Design Document

Training Title: Writing a Professional Email

Business Goal and Problem	Employees at a corporate office have not been writing professional emails when communicating with each other. They are in need of this training on how to stay professional and get the point across in a concise email.
Target Audience	The primary audience is professionals in a corporate office setting. This course is designed to help them understand the proper steps to follow when writing a workplace email.
Learning Objectives	Terminal LOs: After this course you will be able to: • Form a purposeful subject line • Address the recipient with a proper greeting • Place what is most important first • End the email with a professional goodbye Enabling LOs: • Grab the recipient's attention • Indicate the main point of the email concisely • Determine your relationship with the recipient • Determine what information is most important • Decide which word will proceed your name • Remain professional • Place the closing at the bottom of the email
Training Recommendation	Delivery Method: Learners should access this eLearning built in Articulate Rise through the corporate website. Approach: This eLearning course consists of scenario-based and interactive learning.. Learning is scaffolded with scenarios and interactions chunked by learning objectives. Multiple knowledge checks are placed throughout the course with various interactions. The course ends with a final quiz.
Training	15 to 20 minute e-learning course

Time	
Deliverables	This course includes one e-learning module that is developed in Articulate Rise. It includes: ● Elearning with various scenarios, interactions, and knowledge checks

Training Outline	Introduction:
	● Welcome Slide and Course Purpose
	● Learning Objectives
	Forming a purposeful subject line
	● Importance
	● Click to reveal examples
	● Knowledge Check: scenario questions
	Addressing the recipient with a proper greeting
	● Importance
	  ○ Determine your relationship with the recipient
	    ■ Drag and drop interaction
	● Knowledge Check: scenario questions
	Place what is most important first
	● Importance
	● Click to reveal email diagram
	  ○ Proper greeting
	  ○ Placement of most important information
	Ending the email with a professional goodbye
	● Steps to saying goodbye
	  ○ Determine which word or words you will place before your name at the end of the email
	  ○ Ensure the closing is professional
	  ○ Place the closing below the body of the email
	● Knowledge Check: scenario questions
	
	Final Graded Quiz
	● Quiz directions
	  ○ You must earn 80% to pass
	  ○ Question format: multiple choice
	● Question 1
	  ○ Andy is writing an email to her boss to clarify a task she is responsible for. Determine how she should formulate the subject line of her email to her boss?
	● Question 2
	  ○ Andy is forming an email to her supervisor. How should she greet this recipient in the first line of her

	email?
	● Question 3
	○ Andy is emailing her employees to notify them of an upcoming meeting. How should she determine what to write first?
	● Question 4
	○ Andy is writing an email to a prospective employer inquiring about a new job. How should she end her email?
	● Quiz results
	○ Shows a passing score 80%
	○ Shows failing score of below 80% with option to retake quiz
Assessment Plan	**Level 2 Assessment:** ● This includes ungraded scenario-based knowledge checks formatively assessing terminal objectives. A final graded assessment is included at the end of the course. **Level 3 Assessment:** ● The employees will complete a survey one month after passing this eLearning course. The survey will include questions about emails they have received and sent and will indicate if a change has occurred in workplace email communication and if the eLearning was a success.