

Design Document- Museum Employees New Hire Guide

By Gerri Tumblin

<i>Business Purpose</i>	<ul style="list-style-type: none">• New employees hired at the Art Museum must be trained in best practices before working in a public setting. They must be prepared for proper work standards and security responses, present themselves professionally, and, be able to effectively communicate with others (publicly and among the staff). New hires who take this e-learning course and study the job aid will be off to a successful start! This course is intended to kick off the onboarding process to prepare new hires for the job.
<i>Target Audience</i>	<ul style="list-style-type: none">• Primary: new employees of the Art Museum as part of the onboarding process• Secondary: other employees once a year as a refresher of foundational practices or on a case-by-case basis
<i>Training Time</i>	20 minutes
<i>Training Recommendation</i>	<p>This training is best presented in a blended format:</p> <ul style="list-style-type: none">• An e-learning course to allow flexibility for employees' schedules and locations<ul style="list-style-type: none">○ Includes an avatar-led variety of interactivity, videos, knowledge check and final assessment• Job aid PDF
<i>Deliverables</i>	<ol style="list-style-type: none">1. Storyboard and script2. e-learning course<ul style="list-style-type: none">• Developed in Storyline<ul style="list-style-type: none">○ Human avatar (Museum Director)○ Voice-over narration○ Real life scenario○ 3 videos○ Various interactive activities○ 2 assessments (knowledge check and final quiz)3. Job Aid PDF related to emergency procedures
<i>Learning Objectives</i>	<p>By the end of the course, learners will be able to:</p> <ul style="list-style-type: none">• Recognize appropriate general work protocols.• Identify strong communication through effective public speaking and interpersonal skills.• Distinguish key safety and security measures

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<i>Training Outline</i>	<ol style="list-style-type: none">1) Introduction<ul style="list-style-type: none">● Welcome to the course and brief statement about the purpose● Navigation● Museum welcome● Learning Objectives2) Work Protocols: Connects to LO #1 to recognize workplace standards and expectations<ul style="list-style-type: none">● Physical Demands: standing, walking, paying close attention● Hygiene: hand washing, sanitizing, mask-wearing● Attire: Expectations about professional attire norms with visual examples● Knowledge Check: Multiple-answer check about work protocols3) Communication: Connects to LO #2 to be able to identify strong communication skills and put them into practice<ul style="list-style-type: none">● Clear and Concise Communication: scenario-based questions with feedback for each response● Interpersonal Skills: voice, being mindful of the audience, direct eye contact4) Safety and Security: Connects to LO #3 to recognize important safety and security procedures<ul style="list-style-type: none">● Safety Measures: hazards, crowds, security● Emergencies: drills, exits, phone5) Intro to Assessment6) Summary of learning objectives7) Conclusion, certificate and congratulations on completing the course
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<i>Assessment Plan</i>	<p>1) Knowledge Check after Work Protocol section</p> <ul style="list-style-type: none">● Select all that apply to recognize proper hygiene practices● 2 attempts allowed● Not graded● Review slide with correct answers shown if needed to reinforce learning back to LO#1 <p>2) Final Quiz/Assessment</p> <ul style="list-style-type: none">● 5 graded questions aligned with learning objectives- questions will directly link to information provided in each section to recognize, identify and distinguish● 80% to pass: must answer 4 out of 5 correct● Each question links directly to the LOs and content throughout the course● Multiple-choice and multiple-answer formats● Unlimited attempts to retake quiz● Opportunity to review the quiz before retry● If passing score achieved, continue on to complete the course● Questions will be written during the development of the eLearning course and after the storyboard and script have been fully approved.
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