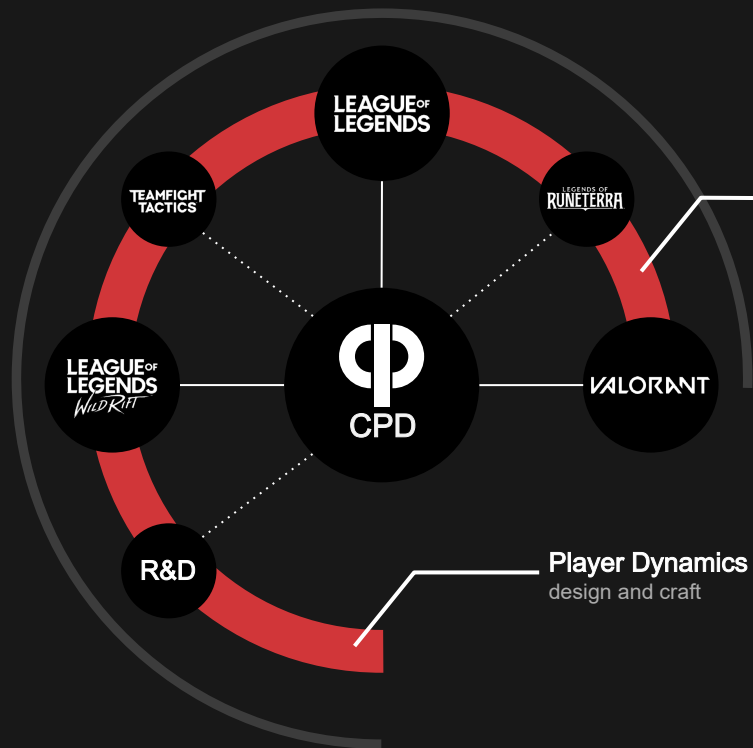


Evaluating Game Features for Disruptive and Positive Behavior

Weszt Hart (Head of Player Dynamics, Riot Games)

Who am I?



Weszt Hart

Head of Player Dynamics



LEAGUE^{OF}
LEGENDS
*WILD RIFT*TM

LEAGUE^{OF} LEGENDS

WILD RIFT

If we could design League from scratch...



LEAGUE^{OF} LEGENDS

WILD RIFT

If we could design League from scratch...



Go on...

LEAGUE^{OF} LEGENDS

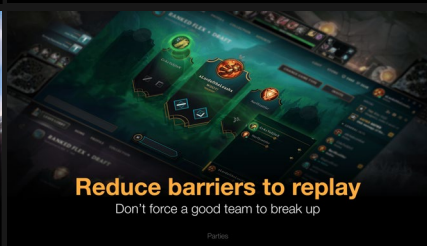
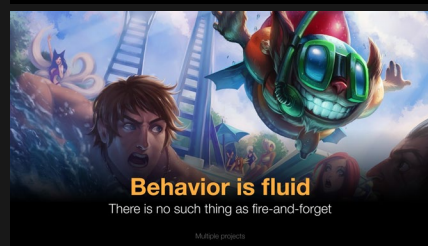
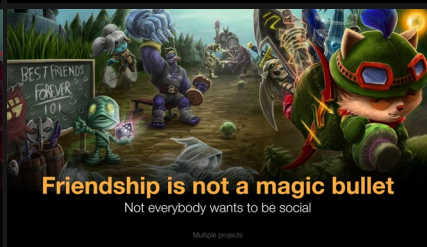
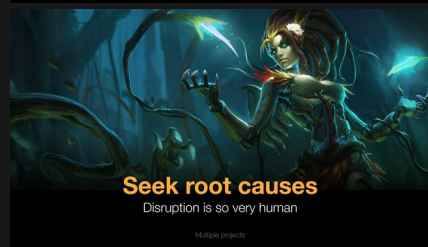
WILD RIFT



Uh... let me put something
together.

Lessons from LEAGUE of LEGENDS

Internal resource at Riot Games



The deck was packed with insight,
but didn't help people **evaluate**



How do we evaluate game features for disruptive and positive behavior?





Behavior Frameworks

Multiple sources



Cohesion Design Method

Riot Games



Behavior Frameworks

Multiple sources



Cohesion Design Method

Riot Games

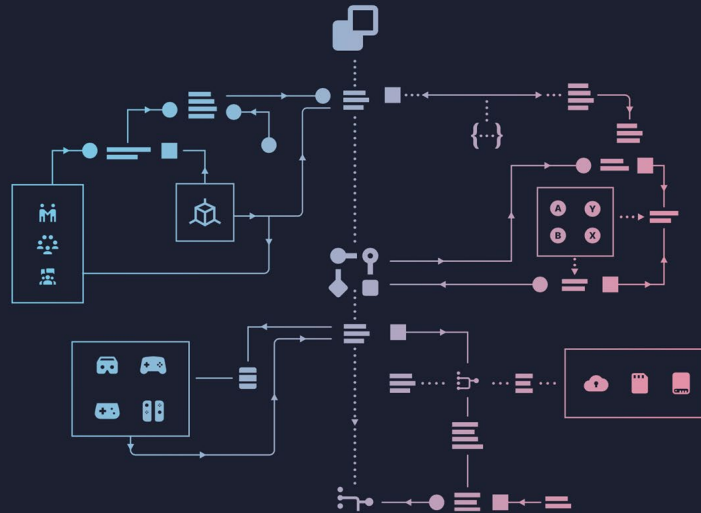
**Behavior frameworks give us language
and guidance.**

Behavior frameworks give us language and guidance.

They can help identify the behaviors that features can **facilitate** .

Disruption and Harms in Online Gaming Framework

DEC
2020







How do we use this?

Gap analysis

Applying the Disruption and Harms Framework

Detection requirements evaluation tool (example)

For using the Disruption and Harms in Online Games Framework

Behaviors and types		Weighting			Detection method required		
#	Behaviors	Frequency	Priority	Impact	Text	Voice	Other
1.0	Aggravation						
1.1	Loot stealing	tbd	tbd	tbd	n/a	n/a	tbd
1.2	Intentionally doing something that is counter to the team or party's intention	tbd	tbd	tbd	n/a	n/a	tbd
1.3	Nuisance gestures, such as "teabagging," or saying "ggez"	tbd	tbd	tbd	Text eval	Voice eval	tbd
1.4	Interfering with a player's ability to move, such as body blocking or preventing fast travel	tbd	tbd	tbd	n/a	n/a	tbd
1.5	Relentless pinging or messaging	tbd	tbd	tbd	Text eval	Voice eval	tbd
2.0	Antisocial actions						
2.1	Negative and unwelcoming behavioural patterns that affect the overall feel of a game and community, such as dismissing new players as "noobs" or suggesting they "git gud"	tbd	tbd	tbd	Text eval	Voice eval	tbd
2.2	Regular negative comments about the state or skill of the party or team, calls for surrender, or disproportionate responses in the face of hardship	tbd	tbd	tbd	Text eval	Voice eval	tbd
2.3	Commenting on bad plays, offering "advice" in the form of microaggressions	tbd	tbd	tbd	Text eval	Voice eval	tbd
2.4	Generating interpersonal conflict, such as expressing unreasonable expectations of how others should behave	tbd	tbd	tbd	Text eval	Voice eval	tbd
2.5	Interpretations of otherwise innocuous situations as players being intentionally harmful	tbd	tbd	tbd	Text eval	Voice eval	tbd
2.6	Addressing pleasantries with hostile responses (e.g. a "hello" on joining a server that is greeted with "f*** you")	tbd	tbd	tbd	Text eval	Voice eval	tbd
2.7	Excessive blaming, lack of personal responsibility	tbd	tbd	tbd	Text eval	Voice eval	tbd
2.8	General disinhibition or hostility toward others, such as flaming, insulting, or attacking without reasonable provocation	tbd	tbd	tbd	Text eval	Voice eval	tbd
3.0	Abuse of play, antagonistic play						
3.1	Trolling	tbd	tbd	tbd	Text eval	Voice eval	tbd
3.2	Sabotaging	tbd	tbd	tbd	n/a	n/a	tbd
3.3	Spoiling	tbd	tbd	tbd	Text eval	Voice eval	tbd

Gap analysis

Applying the Disruption and Harms Framework

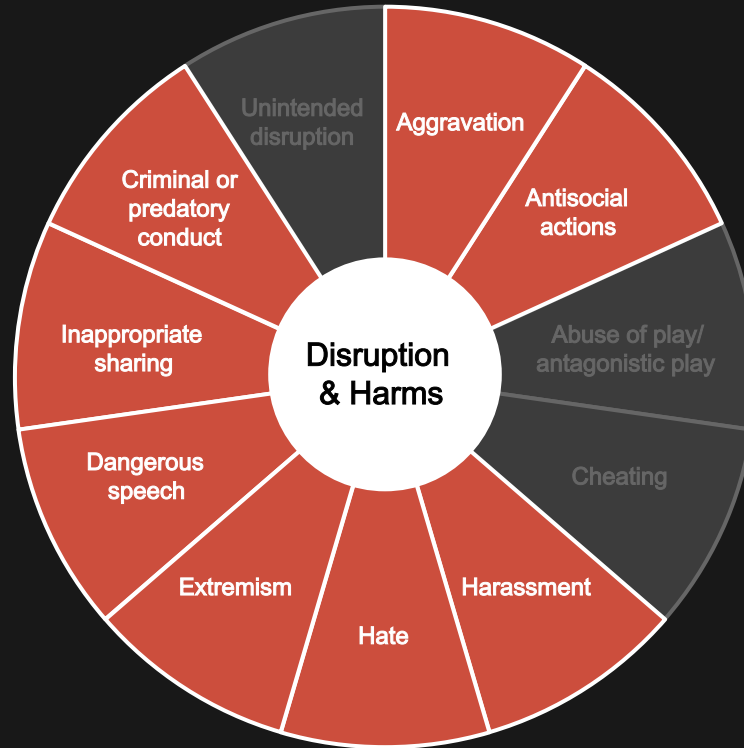
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1.4	Interfering with a player's ability to move, such as body blocking or preventing fast travel	tbd	tbd	tbd	n/a	n/a	bd
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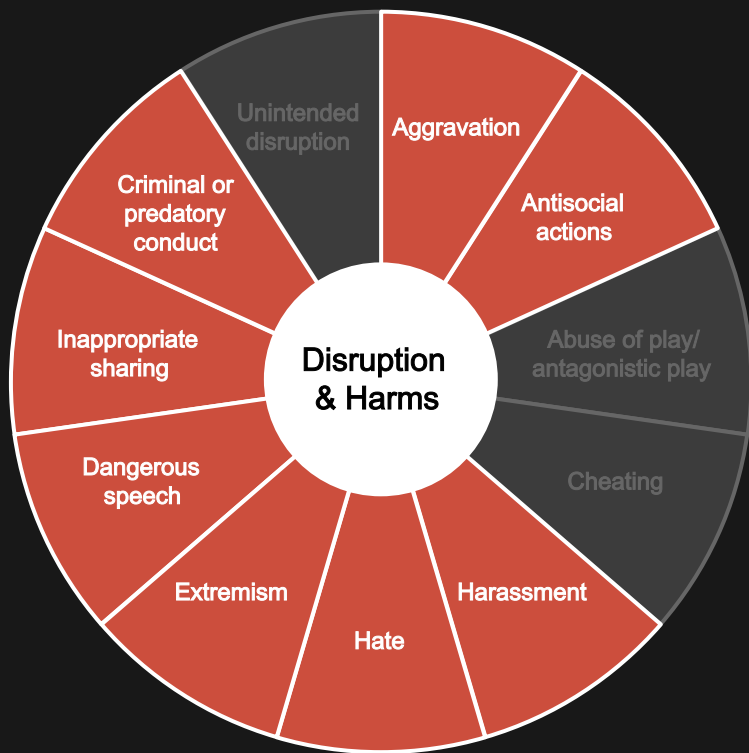
What UGC can facilitate

Risks of user generated content



What UGC can facilitate

Risks of user generated content



Text and voice chat

Custom images

In-game constructions

Names

Descriptions

Further gap analysis

Beyond text and voice chat

Detection method required			
Text	Voice	Other	
n/a	n/a	tbd	
n/a	n/a	tbd	
Text eval	Voice eval	tbd	
n/a	n/a	tbd	
Text eval	Voice eval	tbd	
Text eval	Voice eval	tbd	
Text eval	Voice eval	tbd	
Text eval	Voice eval	tbd	
Text eval	Voice eval	tbd	
Text eval	Voice eval	tbd	
Text eval	Voice eval	tbd	
Text eval	Voice eval	tbd	
Text eval	Voice eval	tbd	

Beyond text and voice chat

Detection method required			Other
Text	Voice		
n/a	n/a		tbd
n/a	n/a		tbd
Text eval	Voice eval		tbd
n/a	n/a		tbd
Text eval	Voice eval		tbd
Text eval	Voice eval		tbd
Text eval	Voice eval		tbd
Text eval	Voice eval		tbd
Text eval	Voice eval		tbd
Text eval	Voice eval		tbd
Text eval	Voice eval		tbd
Text eval	Voice eval		tbd

3.0 Abuse of play, antagonistic play

3.4	Abandoning a match, including 'rage quitting' (losing your temper and leaving) or quitting to deny a player their victory.
3.5	Game mechanic exploitation to harass or grief another player
3.6	Abusing emotes, pings, or other expressive mechanics with the intent to annoy or disrupt other players
3.7	Smurfing

Further gap analysis

Beyond text and voice chat

Detection method required			Other
Text	Voice		
n/a	n/a	tbd	
n/a	n/a	tbd	
Text eval	Voice eval	tbd	
n/a	n/a	tbd	
Text eval	Voice eval	tbd	
Text eval	Voice eval	tbd	
Text eval	Voice eval	tbd	
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4.0 Cheating

4.1	Bots, including aim bots, wall hacks, and GPS bots
4.2	Manual or automated farming or leveling, including boosting, deranking, and the sale of accounts
4.3	Director problem
4.4	Manipulating ping or net code
4.5	Loot/item finders

Further gap analysis

Beyond text and voice chat

Detection method required		
Text	Voice	Other
n/a	n/a	tbd
n/a	n/a	tbd
Text eval	Voice eval	tbd
n/a	n/a	tbd
Text eval	Voice eval	tbd
Text eval	Voice eval	tbd
Text eval	Voice eval	tbd
Text eval	Voice eval	tbd
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9.0 Unintended disruption

9.1	Misunderstanding game roles, strategies/tactics, or metagame, result in contradictory play
9.2	Miscommunication due to language barriers or other communication difficulties
9.3	Not realizing a word or phrase they use has an inappropriate or hurtful meaning
9.4	Misaligned interpretation of the goal, such as seeking a high "kill count" instead of taking the point

Where to improve

Beyond disruption and harm



Where to improve

Beyond disruption and harm



10.0 Positive behavior²

10.1	Defusing conflict
10.2	Teaching, providing helpful guidance
10.3	Friendly banter and icebreaking
10.4	Celebrating success
10.5	Encouraging someone who feels like giving up
10.6	Assisting a teammate in need
10.7	Giving in-game kudos (e.g. high-fives)
10.8	Gifting
10.9	Donating

¹ From Taxonomy of Prosocial and Problem Behaviors (Caldarella, Merrell)

² From Riot's work-in-progress taxonomy of positivity behaviors

Where to improve

Beyond disruption and harm



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Personal and community resilience

¹ From Taxonomy of Prosocial and Problem Behaviors (Caldarella, Merrell)

² From Riot's work-in-progress taxonomy of positivity behaviors



Behavior Frameworks

Multiple sources



Cohesion Design Method

Riot Games

A better way

Goals of the Cohesion Design Method

Goals of the Cohesion Design Method

Make evaluating features easy

Goals of the Cohesion Design Method

Make evaluating features easy

Reduce risk of disruption and harm

Goals of the Cohesion Design Method

Make evaluating features easy

Reduce risk of disruption and harm

Unlock opportunities early

The Cohesion Design Method builds on concepts from **group dynamics** .

The Cohesion Design Method builds on concepts from group dynamics.

Understanding a few of these concepts can make opportunities and risks **more predictable** .

**All p2p games have
groups & conflict**

All p2p games have groups & conflict



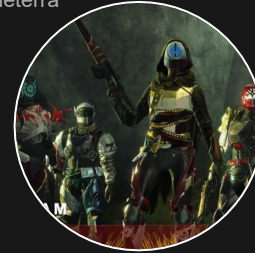
1v1
Legends of
Runeterra



Dyads
For Honor



Triads
Rocket League



Teams
Destiny 2



Nested groups
Apex Legends

Healthy conflict builds cohesion

Healthy conflict builds cohesion

Unhealthy conflict disrupts it

**Unhealthy conflicts are
known risks**

Unhealthy conflicts are known risks

Incompatible attitudes and values

Conflicts of interest

Competing goals

Inconsistent role perceptions

Inadequate skills

Lack of trust

Environment conflicts

Poor communication

Misaligned expectations

Power struggles

**Risks lead to
opportunities**

Risks lead to opportunities

Conflict canvas		
Feature intentions?	Risks of unhealthy conflict?	Worth the risks?
1	2	3
		Opportunities for cohesion?
		4

My evaluation of

LEAGUE^{OF} LEGENDS

as a **kid's** game

Disclaimer: Instructional purposes only. Does not represent any Riot Games plans, projects, or opinions.



Minimap



Minimap



Jungle



Minimap



Jungle



Text chat

Conflict canvas

Cohesion Design Method

LEAGUE
as a kid's game*

Feature intentions?



Minimap

Key team coordination tool that represents current state of the game

Risks of unhealthy conflict?

- ☐ Incompatible attitudes and values
- ☐ Conflicts of interest
- ☐ Competing goals
- ☒ Inconsistent role perceptions
- ☒ Inadequate skills

Doesn't tell players how it should be used
Dependent on player knowledge and skill
Lack of skill can hurt performance
Poor performance can create conflict

Worth the risks?

Probably. Current game depends greatly on this.

Opportunities for cohesion?

Reward meaningful use?
Add early warning system?
Reciprocal pings?

Conflict canvas

Cohesion Design Method

LEAGUE
as a kid's game*

Feature intentions?



Jungle

Role intended to fight neutral monsters,
gather buffs, flank the enemy

Risks of unhealthy conflict?

- ☐ Incompatible attitudes and values
- ☒ Conflicts of interest
- ☐ Competing goals
- ☒ Inconsistent role perceptions
- ☒ Inadequate skills

Inability to claim role can create friction

Role is a bit ambiguous

Environment may not point to clear tasks

Differing expectations can create conflict

Worth the risks?

*Worth it more than the cost of
rethinking role and map.*

*Wildcard role allows for player
creativity.*

Opportunities for cohesion?

Tutorial improvements?

Environmental guides for noobs?

Strategy tools?

Conflict canvas

Cohesion Design Method

LEAGUE
as a kid's game*

Feature intentions?



Text chat

Comms tool intended to help strategizing,
meaningful social interaction

Risks of unhealthy conflict?

- ☒ Incompatible attitudes and values
- ☐ Conflicts of interest
- ☐ Competing goals
- ☐ Inconsistent role perceptions
- ☒ Inadequate skills

No certainty of shared attitudes

Facilitates meaningful & harmful interactions

Requires good social & communication skills

Worth the risks?

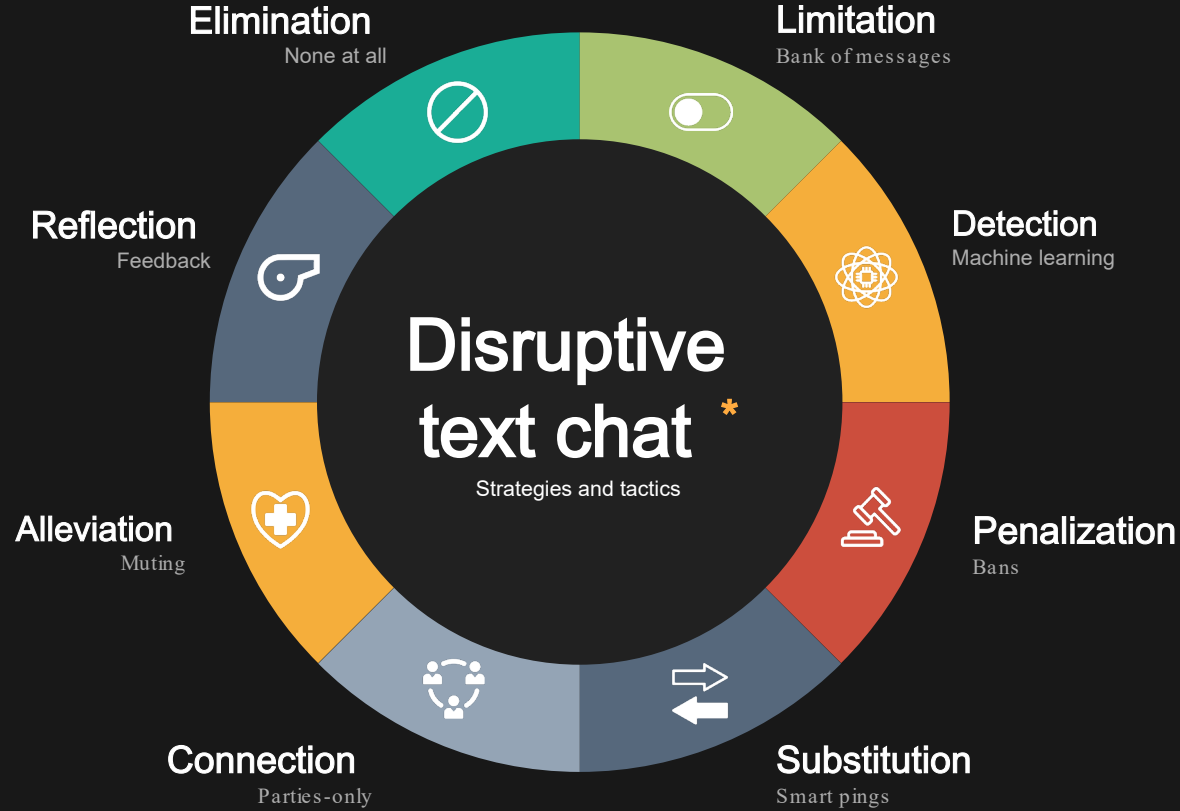
Yes... no... maybe?

Has serious risks that require serious consideration.

Opportunities for cohesion?

What else can we do? Let's see...

**How can we handle the tradeoffs
of text chat?**



*Partial list of known strategies and tactics

Alternative approaches to chat

Text and voice



Wild Rift

Reduced dependence



Sky

Social currency + earned access



Apex Legends

Enhanced comms



How do we evaluate game features for disruptive and positive behavior?



Evaluation toolbox

for disruptive and positive behavior



1

Behavior Frameworks

Multiple sources



2

Cohesion Design Method

Riot Games

Behavior frameworks



Cohesion Design Method

Conflict canvas		
Feature intentions? 1	Risks of unhealthy conflict? <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> 2	Worth the risks? 3
		Opportunities for cohesion? 4

**Hopefully you now feel confident
enough to say that...**

LEAGUE^{OF} LEGENDS

WILD RIFTTM

If *you* could design League from scratch...



You'd use these tools!

Evaluation toolbox

for disruptive and positive behavior

1

**Behavior
Frameworks**
Multiple sources

2

**Conflict Design
Method**
Riot Games



Evaluating Game Features for Disruptive and Positive Behavior



Weszt Hart

Head of Player Dynamics

