User Experience Management
User Experience Management
Essential Skills for Leading Effective UX Teams

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Dedication

Dedicated to my wife, Marlene, and daughters, Anna and Sonja, who put up with me going on and on about this project, to many wonderful managers and some perhaps not so wonderful who I have learned from, and to my teams who I have learned from. I am grateful for the advice, insights, collaboration and encouragement from many wise friends and colleagues, not just about this book and the ideas within it but throughout my career. Finally, as a man of faith I have been energized by the fundamental hope that we can and should work to make the world a little better during our time here. Management and leadership can be part of that journey, and this book is part of mine.
About the Author

Arnold (Arnie) Lund, PhD, CUXP, is a Principal Director of User Experience at Microsoft. He began his career at AT&T Bell Laboratories in applied research, and helped build the science and technology organization at Ameritech. He managed design and exploratory development teams at US West Advanced Technologies, and served as a director at Sapient (where his focus areas ranged from information architecture to leading a global program in emerging technologies). Arnie is a member of the ACM SIGCHI Academy, and co-chaired the CHI conferences in 1998 (Los Angeles) and 2008 (Florence, Italy). He is a Fellow of the Human Factors and Ergonomics Society (HFES), and served on the HFES Executive Council. He has long been engaged in human computer interaction (HCI) standards and in the area of accessibility and emerging technology, including chairing the HFES Institute and overseeing the HFES-200 standard and its approval as an ANSI standard. He is a certified user experience professional and served as president of the board of directors for the Board of Certification in Professional Ergonomics (BCPE).

Arnie received his BA in chemistry from the University of Chicago, and his PhD in experimental psychology human learning and memory from Northwestern University. He has published widely in R&D management and on research in natural user interfaces, and has a variety of patents. He has been on the advisory and editorial boards of various journals (e.g., Journal of Usability Studies and the International Journal of Speech Technology), and served on the board of directors for INFINITEC (focusing on infinite potential through assistive technologies). Arnie has taught user-centered design and related topics at Northwestern University and elsewhere, and the University of Washington.