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| **Course Name: Successful Workplace Communication**  **Objective:** Recognize that successful communication can have favorable outcomes. Complete a learning scenario involving a manager and a learning scenario involving a coworker. Understand the 4 components of successful communication: active listening, repeating, respect, and positivity.  **Tools:** Articulate Storyline | | |
| **Slide: 1.1 Title slide** | | |
| **On-screen text (OST)** | **Voiceover (VO)** | **Programing/Animation** |
| Successful Workplace Communication  Building stronger teams through positive communication |  | **Programing:**  Slide advances when user clicks “start course” button.  **Animation:**  **Images:** |
| **Slide: 1.2 Objective Slide** | | |
| **On-screen text (OST)** | **Voiceover (VO)** | **Programing/Animation** |
| Today you will have fun and learn.  Objective 1 Recognize that successful communication can have more favorable outcomes.  Objective 2 Complete a learning scenario involving a manager and a learning scenario involving a coworker.  Objective 3 Understand the 4 components of successful communication: active listening, repeating, respect, positivity. |  | **Programing:**  Slide advances when user clicks “continue” button.  **Animation:**  **Images:** |
| **Slide: 1.3 Introduce 2 Scenarios** | | |
| **On-screen text (OST)** | **Voiceover (VO)** | **Programing/Animation** |
| Scenario 1-  You have a new project you have been tackling at work. Your manager is concerned because you are behind schedule on the project, and he feels that he has to provide more feedback than usual.  Scenario 2  You have a new coworker. She is very friendly but has been coming in to work late on multiple occasions. You work together on projects, and she is missing time from meetings and collaborations. |  | **Programing:**  Slide advances when user clicks “continue” button.  **Animation:**  **Images:**  Dan the manager and Joy the coworker appear with neutral expression. |
| **Slide: 1.4 Meet Dan** | | |
| **On-screen text (OST)** | **Voiceover (VO)** | **Programing/Animation** |
| Hi! I am Dan the manager. I will be guiding you through the first scenario. I have given Sally a challenging project to work on which I feel is a great opportunity, but Sally just has not impressed me with her work.  Go through this scenario. How should Sally respond so that this becomes a positive communication for both her and the supervisor? |  | **Programing:**  Slide advances when user clicks “continue” button.  **Animation:**  2nd piece of text fades in after 3 second delay.  Dan’s expression and posture changes to asking when 2nd text appears.  **Images:**  Dan the manager has a neutral expression. (base layer) |
| **Slide: 1.5 Scenario 1 Part 1** | | |
| **On-screen text (OST)** | **Voiceover (VO)** | **Programing/Animation** |
| Dan:  Sally, I wanted to talk to you about the new project you have been working on. I feel that the quality of work has not been up to your usual standards.  Sally:  Choose my response by clicking an item below.  Choice A: A lot is not my fault. Really, you have no idea how much is on my plate these days.  Consequence: incorrect- layer 1  You are being defensive-not sure that is a good strategy. It is important to show respect.  Choice B: I hear what you are saying and I’m sorry. I know that I have not done my best.  Consequence: Correct- layer 2  Good answer. This shows active listening and respect.  Choice C: I am a good employee and I work hard.  Consequence: incorrect- layer 3  You are being defensive-not sure that is a good strategy. It is important to show respect. |  | **Programing:**  Slide advances to 1.6 when user clicks “continue” button.  **Animation:**  Layer 1: Dan changes expression to angry and Sally changes expression to stressed-consequence response is displayed.  Layer 2:  Dan changes expression to thinking and Sally changes expression to disappointed with hands out-consequence response is displayed.  Layer 3: Dan changes expression to angry and Sally changes expression to stressed-consequence response is displayed.  **Images:**  Dan has a disappointed expression and is gesturing.  Sally has a surprised expression and her hands out. (base layer) |
| **Slide: 1.6 Scenario 1 Part 2** | | |
| **On-screen text (OST)** | **Voiceover (VO)** | **Programing/Animation** |
| Dan: Sally, the work on this project has taken you twice as long and I am afraid this project will not be finished on time.  Sally: Choose my response by clicking an item below.  Choice A: Sorry. I am trying.  Consequence: incorrect- layer 1  I don’t have time for this! Do your job!  Choice B: There are other teammates working on this project. It’s not fair that everything is blamed on me.  Consequence: incorrect- layer 2  I don’t have time for this! Do your job!  Choice C: You are saying that I am not working in a timely manner on this project. I understand and I want to do a better job.  Consequence: Correct layer 2  Well, you need to figure something t |  | **Programing:**  Slide advances to 1.8 when user clicks “continue” after choice A and B.  Slide advances to 1.7 when user clicks “continue” after choice C.  **Animation:**  Layer 1: Dan changes expression to angry and pointing. Sally changes expression to stressed. Consequence response text is displayed.  Layer 2: Dan changes expression to angry and pointing. Sally changes expression to stressed. Consequence response text is displayed.  Layer 3: Dan changes expression to worried and gesturing. Sally changes expression to thinking. Consequence response text is displayed.  **Images:**  Dan is taking and Sally is thinking.  (base layer) |
| **Slide 1.7 Scenario 1 good consequence** | | |
| **On-screen text (OST)** | **Voiceover (VO)** | **Programing/Animation** |
| Dan: Thank you for your honestly and solution, Sally. Ok, I will sign off on it.  Sally: Dan, I have some personal obligations that have been pulling my attention. This is not an excuse, but it is the cause. I need a few days to attend to this and then this issue will be resolved. |  | **Programing:**  Slide advances to 1.9 when user clicks “continue” button.  **Animation:**  Sally’s dialogue is first. Dan’s dialogue fades in at 3 seconds. At the same time Sally’s expression changes from talking to happy once Dan speaks.  **Images:**  Dan has a neutral expression and Sally is talking. |
| **Slide 1.8 Scenario 1 bad consequence** | | |
| **On-screen text (OST)** | **Voiceover (VO)** | **Programing/Animation** |
| You have made your manager angry! I don’t think this is the response you wanted.  Try this!  Listen actively, repeat back, and show respect.  ‘You are saying that I am not working in a timely manner on this project. I understand and I want to do a better job.” |  | **Programing:**  Slide advances to 1.9 when user clicks “continue” button.  **Animation:**  2nd text fades in after 3 seconds.  **Images:**  Dan is standing with an angry pose. |
| **Slide 1.9 Meet Joy** | | |
| **On-screen text (OST)** | **Voiceover (VO)** | **Programing/Animation** |
| Hi! I am Joy, the new coworker. Sally is a nice lady and I am happy to be working on the same team. I have been coming in to work late just a bit. I feel like she is getting annoyed with me.  Go through this scenario. How should Joy respond to Sally so that this becomes a positive communication for both of them? |  | **Programing:**  Slide advances when user clicks “continue” button.  **Animation:**  2nd piece of text fades in after 3 second delay.  Joy’s expression and posture changes to asking when 2nd text appears  **Images:**  Joy the coworker with a neutral expression. (base layer) |
| **Slide 1.10 Scenario 2 part 1** | | |
| **On-screen text (OST)** | **Voiceover (VO)** | **Programing/Animation** |
| Sally: Joy, you have been late 6 times this past month. When you are late in the morning, I have to go to meetings by myself and present alone what we have been working on. Plus, you are missing part to the strategy meetings  Joy: Choose Joy’s response by clicking an item below.  Choice A: Sorry. I am trying.  Consequence: incorrect layer 1  When interacting with a coworker, make sure that your answers are respectful.  Choice B: It’s only 20 to 30 minutes. Is that that big of a deal?  Consequence: incorrect layer 2  When interacting with a coworker, make sure that your answers are respectful.  Choice C: I hear that you are upset of this. My mornings have been really tough lately.  Consequence: Correct layer 3  Good answer. This shows that you heard the concerns are validating them (repeating back) |  | **Programing:**  Slide advances to 1.11 when user clicks “continue”.  **Animation:**  Layer 1: Sally changes to angry and Joy changes to confused-consequence response is displayed    Layer 2: Sally changes to angry and Joy changes to confused consequence response is displayed  Layer 3: Sally changes to Happy and Joy changes to happy -consequence response is displayed  **Images:**  Sally stressed hands out and Joy is confused |
| **Slide 1.11 Scenario 2-part 2** | | |
| **On-screen text (OST)** | **Voiceover (VO)** | **Programing/Animation** |
| Sally: It was a big deal for me because that means that I have more work to do by handling meetings alone and then getting you up to speed.  Joy: Choose Joy’s response by clicking an item below.  Choice A: I’m sorry. I can see if someone did that to me how stressful that is.  Consequence: correct-layer 1  I am glad that you are understanding and listening to how I feel.  Choice B: I said I was sorry- what more do you want me to do?  Consequence: incorrect -layer 2  Wow, it does not sound like you, and I are going to have a good working relationship here.  Choice C: How about you stop making such a big deal. I would be fine if you came in late, in fact, I would cover for you.  Consequence: Incorrect -layer 3  Wow, it does not sound like you, and I are going to have a good working relationship here. |  | **Programing:**  Slide advances to 1.12 when user clicks “continue” button after choice A.  Slide advances to 1.13 when user clicks “continue” button after choice B and C.  **Animation:**  Layer 1: Sally’s expression changes to talking. Joy’s expression changes to neutral. Consequence response text is displayed.  Layer 2: Sally’s expression changes to angry and pointing. Joy’s expression changes to angry hands up. Consequence response text is displayed.  Layer 3: Sally’s expression changes to angry and pointing. Joy’s expression changes to angry hands up. Consequence response text is displayed.  **Images:**  Sally is taking and Joy thinking. (base layer) |
| **Slide 1.12 Scenario 2 good consequence** | | |
| **On-screen text (OST)** | **Voiceover (VO)** | **Programing/Animation** |
| Joy: I will be more mindful of my actions. I will be here on time so that we can rock these meetings together! It will be great!  Sally: Thanks, Joy. I appreciate you working with me on this. |  | **Programing:**  Slide advances to 1.14 when user clicks “continue” button.  **Animation:**  The dialogue for Joy appears on the screen first. Sally’s dialogue goes on the screen at 3 seconds. At the same time Sally’s expression changes from talking to happy once Joy speaks.  **Images:**  Sally has a neutral expression and Joy is talking, (base layer) |
| **Slide 1.13 Scenario 2 bad consequence** | | |
| **On-screen text (OST)** | **Voiceover (VO)** | **Programing/Animation** |
| Sally is not happy about her conversation with Joy. Nothing got accomplished.  Try this!  Proactively work to find a solution, be respectful, and keep it positive.  “I will be more mindful of my actions. I will be here on time so that we can rock these meetings together! It will be great!” |  | **Programing:**  Slide advances to 1.14 when user clicks “continue” button.  **Animation:**  2nd text fades on screen after 3 seconds.  **Images:**  Sally has an angry expression. |
| **Slide 1.13 Conclusion** | | |
| **On-screen text (OST)** | **Voiceover (VO)** | **Programing/Animation** |
| Congratulations!  You have boosted your communication skills. Good communication skills are needed to:  Improve productivity  Build trust  Increase collaboration  Improve job satisfaction |  | **Programing:**  Exit course when uses click the “continue” button.  **Animation:**  **Images:**  4 small images-each depict a representation of the 4 skills participants just learned: improved productivity, building trust, increasing collaboration, and improving job satisfaction**.** |