



Emotional Touchpoints (ETs) Workshop:

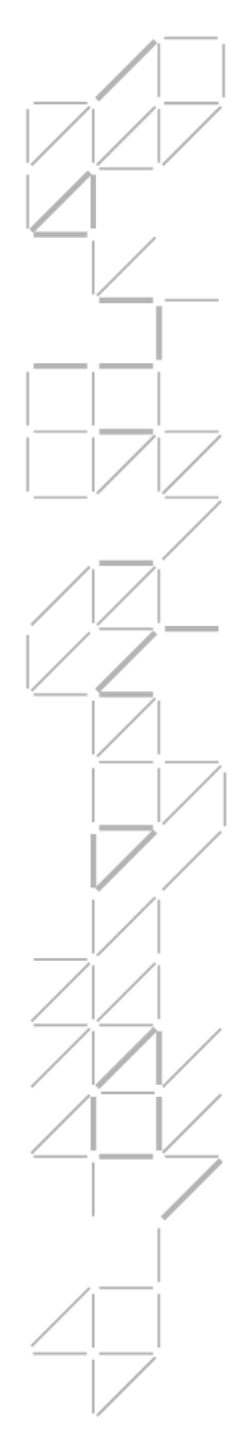
Dawn Smith (University Public Engagement Lead)

Dr Stephen Smith (Associate Professor & School PE Lead)

Mandy Gentleman (Lecturer & University Academic Integrity Lead)

Engage Summit

29 April 2026

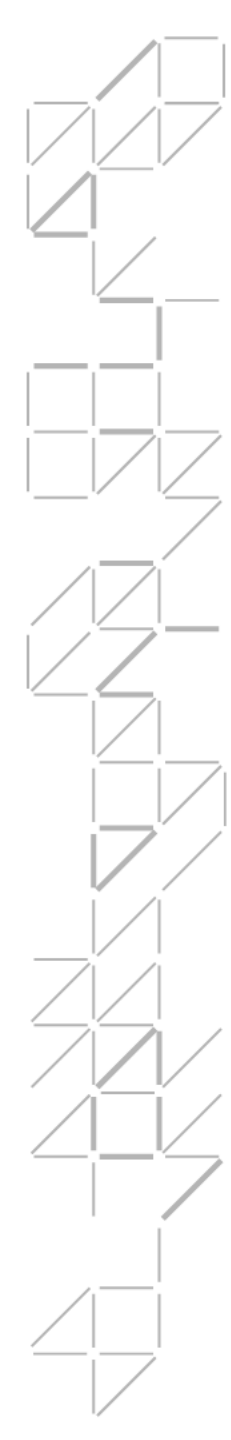


What are Emotional Touchpoints

Emotional Touchpoints emerged from experience-based design (Bate & Robert, 2007).

Emotional Touchpoints can be a powerful means of helping people to share aspects of experience that are important to them.

An approach to telling and hearing a story based on emotions and play.



Creating Emotional Touchpoints for PEPs

Workshop at Engage Conference in 2019

Support from NCCPE for development of PEP tool

Increasing recognition of emotional labour for PEPs (University of Bath)

Three co-design workshops with PEPs in 2025

Development of Touchpoints for PEPs by PEPs



Cards and post-it notes on table with pens and glasses

PEP feedback

Keen to use this with my colleagues as we are not great at reflecting and this would help us to improve and highlight the value of reflection.

My ideas are popping following from this; I am thinking my daily reflection could incorporate Emotional Touchpoints



PEP feedback

This workshop has motivated me to grow this idea.

A valuable resource in the context of meetings, to help people share and learn with one another.



PEP feedback

ET process provides an opportunity to get to the heart of the issues. I am thinking about how I can adapt, use and modify.



Looking at the PEP Touchpoints



Facilitated Emotional Touchpoints session

Let's give it a go....

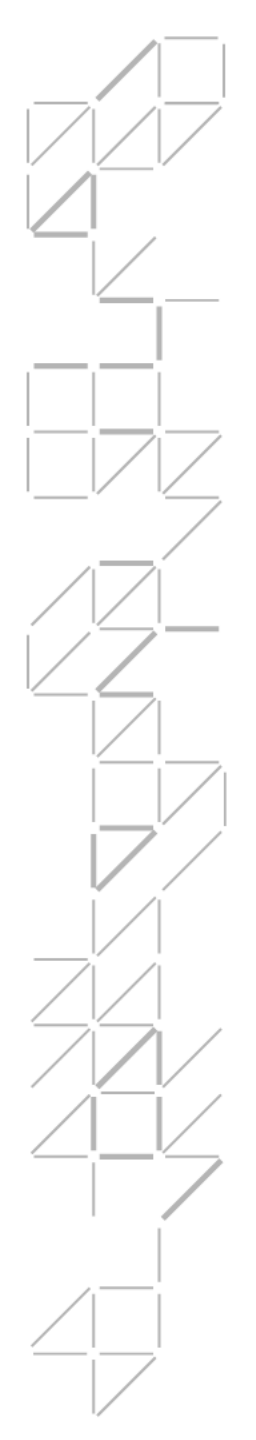
Short 10-minute ET activity in three groups facilitated by Dawn, Stephen & Mandy.

Need a volunteer in each group to tell their story.

Discussion

What are your thoughts on this process?

How might Emotional Touchpoints be helpful in your work?



Feedback

What has the workshop left you thinking about?



=



Further information via QR Code

publicengagement@napier.ac.uk

