

Connect and Reflect Design Document

<i>Business Purpose</i>	Sun Inc. is a property management company that owns and operates manufactured housing communities, recreational vehicle communities, and marinas. Sun seeks to build a library of skill-building courses for team members to voluntarily upskill or as a complement to an existing leadership program. This course addresses the business need for strong communication skills to enhance workplace interactions, teamwork, and customer service.
<i>Target Audience</i>	All team members
<i>Training Time</i>	30 minutes
<i>Training Recommendation</i>	Rise eLearning course
<i>Deliverables</i>	<ul style="list-style-type: none">• Design document• eLearning course• Video files
<i>Learning Objectives</i>	<p>At the end of this course, learners will be able to:</p> <ul style="list-style-type: none">• Communicate clearly and confidently in professional and personal settings.• Recognize and apply effective verbal and nonverbal communication techniques.• Give and receive constructive feedback using best practices.• Navigate difficult conversations with confidence and empathy.• Identify different communication styles and adapt their approach accordingly.
<i>Training Outline</i>	<p>I. Introduction</p> <ul style="list-style-type: none">• Welcome and Course Overview• Importance of Effective Communication• Course Objectives• Benefits of Mastering Communication Skills <p>II. Module 1: Verbal Communication</p> <p>Learning Objective: Recognize and apply effective verbal communication techniques.</p> <ul style="list-style-type: none">• What is Verbal Communication?<ul style="list-style-type: none">○ Definition and significance

Connect and Reflect Design Document

- Role in workplace success
- Key Elements of Effective Verbal Communication
 - Clarity, Tone, and Pacing
 - Professional Communication in Workplace Scenarios
- Interactive Scenario: Effective Team Meetings

III. Module 2: Nonverbal Communication

Learning Objective: Identify and utilize nonverbal communication effectively.

- Understanding Nonverbal Communication
 - Body Language, Facial Expressions, and Eye Contact
 - Tone of Voice and Personal Space
- Best Practices for Nonverbal Communication
- Interactive Scenario: Reading Nonverbal Cues in Conversations

IV. Module 3: Giving and Receiving Feedback

Learning Objective: Give and receive feedback using best practices.

- Importance of Constructive Feedback
- Difference Between Constructive and Destructive Feedback
- Strategies for Delivering Effective Feedback
- Receiving Feedback with Openness and Growth Mindset
- Interactive Scenario: Constructive Feedback in the Workplace

V. Module 4: Communicating with Confidence

Learning Objective: Develop strategies to communicate with confidence.

- Overcoming Communication Anxiety
- Assertive vs. Aggressive vs. Passive Communication
- Active Listening and Asking the Right Questions
- Handling Difficult People and Conversations
- Interactive Scenario: Conflict Resolution in Conversations

VI. Conclusion

- Course Summary and Key Takeaways
 - Importance of self-awareness in communication

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	<ul style="list-style-type: none">○ Key skills: Active listening, assertiveness, feedback strategies• Final Knowledge Check• Closing Remarks and Congratulations
<i>Assessment Plan</i>	10-question knowledge check based on course content. Learners must score an 80% or higher to pass. Learners will have an unlimited number of attempts to take the assessment.