from FRUSTRATION to Elation

Getting Emotional By Design
twitter
first impressions
communicate
trust
commitment
forgiveness
respect
“a product that can correct our mistakes as they happen gains our trust.”

MAEDA
“Press 1 for Sales...”
CONFLICT
ESCALATION
CONTROL
BLAME
STUBBORN
DECEPTION
JEALOUSY
hope
redemption
golden rule
experience of flow
memory recall
symbolic meaning
tactile experience
feeling
discussion
Slides (soon) @ gettingemotional.com