

Design Document

Training Title: Grooming Anxious Dogs

Business Goal and Problem	<p>Gorgeous Grooms is a dog grooming business. The goal of Gorgeous Grooms is for all groomers to successfully groom all dogs, including dogs with anxiety. This will increase the number of customers Gorgeous Grooms receives by at least 10%. Recently, Jones and Smith Manufacturing has experienced turnover and new hires are not managing their time well. This has resulted in productivity decreasing by 15% since 2022 and an insufficient amount of pet products being sold. This is decreasing company profits by 20%.</p>
Target Audience	<p>The primary learners are the new groomers at Gorgeous Grooms. These are groomers who are experienced with most dogs but need to learn to groom dogs with anxiety. These employees range in age and are of various genders. They are mainly new hires at Gorgeous Grooms. The goal of gorgeous grooms is that all groomers will successfully groom all dogs, including dogs with anxiety. This will increase the number of customers Gorgeous Grooms receives by at least 10%.</p>
Learning Objectives	<p>Terminal LOs: After this course you will be able to</p> <ul style="list-style-type: none">• Identify what makes a dog anxious• Create a safe place for anxious dogs• Establish a routine <p>Enabling LOs:</p> <ul style="list-style-type: none">• Observe the dog• Take note of triggers• Take note of behaviors• Provide the dog with a space that is quiet and free of distractions• Provide a physical and comfortable place for the dog• Offer the dog a treat• Allow the dog to smell the grooming tools and groomer• Move slowly toward the dog• Speak to the dog in a calm voice• Distract the dog from elements that cause anxiety

Training Recommendation	<p>Delivery Method: Learners should access this eLearning built in Articulate StoryLine through the Gorgeous Grooms website.</p> <p>Approach: This eLearning course is scenario-based learning. It is narrated with voiceover. Learning is scaffolded and presented through multiple scenarios realistic to the grooming setting. Multiple knowledge checks are placed throughout the course and are scenario based to allow the learner to check their understanding of learning objectives.</p>
Training Time	<p>15 to 20 minute eLearning course</p>
Deliverables	<p>This course includes one eLearning module that is developed in Articulate Storyline. It includes:</p> <ul style="list-style-type: none"> • eLearning with voice over narration
Training Outline	<p>Introduction:</p> <ul style="list-style-type: none"> • Welcome Slide • Navigation • Training Purpose • Learning Objectives <p>Identify What Makes a Dog Anxious</p> <ul style="list-style-type: none"> ○ Observe the dog ○ Note triggers and behavior <ul style="list-style-type: none"> ■ Fear ■ Separation ○ Branching Scenario <ul style="list-style-type: none"> ■ Click to reveal interaction <ul style="list-style-type: none"> • Fear <ul style="list-style-type: none"> ○ Loud noises ○ Unfamiliar people ○ Unfamiliar places • Separation <ul style="list-style-type: none"> ○ A dog's owner physically leaves ○ A dog is left alone ○ Knowledge Check: Identify What Makes a Dog Anxious <p>Create a Safe Place for Anxious Dogs</p> <ul style="list-style-type: none"> • Scenario

- Provide the dog with a space that is quiet and free of distractions
 - Provide a physical and comfortable place for the dog
 - Offer the dog a treat
- Knowledge check: Create a Safe Place for Anxious Dogs

Establish a Routine

- Accordion Interaction
 - Distract the dog
 - Speak Calmly
 - Move Slowly
 - Allow the Dog to Smell
- Knowledge Check: Establish a Routine

Final Graded Quiz

- Quiz directions
 - You must earn 80% to pass
 - Question format: multiple choice
- Question 1
 - An owner lets you know that her dog is anxious. What should you do before beginning the grooming session?
- Question 2
 - You have determined that loud noises are making the dog you are about to groom anxious. What should you do?
- Question 3
 - An anxious dog you are familiar with is returning for another grooming. What should you do now that you can predict this dog's behavior?
- Question 4
 - You are creating a safe space for anxious dogs at Gorgeous Grooms. What should you include in this safe space?
- Quiz results
 - Shows a passing score 80% or above with option to review quiz or continue
 - Shows failing score of below 80% with option to review quiz and retake quiz

Assessment Plan

Level 2 Assessment:

- Three ungraded scenario based knowledge checks.
- The first knowledge check formatively assesses the learner's understanding of terminal objective one: Identify what makes a dog anxious
- The second knowledge check formatively assesses the learner's understanding of terminal objective two:

Create a safe place for anxious dogs

- The third knowledge check formatively assesses the learner's understanding of terminal objective three: Establish a routine
- The final course assessment contains 4 questions assessing the terminal learning objectives
 - Learners must earn 80% to pass the e-learning module final assessment
 - All questions are in multiple choice format
 - The learner will have unlimited attempts to pass the quiz

Level 3 Assessment: The learners will be observed on the job one month after passing this eLearning course. Their post-training performance will be compared to their prior performance to determine if the eLearning was successful.