

Design Document

<i>Business Purpose</i>	Recently promoted managers have received feedback from a supervisor when they were an employee but struggle to provide feedback to former peers that is genuine, timely and supportive. This training would be part of the onboarding process that supports new managers in providing feedback to employees by providing a framework for delivering positive and constructive feedback so that the manager's team can feel valued while also increasing their work performance and productivity.
<i>Target Audience</i>	Newly hired and promoted managers
<i>Training Time</i>	15-20 minutes
<i>Training Recommendation</i>	<ul style="list-style-type: none"> • 1 e-learning course <ul style="list-style-type: none"> ○ Providing Feedback to employees ○ Scenario ○ Final evaluation
<i>Deliverables</i>	<ul style="list-style-type: none"> • Design document • Storyboard • 1-elearning course <ul style="list-style-type: none"> ○ Developed in Adobe Captivate ○ Feedback Framework ○ Scenario ○ Final evaluation
<i>Learning Objectives</i>	<p>By the end of the e-Learning course, the learner will be able to;</p> <ul style="list-style-type: none"> • Identify elements that make feedback impactful • Recall the do's and don'ts of effective feedback • Demonstrate the correct steps to providing feedback
<i>Training Outline</i>	<ul style="list-style-type: none"> • Introduction <ul style="list-style-type: none"> ○ Title • Objectives for the course • Feedback <ul style="list-style-type: none"> ○ Reason for feedback ○ Consequences and rewards of providing it ○ Elements of feedbacks <ul style="list-style-type: none"> ○ Specific ○ Fixable ○ Prompt ○ Consistent ○ Balanced ○ Conversational ○ Feedback Framework

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	<ul style="list-style-type: none">○ Steps for delivering Feedback<ul style="list-style-type: none">▪ Identify Feedback▪ Prepare▪ Meeting▪ Share▪ Positive▪ Follow-up○ Scenario○ evaluation preparation• Evaluation (5 questions)• Summary• Completion of Course
<i>Evaluation Plan</i>	<p>At the end of the course, the learner will be given a 5-question quiz with scenario type questions to check their understanding of the content. They will need to answer 80% of the questions correctly to pass the quiz.</p> <p>Within two weeks of course completion the supervisor would follow-up with the new manager to identify strengths and goals around providing feedback and supporting employees, a feedback goal form would be completed.</p> <p>Sixty days following goal setting the supervisor will meet with the manager and identify goals met, productivity and progress accomplished by the team and next steps to support employees.</p>