The case *against* UI consistency

- Grudin defines 3 kinds of consistency
  - Internal (Jordan’s “consistency”)
  - External (Jordan’s “compatibility”)
  - Analogical (no term in Jordan)
- Sometimes these conflict with each other!
- Other times all of these result in less usable interfaces

An alternative

- Consistency with the needs of the user’s task and work context
- Where do you keep your
  - Dinner knives
  - Good silver knives
  - Carving knives
  - Putty knife
  - Swiss army knife