User Control and Freedom

Definition Users often perform actions by mistake. They need a clearly marked "emergency exit" to leave the unwanted action without having to go through an extended process.

When it's easy for people to back out of a process or undo an action, it fosters a sense of freedom and confidence.

Exits allow users to remain in control of the system and avoid getting stuck and feeling frustrated.

1. Exit sign
   Digital spaces need quick “emergency” exits, just like physical spaces do.

2. Undo and redo
   These functions give users freedom because they don’t have to worry about their actions — everything is easily reversible.

3. Cancel button
   Users shouldn’t have to commit to a process once it’s started — they should be able to easily cancel and abandon.

Tips:
- Support Undo and Redo.
- Show a clear way to exit the current interaction, like a "Cancel" button.
- Make sure the exit is clearly labeled and discoverable.

www.nngroup.com/articles/user-control-and-freedom