The Role of Emotion in Online Learning

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SAMPLE
Types of Motivators

Intrinsic
- autonomy
- belonging
- curiosity
- love
- learning
- mastery
- meaning
- ...

Extrinsic
- badges
- competition
- fear of failure
- fear of punishment
- gold stars
- money
- points
- rewards
- ...

Courtesy Janaki Kumar and Mario Herger
Our Goal:

Design experiences that the audience connects with emotionally.
Related goal: Create learning experiences whose effects continue long after the experience is over.
Madison Square Garden Code of Conduct

- Guests shall be respectful of others around them.
- Guests shall avoid blocking the view of other guests.
- During some concerts, the artists may request that guests be permitted to stand immediately in front of their seats during the
- Guests shall not interfere with the event, the performers or the athletes in any way.
- Guests shall refrain from using foul/offensive language, fighting, obscene gestures, throwing objects and engaging in other behavior detrimental to the experience of other guests.
- During some sporting events, guests shall wait for a stoppage in play before moving about the arena. The black line on the gate floor designates the area that guests shall stand behind, to avoid blocking the view of seated guests. Guests shall adhere to the instructions and directions of arena staff.
- Guests shall not stand on seats or any other building structure.
- Guests shall not block the aisles.
- Guests shall not occupy a seat or remain in an area for which they do not possess a valid ticket and shall provide their ticket upon request.
- As required by the City of New York, guests shall not smoke anywhere in our facilities.
- Guests who consume alcoholic beverages shall do so in a responsible manner.
- Guests are encouraged to report inappropriate or offensive behavior to an Usher, Security Officer or Guest Services Representative.
- Guests shall comply with requests from arena staff regarding arena operational and emergency procedures.
- The arena staff has been trained to intervene when deemed necessary and to use their best discretion to help ensure that guests who ignore the Code of Conduct do not interfere with other guests’ ability to enjoy an event. Guests who violate the Code of Conduct may be subject to ejection without refund and, to the extent their conduct constitutes a violation of law, may be subject to arrest. Season ticketholders may also be subject to having their season subscription revoked. We thank you for your cooperation.
Madison Square Garden Code of Conduct
AN ANGRY CUSTOMER

AN EMOTIONAL LEGAL CLIENT
A MOBILE REFERENCE APP
NEEDS

CONTEXT

Courtesy HIT - Healthcare Innovations and Technology
“…technology alone is not enough. It’s technology married with liberal arts, married with the humanities that yields us the result that makes our hearts sing.”

--Steve Jobs
Thank You!
I’m happy to discuss any questions and comments!

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