment with changing the company or project vision, what did you discover?

- Build for systems, not just individual tasks.

- Create future scenario maps. Practice "what-if" scenarios.