Supporting Deaf Employees at the Workplace– Storyboard for Review

Target Audience: The target audience is Corporate Managers.
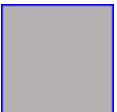
Seat Time: 40 minutes

Objectives:

- Identify strategies to effectively communicate with a Deaf employee.
- Describe three different types of accommodations to implement in the workplace for Deaf employees to succeed at their role.

Storyboard Review Guidelines:

- Please focus on the **accuracy** and **completeness** of the content during this review cycle.

- The headings in this document are meant to provide a brief description of the type of slide in this course and how the learner may be interacting with the material.

- To provide feedback (edits, suggestions, etc.):

  o You can edit directly in the document. To do this, please make sure track changes are on.

    ▪ Click Review tab on top of the document

    ▪ Select the Track Changes drop down and make sure "For Everyone" is selected

    ▪ As you work with track changes, you can select "Simple Markup" (to the right of track changes). This removes all the red and changes shown on the side of the document. Changes are still being tracked.

  o You can also leave comments

    ▪ Highlight the area you are referring to, click the insert tab and select comment

- Keep in mind the following:

  o There are connection words and phrases in the narration that would not appear in written procedure.

  o You are encouraged to read the narration out loud to hear how it sounds to you. If needed, make the necessary adjustments/ changes.

  o Narration is only heard by the learner, not seen. Grammar is not important in the narration section. Focus on what the narration says and how it is said.

- o The on-screen text **(OST)** is the most important with capitalization, grammar, punctuation, etc. as this is what the learner will see on the slide.

- o If the flow of the course needs to be adjusted or changed, you are welcome to make those changes as well (or leave a comment on the preferred order). Now is the time to make changes.

- o Graphic description row is meant to provide you with an idea of what the slide will look like. You may see images that are not related to the topic, but the layout of the image is the inspiration for the slide. Text on these descriptions and samples are only meant for placeholders.

- o The numbers [1][2] [3] etc. in the on-screen text **(OST)** columns and the audio column let the developer know the order the items on the screen should appear based on the audio.

- o *Text* that is blue and italicized is for developer clarification and should not be used for on-screen text or narration.
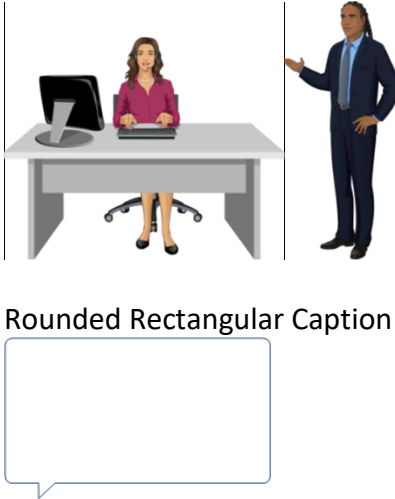
Color Palette/ Fonts/ Formatting

Square of color	Hex code	Notes
	4ECDC4	Use for buttons, text boxes and caption blurbs. Use black font and black outline.
	B5B1B2	Use for background color when no image is specified for background.
	485696	For slides with background images (not including scenario slides) set transparency of background image to 60%. Font: Roboto

Slide	Audio	On-Screen Text	On-Screen Graphics	Functionality
1.1 Welcome	[1] Welcome to the eLearning course [2] Supporting Deaf Employees at the Workplace. This course should take about 40 minutes. If you need to exit before you complete the course, you'll be able to resume right where you left off when you return. If you aren't familiar with how to navigate the course, you can learn more by clicking on the [3] navigation button below.	Supporting Deaf Employees at the Workplace (title) Navigation Tutorial (labeled on button on lower right-hand corner of screen) Start (labeled on button on lower right-hand corner of screen)	Person sitting in chair signing to another person will be in the background image. A rectangle will be positioned in center of background image as transparent overlay.	[2] Title animates in from top. [3] Navigation tutorial button animates in from right. [4] Start button animates in from right. Learner can click on "Navigation Tutorial" button to jump to slide 1.2 or click on "Start" button to jump to slide 1.3. Hover and visited states will be created for both the "Navigation Tutorial" and "Start" button. Next button is disabled.

Slide	Audio	On-Screen Text	On-Screen Graphics	Functionality
	If you are ready to begin, [4] click on the "Start" button.			
1.2 Navigation Slide	[1] You can use these tools to help you navigate the course. Click on each marker to learn more. When you are ready to move on, click the next button.	[1] You can use these tools to help you navigate the course. Click on each marker to learn more. When you are ready to move on, click the next button. [2] If you need to pause the training, select the play/pause button. (Marker 1) [3] You can use the refresh button to view the slide again. (Marker 2) [4] You can adjust the volume using the volume button. (Marker 3)	Image of screen in course. Arrow Markers pointing to each navigation tool.	[1] Text will be static on screen. [2]-[7] Learner will click on each marker to learn about navigation tool. Learner will select "Next" button to jump to slide 1.3.

Slide	Audio	On-Screen Text	On-Screen Graphics	Functionality
		[5] The menu to the right will allow you to revisit parts of the course. (Marker 4) [6] If you need to go back to a previous slide, use the previous button. (Marker 5) [7] When you are ready to move on, click the next button. (Marker 6)		
1.3 What would you do?	Now let's think about what you would do. [1] Let's meet two employees. Our manager Andrew is meeting Marilyn, a Deaf employee, for the first time. [2]	[1] What would you do? Our company manager, Andrew, is meeting Marilyn, a Deaf employee, for the first time. Andrew says hello but Marilyn doesn't	Office scene will be static background image. Scenario Characters:	[1] Title and scenario animate in from top. Both characters appear on screen. [2] Speech bubble with text

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	Andrew says hello, but Marilyn doesn't respond. I'd like to get your thoughts on this. Click on the next button to continue.	respond. (Title and scenario) [2] Hi Marilyn. My name is Andrew. Welcome to our company. (In rounded rectangular caption bubble to the right of Andrew)	Andrew, company manager and Marilyn, a Deaf employee. Rounded Rectangular Caption	appear on screen. Learner will select "Next" button to jump to slide 1.4.
1.4 What would you do? Make your choice.	What should Andrew's next step be? [1] Choice 1: Andrew should ask his question with a raised voice. [2] Choice 2: Andrew should get Marilyn's attention first.	What should Andrew's next steps be? [1] Choice 1: Andrew should ask his question with a raised voice. (In rectangle button) [2] Choice 2: Andrew should get Marilyn's	Avatars:	[1] Choice 1 button with text appears on screen. [2] Choice 2 button with text appears on screen. [3] Text animates in.

Slide	Audio	On-Screen Text	On-Screen Graphics	Functionality
	[3] Click on your choice that would be your next step.	attention first. (In rectangle button) [3] Click on your choice and then click continue.	Buttons will be inserted: Choice 1 Rectangle Button with text Choice 2 Rectangle Button with text	Learner will select either Choice 1 button or Choice 2 button and jump to slide 1.4a. Hover state will be added to both buttons.
1.4 a You are on the right track! Feedback layer	You are on the right track! Many people may raise their voice in an effort to be heard, but the appropriate response in this situation is getting Marilyn's attention. Let's learn more about strategies to effectively communicate with a Deaf employee. Click on the continue button	You are on the right track! Many people may raise their voice in an effort to be heard, but the appropriate response in this situation is getting Marilyn's attention. Let's learn more about strategies to effectively communicate with a Deaf employee. Continue	Continue button	Learner will click on continue to jump to slide 1.5.

Slide	Audio	On-Screen Text	On-Screen Graphics	Functionality
	when you are ready.			
1.4 b Not quite. Feedback layer	Not quite. Many people may raise their voice in an effort to be heard, but the appropriate response in this situation is getting Marilyn's attention. Let's learn more about strategies to effectively communicate with a Deaf employee. Click on the continue button when you are ready.	Not quite. Many people may raise their voice in an effort to be heard, but the appropriate response in this situation is getting Marilyn's attention. Let's learn more about strategies to effectively communicate with a Deaf employee. Continue	Continue button	Learner will click on continue to jump to slide 1.5.
1.5 Learning Objectives	After this course you will be able to: [1] Identify strategies to effectively communicate with a Deaf employee on a daily basis and [2] Describe three different types of	[1] After this course, you will be able to: (title) [2] Identify strategies to effectively communicate with a Deaf employee on a daily basis.	Avatar: White rectangle with black border used as whiteboard	Avatar and white rectangle with be static on screen. [1] Avatar, white rectangle, and title will animate in.

Slide	Audio	On-Screen Text	On-Screen Graphics	Functionality
	accommodations to implement in the workplace for Deaf employees. Click on the next button to continue.	[3] Describe three different types of accommodations to implement in the workplace for Deaf employees. [4] Click on the next button to continue.	Office scene will be static background image. [2] [3] text will be bulleted.	[2] Text will animate in. [3] Text will animate in. [4] Text will animate in. Learner will click on the next button to jump to slide 1.6.
1.6 Communication Strategies	[1] Let's now learn about the different strategies to effectively communicate with a Deaf employee.	[1] Strategies for Communicating with a Deaf Employee (Title) Click on each image below to learn more. (Directions) [2] Click on next button when you are ready to continue.		[1] Title and directions will animate in from top. Learner will click on hand icon to jump to slide 1.6a. Learner will click on speech bubble icon to jump to slide 1.6b. Learner will click on lightbulb icon

Slide	Audio	On-Screen Text	On-Screen Graphics	Functionality
				to jump to slide 1.6c. Learner will click on thumbs up icon to jump to slide 1.6d. [2] Next button will be disabled at start of timeline. It will appear when states of all icons have been visited. Learner will click next and jump to slide 1.7.
1.6 a Gain Attention	[1] Make sure you have your colleague's attention before you start speaking to them. [2] Put yourself in their line of vision.	[1] Gain Attention [2] Put yourself in their line of vision. [3] Wave or gently tap their shoulder or desk.	[1]- [4] Text will be bulleted.	[1]-[4] Text will animate in with audio. Learner will click on "x" in upper right-hand corner to return to slide 1.6.

Slide	Audio	On-Screen Text	On-Screen Graphics	Functionality
	[3] Wave or gently tap their shoulder or desk. [4] And always maintain eye contact during the conversation.	[4] Maintain eye contact during conversation. Click on the "x" to return to strategies screen.		Add hotspot on top of "x."
1.6 b Speak Clearly	[1] There's no need to slow down your speech or speak with exaggerated lip movements. [2] Speak at a natural pace and normal volume. [3] Avoid long and complicated sentences. [4] Avoid covering your mouth. [5] And use body language and visual cues to help get	[1] Speak Clearly [2] Speak at a natural pace and normal volume. [3] Avoid long and complicated sentences. [4] Avoid covering your mouth. [5] Use body language and visual cues to help you get your message across.	 [1] – [5] Text will be bulleted.	[1]-[5] Text will animate in with audio. Learner will click on "x" in upper right-hand corner to return to slide 1.6. Add hotspot on top of "x."

Slide	Audio	On-Screen Text	On-Screen Graphics	Functionality
	your message across.	Click on the "x" to return to strategies screen.		
1.6c Conducive Environment	[1] Make sure you provide a conducive environment for your employee. [2] Don't stand too close in front of your employee. It will be harder to read lips and see visual cues. [3] Be in a room with adequate lighting. [4] And limit background noise	[1] Conducive Environment [2] Don't stand too close in front of your employee. It will be harder to read lips and see visual cues. [3] Be in a room with adequate lighting. [4] Limit background noise. Click on the "x" to return to strategies screen.	 [1]- [4] Text will be bulleted.	[1]-[4] Text will animate in with audio. Learner will click on "x" in upper right-hand corner to return to slide 1.6. Add hotspot on top of "x."

Slide	Audio	On-Screen Text	On-Screen Graphics	Functionality
1.6 d Check for Understanding	[1] Always check for understanding to make sure your employee understands what was communicated. [2] Provide context at the start of your conversation. [3] Repeat or rephrase what you have said if needed. [4] Ask your employee for feedback on how you can improve your communication.	[1] Check for understanding [2] Provide context at the start of your conversation. [3] Repeat or rephrase what you have said if needed. [4] Ask your employee for feedback on how you can improve your communication. Click on the next button to continue.	 [1]-[4] Text will be bulleted.	[1] - [4] Text will animate in with audio. Learner will click on "x" in upper right-hand corner to return to slide 1.6. Add hotspot on top of "x."
1.7 Knowledge Check #1	Let's check your understanding. Choose the image that shows the best environment to have a meeting	Choose the image that shows the best environment to have a meeting with a Deaf employee.	Each graphic is labeled with a letter choice inside of a button. Each button has a hover and selected state.	Learner will have two attempts. Learner will click on letter of choice and

Slide	Audio	On-Screen Text	On-Screen Graphics	Functionality
	with a Deaf employee. Click the letter of your choice.	Click the letter of your choice and then click submit. Feedback layer options: That's right! You selected the correct response. Click the "continue" button to move on. Incorrect. Choice C is the correct choice. The best environment to have a meeting with a Deaf employee has adequate lighting. Click the "Continue" button to move on. That is incorrect. Please try again. Click on the "Try Again" button.	A (Button with label) B (Button with label) C (Button with label) (Correct Choice) D (Button with label) (Add a transparent shape on top of image D to darken it.)	feedback layer will be shown. Slide is reset to initial state. After second attempt, learner will click continue to jump to slide 1.8.

Slide	Audio	On-Screen Text	On-Screen Graphics	Functionality
1.8 Knowledge Check #2	You will now be asked about different types of communication strategies. Match the communication strategy with the appropriate action. Click on the submit button when you are done.	Match the communication strategy with the appropriate action. (Correct choice and action matches for matching drag and drop) (Choice)Gain Attention (Action) Put yourself in line of vision. (Choice)Speak clearly (Action) Avoid covering your mouth (Choice) Check for understanding (Action)Repeat or rephrase information as needed. (Choice)Conducive environment (Action) Limit background noise	A "Matching Drag and Drop" will be used for knowledge check. There will be 4 choices and 4 actions that will be matched. Each choice and action will be written in a jigsaw piece.	Learner will have two attempts. Learner will click and drag to match communication strategy to appropriate action and click submit when finished and feedback layer will appear. Slide is reset to initial state. After second attempt, learner will click continue to jump to slide 1.9.

Slide	Audio	On-Screen Text	On-Screen Graphics	Functionality
		Click on the submit button when you are done. (Feedback layer options) Correct feedback That's right! You selected the appropriate action for each communication strategy. Continue Incorrect feedback Incorrect. You did not select the appropriate action for each communication strategy. Continue Try Again feedback That is incorrect. Please try again. Try Again		

Slide	Audio	On-Screen Text	On-Screen Graphics	Functionality
1.9 Workplace Accommodations	[1] Reasonable accommodations can help to overcome communication barriers and ensure visual accessibility and safety. Click on each icon to learn more about the different types of workplace accommodations. [2] Click on the next button when you are ready to continue.	[1] Common Workplace Accommodations for Deaf Employees (Title) Click on each icon to learn more. [2] Click on the next button to continue.		[1] Title and directions text will animate in from top. Learner will click on emergency icon to jump to slide 1.9a. Learner will click on closed captions icon to jump to slide 1.9b. Learner will click on checklist icon to jump to slide 1.9c. [2] Text will animate in. Next button will appear when state of all icons

Slide	Audio	On-Screen Text	On-Screen Graphics	Functionality
				has changed to visited. Learner will click on next to jump to slide 1.10.
1.9 a Emergency Accommodations	[1] Emergency Accommodations: Emergency accommodations should be put in place to keep your employee safe at all times. [2] Install flashing lights that link to emergency alarms. [3] Conduct emergency evacuation routes and locations during orientation. [4] Use a buddy system to alert of an emergency.	[1] Emergency Accommodations [2] Install flashing lights that link to emergency alarms. [3] Conduct emergency evacuation routes and locations during orientation. [4] Use a buddy system to alert of an emergency. [5] Use text or email to alert Deaf employees of an emergency.	Text will be bulleted. Base layer will be visible.	[1] - [5] Text will animate in with audio. State of emergency icon will change to visited. All elements on base layer will remain.

Slide	Audio	On-Screen Text	On-Screen Graphics	Functionality
	[5] And use text or email to alert Deaf employees of an emergency.			
1.9 b Services and Assistive Technologies	[1] Services and Assistive Technologies: There are lots of services and assistive technologies that can support people who are deaf. Here are a few to consider for special events, training, meetings, and workshops: [2] Closed captioning [3] Interpreters [4] Transcribe minutes and notes	[1] Services and Assistive Technologies [2] Closed captioning [3] Interpreters [4] Transcribe minutes or notes [5] Captions and transcripts for videos [6] Visual aids	Text will be bulleted. Base layer will be visible.	[1]-[6] Text will animate in with audio. State of closed captioning icon will change to visited. All elements on base layer will remain.

Slide	Audio	On-Screen Text	On-Screen Graphics	Functionality
	[5] Captions and transcripts for videos [6] And Visual aids			
1.9c Be Prepared	[1] Be Prepared: Be prepared and plan ahead. Ask your employee how they wish to communicate before a meeting. [2] Plan for an interpreter if necessary or requested. [3] Provide an outline of what to expect. [4] And have minutes or notes transcribed and share it for future reference.	[1] Be prepared and plan ahead Ask your employee how they wish to communicate before meeting. [2] Plan for an interpreter if necessary/requested. [3] Provide an outline of what to expect. [4] Have minutes or notes transcribed and share it for future reference.	Text will be bulleted. Base layer will be visible.	[1]- [4] Text will animate in with audio. State of checklist icon will change to visited. All elements on base layer will remain.

Slide	Audio	On-Screen Text	On-Screen Graphics	Functionality
1.10 Knowledge Check #3	[1] How accessible is the workplace for your Deaf employees? [2] Drag and drop each item to the correct location. [3] Click on the submit button when you are done.	[1] How accessible is the workplace for your Deaf employees? [2] Drag and drop each item to the correct location. [3] Click submit button when done. Accessible items Not accessible items Submit (Feedback slide) Correct feedback You now know which items will make your employee's workplace accessible and can plan ahead to make sure these items are available. Incorrect feedback	Rectangles will be covered with hotspots to be used as drop targets. Icons used for drop targets that will be inside rectangle boxes as labels. Accessible items Not accessible items Accessible items: Not Accessible items: Submit button will created.	[1] Text will be static on slide. Hotspot will be used for accessible items drop target. Hotspot will be used for not accessible items drop target. If learner drags accessible/ not accessible items to correct drop target, then state of icons will turn green and if not dragged to correct drop target, then state of icons will turn red. Learner will have one attempt.

Slide	Audio	On-Screen Text	On-Screen Graphics	Functionality
		Incorrect. You now know which items will make your employee's workplace accessible and can plan ahead to make sure these items are available. Continue		After learner clicks submit, feedback layer will appear. Learner will click continue on feedback layer to jump to slide 1.11.
1.11 Summary	[1] In this course, you were able to: [2] Identify strategies to effectively communicate with a Deaf employee on a daily basis. [3] and describe three different types of accommodations to implement in the workplace for Deaf employees.	[1] Summary [1] In this course, you were able to: [2] Identify strategies to effectively communicate with a Deaf employee on a daily basis. [3] Describe three different types of accommodations to implement in the workplace for Deaf employees.	Office background will be static on the screen. Avatar:	[1] Text will be static on slide. [2] Text will animate in from right. [3] Text will animate in from right. Learner will click next to jump to slide 1.12.

Slide	Audio	On-Screen Text	On-Screen Graphics	Functionality
			Speech bubble ([1] & [2] will animate in to speech bubble)	
1.12 Quiz Introduction	You will now check your knowledge by completing a quiz. There are five questions to check your knowledge. You will need to answer 80% of the questions correctly to pass the quiz successfully. Click next when you are ready to take the Quiz.	QUIZ: Check Your Knowledge There are 5 questions to check your knowledge. You will need to answer 80% of the questions correctly to pass the quiz successfully.	Static background image with transparent blue rectangle overlay on top.	Text will be static on slide. Learner will click next to jump to slide 1.13.
1.13 Question 1	Question 1, what emergency accommodations	Q1: What emergency accommodations	Graphic will be placed on bottom right-hand corner of screen.	Learner will click submit and jump to slide 1.14.

Slide	Audio	On-Screen Text	On-Screen Graphics	Functionality
	should be in place for a Deaf employee? Choose the correct answer and then click submit.	should be in place for a Deaf employee? Choose the correct answer. Conduct emergency evacuation routes and not show locations Install flashing lights that link to emergency alarms (Correct answer) Use an audio announcement to alert Deaf employees of an emergency Only inform the front office security that Deaf employees are on site		
1.14 Question 2	Question 2, what assistive supports/devices should be available for your employee?	Q2: What assistive supports/devices should be available for your employee?	Graphic will be placed on bottom right-hand corner of screen.	Learner will click submit and jump to slide 1.15.

Slide	Audio	On-Screen Text	On-Screen Graphics	Functionality
	Choose the three correct choices and then click submit.	Choose the three correct choices. Phone without text Interpreter (Correct answer) Scripts (Correct answer) Videos Closed Captioning (Correct answer) Lip Reading		
1.15 Question 3	Question 3, how should you prepare and plan for a Deaf employee to be successful? Choose all choices that apply and then click submit.	Q3: How should you prepare and plan for a Deaf employee to be successful? Choose all choices that apply. Assume employee can lip read	Graphic will be placed on bottom right-hand corner of screen.	Learner will click submit and jump to slide 1.16.

Slide	Audio	On-Screen Text	On-Screen Graphics	Functionality
		Provide outlines and agendas of what to expect during trainings (Correct answer) Choose a workplace setting with adequate light and limited background noise (Correct answer) Before meeting ask employee how they wish to communicate (Correct answer)		
1.16 Question 4	Question 4, the statement, "You should avoid long and complicated sentences, "supports which communication strategy? Choose the correct answer.	Q4: The statement, "You should avoid long and complicated sentences," supports which communication strategy? Choose the correct answer. Speak Clearly (Correct answer)	Graphic will be placed on bottom right-hand corner of screen.	Learner will click submit and jump to slide 1.17.

Slide	Audio	On-Screen Text	On-Screen Graphics	Functionality
		Conducive Environment		
		Gain Attention		
		Check for Understanding		
1.17 Question 5	Question 5, which strategy is not recommended when communicating with a Deaf employee? Choose the correct answer.	Q5: Which strategy is not recommended when communicating with a Deaf employee? Choose the correct answer. Use open ended questions Chew gum while speaking (Correct answer) Repeat or rephrase information Take turns communicating when there is more than one person	Graphic will be placed on bottom right-hand corner of screen.	Learner will click submit and jump to slide 1.18.

Slide	Audio	On-Screen Text	On-Screen Graphics	Functionality
1.18a Failure Layer:	Please try again. Click "Review Test" to review your incorrect answers. Click "Retake Test" to retake the test.	Assessment Results Please try again. Your score Passing score Click 'Review Test' to review your incorrect answers. Click 'Retake Test' to retake the test. Review Test Retake Test	"Review" button "Retake" button	Learner will click on "Review Test" button and jump to slide 1.13 or click "Retake Test" button and jump to slide 1.12.
1.18b Success Layer	Congratulations on passing the course. Click next to continue.	Assessment Results Congratulations on passing the course. Click next to continue.		Learner will click continue and jump to slide 1.19.
1.19 Conclusion	Congratulations, you've successfully completed the course, Supporting Deaf Employees at	Congratulations! You have successfully completed	Avatars:	Learner will click on "Exit Course" button to exit course.

Slide	Audio	On-Screen Text	On-Screen Graphics	Functionality
	the Workplace." You can now use this information to identify appropriate strategies to effectively communicate with a Deaf employee and plan for appropriate workplace accommodations. You may click on the "Exit Course" button when you are ready to exit the course.	Supporting Deaf Employees at The Workplace	"Exit Course" Button	