This is a free sample excerpt from the book:

**Designing Usable Apps**

*An agile approach to User Experience design*

Author: **Kevin Matz**

264 pages (softcover edition)


[www.designingusableapps.com](http://www.designingusableapps.com)

Available in print and e-book formats at [Amazon.com](http://amazon.com) and other booksellers
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Facilitating skills acquisition and development

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- The action cycle

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- What makes up a mental model?
  - General appearance
  - Concepts, vocabulary, and rules
  - Navigation map
  - Action plans or strategies for accomplishing tasks or for reacting to situations or problems
  - General heuristics and conventions
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