



From Design Systems to Interaction Systems

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Design Systems

Create Rules

Everyone is building AI Features





Three Takeaways

Evolve

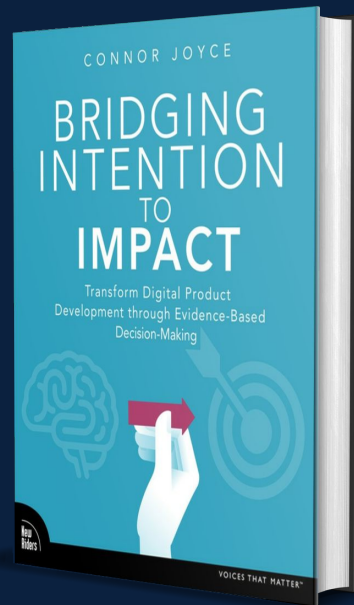
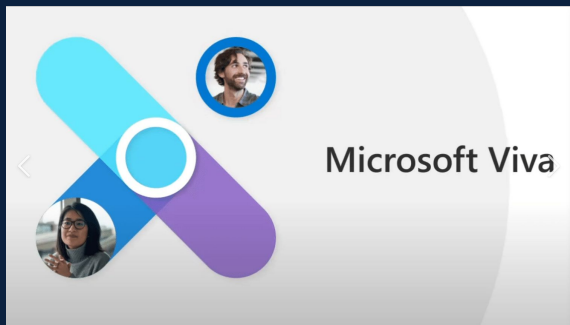
Design systems must evolve into interaction systems

Align

Strategic alignment begins with asking better questions

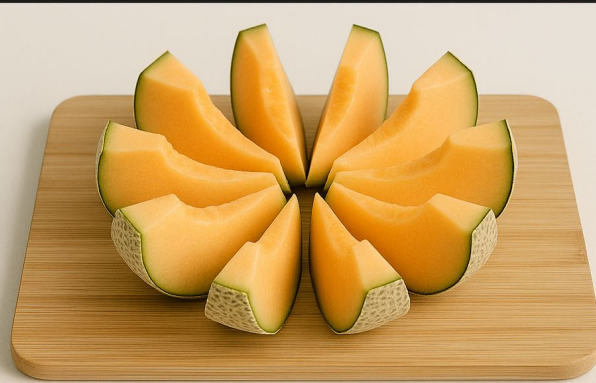
Lead

Moving from documentation to direction earns strategic influence



**Copilot is
intended to
be a single
system not a
collection of
features**

**IT'S MADE UP
OF PARTS**



Fluent UI

Natural on every platform

Built for focus

One for all, all for one

Unmistakably Microsoft

The power of design systems



EVERGREEN

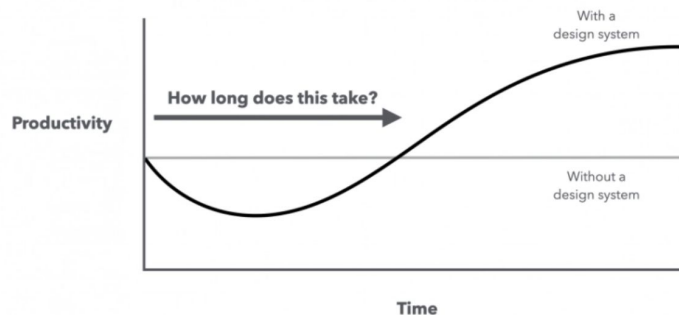


**Polaris
Components**

**Material
Design**

Material Design 3 is Google's open-source design system for building beautiful, usable products.

The Design System Efficiency Curve

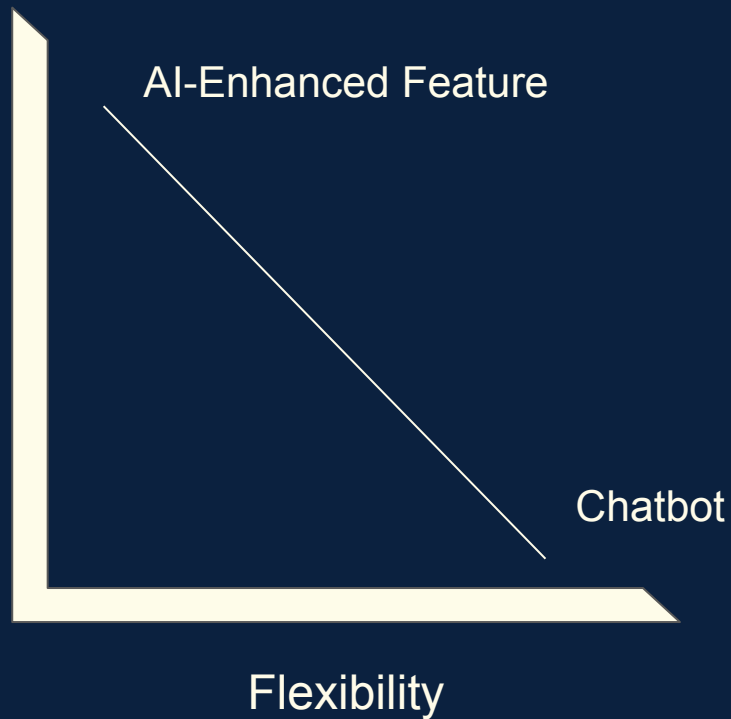


Where they
fall short



**A new
foundational
tension**

Ease of Use

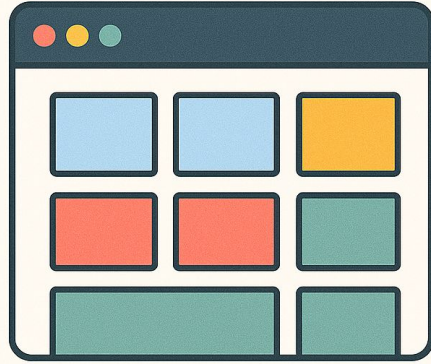


Beyond interface... interaction

8 especially important interaction patterns

Input & Invocation
Feedback & Confirmation
Latency & Waiting
Error & Recovery
Control & Autonomy
Handoff & Continuity
Personalization & Adaptation
Transparency & Trust

Takeaway 1 - Evolve



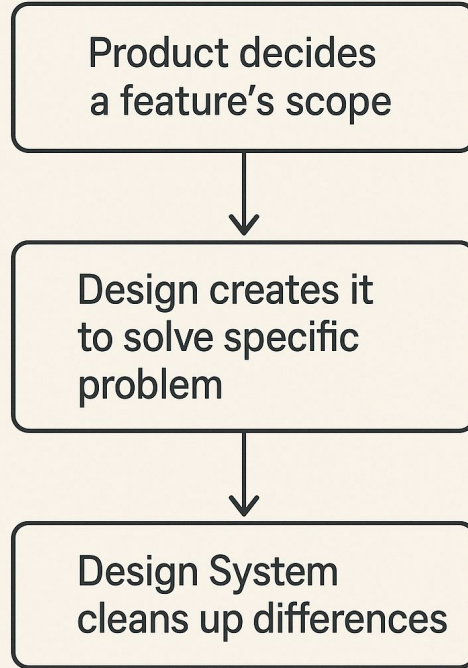
Looks



Acts

**The patterns
of the past
didn't hold**

REACTIVE SUPPORT



Workshop

Pre-Interview

Sat with a key stakeholders to generate buy-in and work out the plan for the workshop.

Question List

Created a list of primary questions the team could work to address which by doing so would put them in a leadership position.

Gathering

Gathered the Design System and key stakeholders to discuss questions on a shared Figma Space.

Next Steps

Cleaned up all the comments and created a list of questions that the design system team could answer proactively. Prioritized based on important features.

The output

What are the core principles of when to use AI?

How do our users perceive our product as a unified experience?

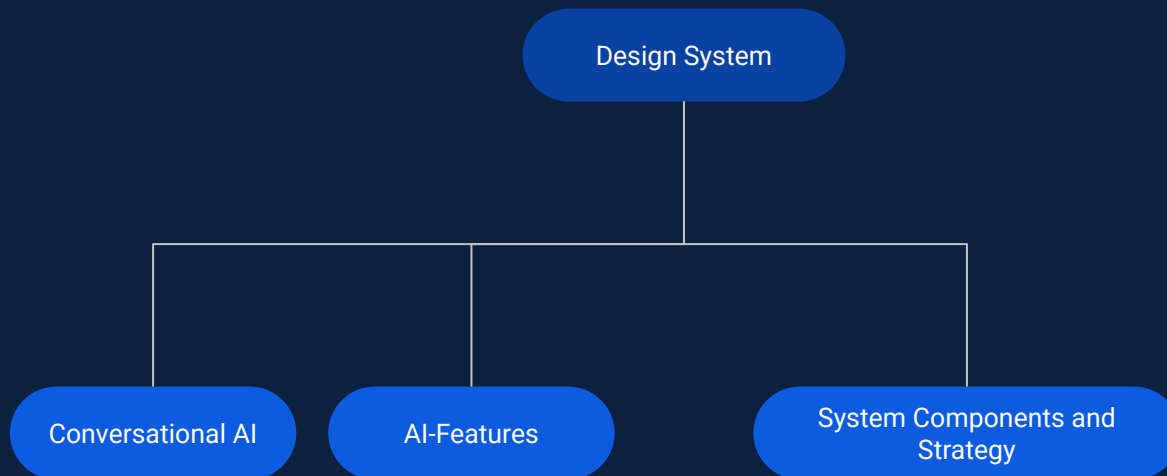
How are our customers rationalizing the different components and when to use them?

How can we define when and where we prompt users to engage?

How do we measure users' maturity with AI over time and how should the experience evolve over that maturity curve?

How do we best offer a personalized experience?

Post workshop reorg



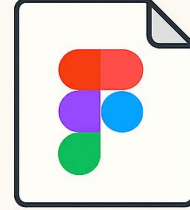
Takeaway 2 - Align



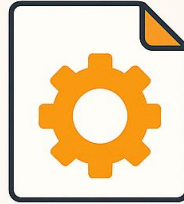
Real Influence



Research
Brief



Figma
Starter



Eng
Docs



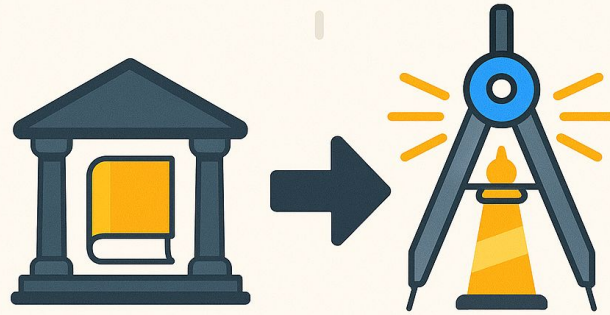
Teams
thread

**Teams are
now asking
for more
coherence**

**“I think that is the role of the design
system team.”**

- A Product Manager, Teams Call, 5/6

Takeaway 3 - Lead



Recap

Evolve

Design systems must evolve into interaction systems

Align

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Lead

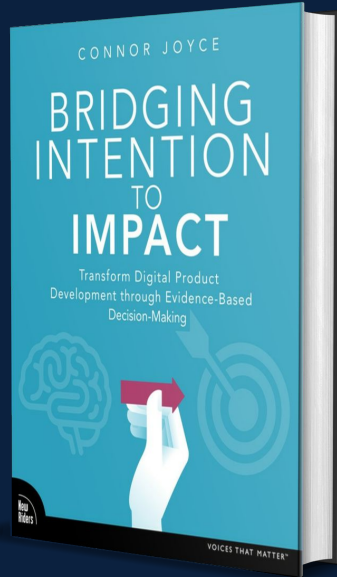
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Final challenge

Ask your design system:

“What are the biggest recurring challenges we see our teams face when implementing AI??”

Thank You!



“Bridging Intentions to Impact”
Out Now



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