

Rob Waller



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I am an information designer with wide experience of practice, research, writing and teaching.

I have been associated with the creation of an institutional framework for the development of information design, founding Information Design Journal in 1979, and co-founding the Information Design Association in 1992. I have also co-organised a series of Information Design Conferences from 1982 to the present day. I am a frequent conference speaker, and have published many papers on the theory and practice of information design.

I am director of the Simplification Centre, Adjunct Professor of Communication Design at Hong Kong Polytechnic University, and President Elect of the International Institute for Information Design.

Background

After training as a typographer (University of Reading, BA 1974, PhD 1988), I was a researcher with the Open University in the 70s and 80s, working in a multidisciplinary team investigating learning from text. In 1987 I started the consultancy Information Design Unit and together with business partner David Lewis grew this into the UK's largest information design agency, selling to WPP in 2001, and subsequently leading the merged information design team as part of Enterprise IG, the global branding agency. I have developed communications for major organisations in telecommunications, energy, financial services and government. My projects have been as diverse as gas bills, flight information displays, dictionaries, museum signing, lottery tickets, passport forms and board games. My clients have included Vodafone, T-Mobile, Barclays, BNP Paribas, British Gas, AXA, Aegon, and many other well known service brands.

From 2007-2011 I was Professor of Information Design at Reading University, teaching at MA and PhD levels, and launching a new research group, the Simplification Centre. In 2011, the Centre moved out into the voluntary sector, and I combine its leadership with consulting in information and service design.

Research interests

I am particularly concerned with ways to make reading easier for people with poor functional literacy, and with the needs of organisations that have to make very complex information accessible to a wide audience. The Simplification Centre faces both of these audiences: consulting and co-creating with users, and articulating information design skills for organisations, and making them available through training.

My research interests centre around the role of typography and layout in language: enabling writers to extend their means of expression from purely linear to graphically structured language; and supporting readers who engage with text in an active and purposeful way. My earlier academic work developed a genre theory of typographic design, and I have lately been reinterpreting this using the pattern language approach developed by the architect Christopher Alexander. The goal is to articulate what skilled designers do, in order to make their strategies more accessible to anyone who needs to make information clear. I am also involved with the growing movement, legal information design. I have run workshops and webinars for the International Association for Contract and Commercial Management (IACCM), Clarity, Swiss Re and other organisations on the topic of simplified business contracts.

Recent publications many downloadable from www.robwaller.org

Peer-reviewed journals

Waller, R., Waller, J., Haapio, H., Crag, G., and Morrisseau, S. (2016), Cooperation through clarity: designing simplified contracts, *Journal of Strategic Contracting and Negotiation*.

Waller, R. (2012) 'Graphic literacies for a digital age: the survival of layout', *The Information Society*, vol 28 no 4, 236-252.

Waller, R., Delin, J. and Thomas, M. (2012). 'Towards a pattern language approach to document description'. *Discours* 10 (online journal, accessible at <http://discours.revues.org/8673>).

Waller R. (2007) 'Comparing typefaces for airport signs', *Information Design Journal*, 15(1), 1-15.

Waller R. & Delin J. (2003) 'Cooperative brands: the importance of customer information for service brands', *Design Management Journal*, 2003, 14(4), 63-69.

Book chapters and articles

Waller, R. (2011) 'Places need signs: information design, architecture and making buildings readable', *Eye*, 80.

Waller, R. & Waller, J. (2012). Transformar las cartas del gobierno: el diseño y la redacción trabajando juntos. In Frascara, J. (ed.) *¿Qué es el diseño de información?* Buenos Aires: Ediciones Infinito.

Waller, R. (2008) 'Simplification: what is gained and what is lost' In T. Porathe (ed). *Applications of Information Design 2008*. Eskilstuna: Mälardalen University Press, 219-230. Reprinted 2011 as Technical paper 1, Simplification Centre, University of Reading.

Delin, J., Searle-Jones, A., & Waller, R. (2006) 'Branding and relationship communications: the evolution of utility bills in the UK' in S. Carliner, J.P. Verckens and C. de Waele (eds) *Information and Document Design*, Amsterdam: John Benjamins, 27-59.

Technical papers

Waller R. (2015) *Layout for legislation*. Technical paper 15. The Simplification Centre.

Waller R. (2011) *Type size: interpreting the Clear Print standard*. Technical paper 10, The Simplification Centre.

Waller, R. (2011) *What makes a good document: the criteria we use*. Technical paper 2, The Simplification Centre

Waller, R. (2011) *Choosing a typeface for reading*. Technical paper 9, The Simplification Centre.

Waller, R. (2011) *Improved letters about benefits: a case study*. Technical paper 11, The Simplification Centre.

Recent presentations

'What transformers need to know and do: influences from other disciplines' presentation at Vision Plus 2014, Vienna, 4-5 September 2014

Contract simplification and visualization workshop, International Association for Contract & Commercial Management, 18 June 2014

'The visual design of text: how does it help readers?' EU workshop on Inclusive Literacy and Accessible Information, Graz, Austria, 27 May 2014

'Layered formats for legal information', Legal Information Design conference, London, 9 April 2014

'Simple actions: Designers and writers coming together to challenge everyday documents that no one seems to care about', Information Design Matters conference, London, 7-8 April 2014

'Layered typographic formats for legislation', International Conference on Multisensory Law, University of Zurich, Switzerland, 27-28 January 2014

'Deep branding: a vision for customer information', Customer Experience Transformation: Financial Services, London, 17 September 2013

'How do people read pages?' Language Consultancy Association, London, 26 February 2013

'Layout in the digital age: do we still need graphic designers?', public lecture at the School of Design, Hong Kong Polytechnic University, 27 March 2013.

'Typographic visualization to simplify complex information', keynote presentation at *Aalto goes Accessible*, Aalto University, Helsinki, Finland, 10 January 2013.

'Exploring alternative formats for simplified legal documents', International Conference on Multisensory Law, Munich, 29 October 2012.

'Simple questions – who for? who by? why? how?', keynote presentation at *Tieto Näkyväksi – Visualizing Knowledge*, Helsinki, Finland, 17 September 2012.

'Information design to make reading easier', keynote presentation at 13th International Conference on Computers Helping People with Special Needs, Linz, Austria, July 11-13, 2012.

'Transformational information design', keynote presentation at *Information Design 2011*, Lahti, Finland, 20 May 2011.

'Reflections on information design', invited presentation at *Design of Understanding* conference, St Brides Institute, London, 28 January 2011.

'Are we communicating clearly yet?' invited presentation to Financial Services Forum conference *Are we Treating Customers Fairly yet?*, London, 24 June 2010.

'The graphic dimension of text', invited presentation at COST/European Science Foundation *International Workshop on Electronic Textuality*, Istanbul, 16 June 2010.

'Graphic literacies for a networked society: the survival of layout' invited presentation at COST Exploratory Workshop *Knowledge Management in Contemporary Europe*, Brussels, 1 June 2010.

'What do we mean by graphic literacy?', AHRC Information Design Research Network

symposium *Defining and measuring graphic literacy*, Reading, 24 March 2010.

(with Judy Delin) 'Towards a pattern language approach to document description', *Multidisciplinary Approaches to Discourse*, Moissac, France, 18 March 2010.

'Transformational information design'. Invited presentation for the Architecture Museum of Ljubljana lecture series *On Information Design*, 23 February 2010.

'The Reading MA in Information Design: teaching wayfinding', *Sign 09*, Vienna, 10 December 2009

'Beyond plain English: why do *they* find it so hard to speak to *us*'. University of Reading Public Lecture series, 8 December 2009.

'Pattern languages for information design', *Information Design Conference*, London, 2 April 2009.

'Simplification: what is gained and what is lost', *Applications of Information Design*, Mälardalen, Sweden, 26 June 2008

'Helping people cope with complexity', *Information Design Conference*, London, 29 March 2007

'The small print: what's the big deal?', IIID conference on financial communications, *Blurring boundaries: focused solutions*, Boston, 27 April 2005

Professional memberships and commitments

Fellow of the Royal Society for the encouragement of Arts, Manufactures and Commerce (RSA)

Honorary Fellow of the Institute of Scientific and Technical Communicators, and recipient of the Horace Hockley Award 2014.

Member

Editorial Advisory Board, *Information Design Journal* (1979 to date)

International Advisory Board, MSc Traffic & Transport Design, International Institute for Information Design (2011)

Panel of judges, ClearMark awards, USA (2011).

Panel of judges, IIID Awards (2011)

Panel of judges, Sign Design Society awards (2013)

Panel of judges, Writemark awards, New Zealand (2014, 2015)

Assessor panel, Clear Contracts Award scheme, International Association of Commercial and Contract Managers (2013)

Good Law Working Group, Office of the Parliamentary Counsel (2013)

Association for Computing Machinery

Chair

Information Design Association (2007 to 2012).

Information Design Conference, London, April 2012

President Elect International Institute for Information Design 2014–

External examiner for recent PhDs at Peninsular School of Medicine, Nottingham Trent University, Coventry University, Portsmouth University, Aarhus University.

Consultancy experience

Financial services

Aegon	Direct Line Insurance	PPP healthcare
Alliance & Leicester	Egg	Sanitas
AXA	FBD Insurance	Skandia
Barclays	Henderson Investors	Standard Life
BBVA	Jordan Ahli Bank	Waverton Investment Management
BNP Paribas	NEST	Virgin Direct
Budget Insurance	Norwich Union	
Canaccord Genuity	Police Mutual	

Telecommunications

BT	Jersey Telecom	Tele Danmark
Cable & Wireless	S.W.I.F.T.	Telenor
Eircom	T-Mobile	Vodafone

Energy

British Gas	Nexen Energy	Scottish Hydro Electric
Eastern Energy	Northern Electric and Gas	TXU Energi
London Electricity	Powergen/E.ON	Yorkshire Electricity
Opus Energy		

Public and third sector

Arts Council of England	Department for Work & Pensions	National Offender Management Service
Benefits Agency	Electoral Commission	Passport Agency
Department of Business, Innovation & Skills	Help the Aged	Royal Mail
Cabinet Office	Higher Education Funding Council for England	Veterans Agency
Companies House	HM Revenue & Customs	World Health Organisation
Department of Communities and Local Government	Natural History Museum	

Others

AAA Michigan	Camelot	Reed Elsevier
Airbus	Hasbro Games	Royal Pharmaceutical Society of Great Britain
Argos	Hodder & Stoughton	Thomas Cook
Avon Cosmetics	The Lancet	Unilever
BAA	McKinsey & Company	
Bible Society	Oxford University Press	