

Design Document: Workplace Success through Soft Skills

Training Overview

Business Purpose: Managers in several departments have seen an increase in miscommunication, collaboration, and adaptability during projects that has led to missed deadlines. They want an eLearn that addresses these issues to accompany an ILT on soft skills.

Target Audience: Existing corporate employees across various departments at Company X.

Training Modality:

- 1 eLearn with video (Vyond)
- 1 Job Aid
- **Note:** eLearn will contain audio.

Training Time: 15 minutes

Goal: The instructional goal of this course is to equip employees with practical strategies to improve communication, emotional intelligence, and adaptability so they can manage challenges, embrace change, and meet deadlines.

Learning Objectives: During this training, participants will:

- Apply communication strategies to improve collaboration.
- Utilize emotional intelligence techniques to manage workplace interactions effectively.
- Demonstrate adaptability when facing change or uncertainty.

Assessment Plan:

- Learners will be given 5 questions.
 - Multiple-choice, true false
 - 80% or higher to pass. Unlimited attempts given.
 - Questions will be created during the eLearn development phase.

Evaluation Plan:

- Kirkpatrick's Level 1 (Reaction): Post-course survey to assess engagement and perceived value.
- Kirkpatrick's Level 2 (Learning): Final Quiz to measure retention.
- Kirkpatrick's Level 3 (Behavior): Follow-up with supervisors during 1:1 meetings to discuss how learned strategies are being applied on the job.

Instructional Strategy:

- This eLearn follows Gagne's 9 Events of Instruction to maximize engagement and knowledge retention.

Training Outline

Time	Topic	Objective	Description / Purpose
1 min.	Gain Attention	<ul style="list-style-type: none"> Gain the attention of the participants by engaging them in a relatable scenario of a workplace misunderstanding caused by poor communication, emotional reactions, and inflexibility. 	<p>Introduces the eLearning topic in an engaging and relatable way.</p> <ul style="list-style-type: none"> Calls out the problems and creates a transition into the objectives for the course.
1 min.	Inform Learners of Objectives	<ul style="list-style-type: none"> Inform the learner of the learning objectives. Allows them to prioritize their attention regarding what they are about to learn and do. 	<p>Introduce the performance outcomes for the training.</p> <ul style="list-style-type: none"> Apply communication strategies to improve collaboration. Utilize emotional intelligence techniques to manage workplace interactions effectively. Demonstrate adaptability when facing change or uncertainty.
1 min.	Simulate Recall of Prior Knowledge	<ul style="list-style-type: none"> Recall prior knowledge to build learner confidence. 	<p>Learners will be presented with a multi-select question asking them to recall how they handle unexpected changes in the workplace.</p> <ul style="list-style-type: none"> The data from this slide can be used during 1:1 meetings as a starting point for discussions.
6 min.	Present the Content & Provide Learning Guidance	<ul style="list-style-type: none"> Present the strategies, techniques, and skills that learners need to master in this course. Provide learning guidance with a follow up video showing how the learned content looks within the context of the opening scenario video. 	<p>Communication Strategies</p> <ul style="list-style-type: none"> Active listening Clear messaging Nonverbal cues <p>Emotional Intelligence (EI) Techniques</p> <ul style="list-style-type: none"> Pause before reacting Acknowledge emotions Manage stress <p>Adaptability Skills</p> <ul style="list-style-type: none"> Embrace change Problem solving Growth mindset

Time	Topic	Objective	Description / Purpose
			<ul style="list-style-type: none"> Follow up video showing use of the learned content.
1 min.	Elicit Performance	<ul style="list-style-type: none"> Learners show what they have learned by answering a scenario-based knowledge check. 	<p>Learners will choose the best response to a workplace scenario.</p> <ul style="list-style-type: none"> Your teammate, Hafsa, comes to you upset after receiving some negative feedback on one of their projects. Select the best response. Responses will be written in Good, Better, Best format. <ul style="list-style-type: none"> Good Response: Uses 1 of the following: communication strategies, emotional intelligence, adaptability skills. Better Response: Uses 2 of the following: communication strategies, emotional intelligence, adaptability skills. Best Response: Uses all the following: communication strategies, emotional intelligence, adaptability skills.
5 min.	Assess Performance and Provide Feedback	<ul style="list-style-type: none"> Assess performance to enhance retention and transfer. 	<p>Assessment Details:</p> <ul style="list-style-type: none"> 5 graded questions. 80% or higher to pass. Unlimited attempts given. Learner can review the quiz to see the correct answers and retry the assessment to pass with an 80% or higher pass rate. Questions will be created during the eLearning Development phase. <p>Supervisors should provide feedback during regularly scheduled 1:1 coaching time.</p>
Total Time		15 minutes	