

Training: Writing a Professional Email

Target Audience: This training is for new hires and current employees.

Learning Objectives:

1. Indicate the uses of sending professional emails.
2. Identify the components of a professional email.
3. Identify the components of an email signature.

Seat Time: 30 Minutes

Outline:

Introduction

- Welcome
- Navigation
- Learning Objectives

Topic: What Are Professional Emails

- Definition-Professional emails are formal communications sent within a professional setting. These emails are typically exchanged between colleagues, supervisors, clients or other professionals in the workplace.

Topic: Why is it Important?

- Creates a positive impression, ensures effective communication, builds credibility and trust

Topic: The Subject Line

- Clear and Concise, Include Order Number if applicable
- Knowledge Check & Feedback

Topic : The Greeting

- Polite & respectful, address the recipient by name, should be formal

Topic : The Message

- Communication- appropriate, polite and professional language
- Organization- logical manner with necessary details (order number, dates, etc.)
- Closing- Provide examples (Sincerely, Best Regards, Thank You)
- Example- Provide a sample email that fosters clear and respectful communication in the workplace

Topic: Closing and Email Signature

- Requirements Include
 - Professional Photo

Custom Border



- Full Name
- Job Title
- Company Name
- Company Contact Information
- Knowledge Check and Feedback
- Assessment
- Summary
- Congratulations

Color Palette:



Font: Articulate Extrabold (headings) and Montserrat Medium (bold; headings)

Color Palette Hex Codes: Blue (1F4970) Cream (EEECE1) Teal (3C6E71) Brown (363636)

Voice Over: Narrator- Kimberely, Customer Relations Expert(Lisa)- Salli, Worker (Ashley)- Joanne

Directions:

- ❓ Please focus on the accuracy and completeness of the content during this review cycle. “Page breaks” for the online course will be adjusted after the content is edited.
- ❓ Questions for reviewers are indicated with **green highlighting**. All questions will need to be resolved before programming can begin.
- ❓ Remember, the text in the left column will be narrated audio.
 - There will be “connecting” words and phrases that would not appear in a written procedure. If the wording seems awkward to you, try reading the text aloud to see how it fits, then make changes if it still seems necessary.
 - Formatting is merely to aid the voiceover talent: remember, learners will hear – not see – this text.
 - Capitalization is not important in the left column, but is very important in the next column, “Visual/Display.”
- ❓ Use the Table of Contents on the next page for ease of navigation.
- ❓ Optional Tip: Hiding the top and bottom margins of this document (double-clicking between the pages to “Hide/Show White Space”) will enable you to go through the storyboard more smoothly.

Module Resources/References: N/A

Slide 1.1 Menu Title: <i>Welcome</i>			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>No top/bottom border</p> <p>Background Image: Hand pointing at opening email image, split with teal color parallelogram shape overlaying the background image</p> <p>Custom navigation and begin course buttons</p>	<p>{Slide Title}</p> <p>Professional Emails in the Workplace</p> <p>{Buttons}</p> <p>Navigation</p> <p>Begin Course</p>	<p>Welcome to the guide to writing professional emails in the workplace.</p> <p>This course is designed to help you to write effective and professional emails.</p> <p>Click the navigation button for a quick tutorial on navigating the course</p> <p>Or if you're ready to begin, click the begin course button to begin the course.</p>	<p>Title, begin course and navigation button fly in from left timed with VO</p> <p>The Begin Course button will jump to slide 1.3</p> <p>The Navigation button will jump to the next slide (slide 1.2)</p> <p>Hide player Next and Previous buttons</p> <p>Navigation and Begin Course button appear with VO.</p>
Notes:			

Slide 1.2 Menu Title: <i>Navigation</i>			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Custom border and title appear at top and bottom of slide</p> <p>Player shows Menu on the left</p> <p>Screenshot of the course player</p> <p>Arrows pointing to each element in the navigation. Circle cream arrow with blue background.</p>	<p>{Slide Title}</p> <p>Navigation</p> <p>{Directions}</p> <p>Click the Next arrow to continue to the course</p> <p>[Marker Text]</p> <p>{Menu}- Use the menu on the left to select</p>	<p>Narrator Voice-</p> <p>Please take a moment to review the buttons on this screen to help you navigate this module. Hover over each icon to reveal its functionality. Click the Next arrow to continue to the course.</p>	<p>Directions fade in with VO</p> <p>Previous and Next buttons are available during this slide</p> <p>Next button goes to slide 1.3</p>

	<p>different parts of the course.</p> <p>{Play/Pause}- Click to pause or play a slide</p> <p>{Seek bar}The seek bar shows the progress of the slide.</p> <p>{Replay}- Click the replay button to replay a slide.</p> <p>{Speaker}- Click the speaker to adjust the volume.</p> <p>{Previous/Next}- Click the Previous and next button to navigate between the slides.</p> <p>{Accessibility Button}- Accessibility options can be found here</p> <p>Previous and Next buttons are available during this slide</p> <p>Next button goes to slide 1.3 progress through the course.</p>		
Notes:			

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Custom Border, titles, and logo appear at top and bottom of slide</p> <p>Background image - Casual office setting</p> <p>This slide begins with just the avatar of Lisa (Business Clerk) on the left side of the slide facing the learner in a thinking pose.</p> <p>Ashley (Customer Relations Expert) avatar will appear on the right side of the slide facing left in talking pose.</p> <p>Caption bubbles track their conversation on screen. As they converse the caption bubbles appear between them.</p> <p>As Ashley and Lisa converse, the caption shape will remain between them.</p> <p>Lisa avatar has 4 poses: thinking, listening, conversing, excited, hands closed together in front.</p> <p>Ashley remains speaking facing Lisa while conversing.</p>	<p>[Slide Title] Learning Objectives</p> <p>[Lisa Thought Bubble] I just received an email from a customer regarding an order update. I need help composing my email using professional email etiquette.</p> <p>[Ashley Caption] Hi Lisa! I'm Ashley, I heard that you're new here and could use some help composing a professional email. Would you like to get started?</p> <p>[Lisa Caption] Oh my! Yes, that would be great Ashley. I am ready to learn the components and importance of communicating professionally with customers. Thank you!</p>	<p>Lisa- I just received an email from a customer regarding an order update. I need help composing my email using professional email etiquette.</p> <p>Ashley- Hi Lisa! I'm Ashley. I heard that you're new here and could use some help composing a professional email. Would you like to get started?</p> <p>Lisa- Oh my! Yes, that would be great Ashley. I am ready to learn the components and importance of communicating professionally with customers. Thank you!</p>	<p>Slide begins with Lisa in the office to the left and Ashley appears on the right and follows a motion path to the right of the slide.</p> <p>Caption bubbles track their conversation, with the slide text fading in and out on the timeline, timed with VO</p> <p>When timeline ends slide auto advances to layer 1.3a</p> <p>The Next button and Previous button will be hidden on this slide</p>
Notes:			

Slide [1.3a]/ Menu Title:			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The base layer is visible on this layer, so it appears that this layer is part of the base layer.</p> <p>Lisa and Ashley are in the same location on screen as they on the base layer.</p> <p>Lisa is now in a listening pose facing right. Ashley is now facing the learner with right hand pointed outward.</p> <p>Rectangle box with cream background and teal header shows learning objectives.</p>	<p>[Slide Title] Learning Objectives</p> <p>[Inside teal rectangle header] By the end of this course you will be able to:</p> <p>[Listed inside cream rectangle]</p> <ol style="list-style-type: none"> 1. Indicate the uses of sending professional emails. 2. Identify the components of a professional email. 3. Identify the components of an email signature. 	<p>Ashley-</p> <p>By the end of this course you will be able to:</p> <p>Tell the uses of sending professional emails. Identify the components of a professional email. Identify the components of an email signature and tell the benefits of a professional email.</p>	<p>Rectangle for Learning objectives and the slide text for the objectives fade in timed with VO</p> <p>The Next button appears when the timeline has ended</p> <p>Next button goes to slide 1.4</p>
Notes:			

Slide [1.4]/ Menu Title: <i>[Professional Emails]</i>			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Custom Border, titles, and logo appear at top and bottom of slide Background image: Same as previous slide</p> <p>Caption bubbles track conversation on screen.</p> <p>Lisa avatar is in listening pose from slide 1.3</p> <p>Ashley avatar is in talking pose facing left from slide 1.3</p>	<p>[Slide Title] Professional Emails</p> <p>[Ashley Caption] Professional emails are formal communications sent within a professional setting. These emails are typically exchanged between colleagues, supervisors, clients or other professionals in the workplace.</p> <p>Professional email guidelines adhere to certain standards of etiquette and professionalism. They are used to convey information, communicate with clients or engage in professional discussions.</p>	<p>Ashley- Professional emails are formal communications sent within a professional setting. These emails are typically exchanged between colleagues, supervisors, clients or other professionals in the workplace.</p> <p>Professional email guidelines adhere to certain standards of etiquette and professionalism. They are used to convey information, communicate with clients or engage in professional discussions.</p>	<p>Caption bubbles track their conversation, with the slide text fading in and out on the timeline, timed with VO</p> <p>Next button is hidden</p> <p>Slide automatically advances to the Next slide when the timeline ends on this slide.</p>
Notes:			

Slide [1.5]/ Menu Title: <i>[Why is it important]</i>			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Custom Border, titles, and logo appear at top and bottom of slide</p> <p>Background image: Hallway office setting</p> <p>Lisa avatar is on the left side of slide, facing the learner talking. She then changes to facing learner with left hand reaching upward to point at rectangle boxes</p> <p>On the right are three vertical rectangular shapes used for tiles arranged top to bottom that take up most of the remaining space from</p> <p>Lisa to the right edge of the slide.</p> <p>Rectangle shapes have cream background.</p> <p>Blue rectangle shape box with directions.</p>	<p>[Slide Title] Benefits</p> <p>[Ashley Caption] Sending professional emails in the workplace allows for a variety of benefits. It creates a positive impression, ensures effective communication and it builds credibility and trust.</p> <p>[Narrator Caption] Click on each tile to learn more information.</p> <p>[Text inside rectangle buttons]</p> <ul style="list-style-type: none"> Creates a Positive Impression Ensures Effective Communication Builds Credibility and Trust 	<p>Ashley- Sending professional emails in the workplace allow for a variety of benefits. It creates a positive impression, ensures effective communication and it builds credibility and trust.</p> <p>Narrator- Click on each tile to learn more information.</p>	<p>Caption bubbles track Lisa's speech, with the slide text fading in and out on the timeline, timed with VO</p> <p>Rectangle buttons float up from bottom timed with VO</p> <p>Buttons have hover and visited states</p> <p>Directions rectangle fades in timed with VO</p> <p>Learner is prevented from clicking tiles until the VO completes</p> <p>The Next button is disabled until the timeline ends on each button layer</p> <p>Next button takes learner to slide 1.6</p>

	<p>[Directions Rectangle] Click on each tile to learn more. Then click the Next button.</p>		
Notes:			

Slide [1.5a]/			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Base layer is hidden</p> <p>Background should be a cream colored rectangle</p> <p>Image of professional woman smiling is centered on the slide, taking up most of the slide</p> <p>Teal rectangle box is used as header</p>	<p>[Teal rectangle box] Reflect Competence and Professionalism</p>	<p>[Narrator] Professional emails reflect competence and professionalism. It shows that you take your work seriously and are dedicated to a high standard of communication.</p>	<p>Title on teal rectangle box flies in from left</p> <p>Slide automatically returns to base layer when the timeline ends</p>
Notes:			

Slide [1.5b]/			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Base layer is hidden</p> <p>Background should be a cream rectangle</p>	<p>[Teal rectangle box] Conveys Message Accurately</p>	<p>[Narrator] By using proper grammar, concise language, and a professional tone, you can convey your message accurately. Clarity in your emails</p>	<p>Title on teal rectangle box flies in from left</p>

Image of professional working on laptop is centered on the slide, taking up most of the slide		reduces the chances of misunderstandings.	Slide automatically returns to base layer when the timeline ends
Teal rectangle box is used as header			
Notes:			

Slide [1.5c]/			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer is hidden	[Teal rectangle box]	[Narrator]	Title on teal rectangle box flies in from left
Background should be a cream colored rectangle	Stronger Working Relationships	When you consistently send well-crafted, respectful, and courteous emails, others are more likely to trust your abilities and professionalism.	
Image of two hands shaking gesture, taking up most of the slide		This can lead to stronger working relationships.	Slide automatically returns to base layer when the timeline ends
Teal rectangle box is used as header			
Notes:			

Slide [1.6]/ Menu Title: <i>[The Subject Line]</i>			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Custom Border, titles, and logo appear at top and bottom of slide</p> <p>Background image: Keyboard and mouse (or tech image) with blank space to the right and above</p> <p>Ashley avatar is on the right side of slide, facing the learner talking.</p> <p>She changes talking pose and raises hand, continues talking</p> <p>Image illustrating “clarify” uses circular border is placed on left side of slide</p> <p>Blue arrow points to mouse on background</p>	<p>[Slide Title] The Subject Line</p> <p>[Ashley Caption] Professional emails begin with the subject line. The subject line should clarify the purpose of the email quickly.</p>	<p>[Ashley] Professional emails begin with the subject line. The subject line should clarify the purpose of the email quickly.</p> <p>Click the mouse below to learn more.</p>	<p>Image illustrating “clarify” flies in from left timed with VO</p> <p>Blue arrow flies in from top timed with VO</p> <p>Hotspot is applied to mouse picture on background</p> <p>When the learner clicks on the mouse hotspot, it jumps to layer 1.6a (The Subject)</p> <p>The Next button is disabled until the timeline ends on Subject layer</p>
Notes:			

Slide [1.6a]/ Menu Title: <i>[The Subject Line]</i>			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Base layer is hidden</p> <p>Background should be a cream colored</p> <p>Lisa avatar is facing learner in thinking pose on the left of slide</p> <p>Screenshot of blank email on the right of the slide taking up most the space, including only the sections <i>New Message, To, and Subject</i></p>	<p>[Slide Title]</p> <p>The Subject Line</p> <p>[Bullet points]</p> <p>Clear and concise</p> <p>Understand the purpose at a glance</p> <p>[Subject Line]</p> <p>Refund Request-Order#123</p>	<p>[Narrator]</p> <p>Always use a clear and concise subject line. It helps the recipient understand the purpose of the email at a glance. Here is an example. Click the Next button to continue.</p>	<p>Bullet points fade in timed with VO</p> <p>Subject Line fades in with text highlighted in yellow</p> <p>The Next button takes learner to slide 1.7</p>
Notes:			

Slide [1.7]/ Menu Title: <i>[Knowledge Check #1]</i>			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Custom Border, titles, and logo appear at top and bottom of slide</p> <p>Background should be a lightened palette color. Choice box rectangle should use palette colors</p>	<p>[Slide Title]</p> <p>Knowledge Check #1</p> <p>[Directions]</p> <p>Read the question below. Click to select your answer choices. Then click submit.</p>	<p>[Narrator]</p> <p>Let's pause for a quick knowledge check. Read the question below. Click to select your answer choices. Then click submit.</p>	<p>This slide is a graded question KC interaction.</p> <p>Allow 2 attempt in the form settings.</p> <p>Shuffle Answers</p>

	<p>[Question #1]</p> <p>What is an appropriate subject line?</p> <p>[Answer Choices]</p> <p>Reaching Out</p> <p>Refund Request-Order #123 [Correct Answer]</p> <p>Hello There!</p> <p>Order</p> <p>[Feedback]</p> <p>That's incorrect. The subject line should be clear and concise. For example, if a customer is inquiring about a refund. An appropriate subject line would be "Refund Request- Order 123."</p>		The Next button takes learner to slide 1.8
--	---	--	--

Notes:

Slide [1.8]/ Menu Title: <i>[The Greeting]</i>			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>[Same Visual Layout as slide 1.6]</p> <p>Avatar Lisa and Ashley are facing each other. Lisa is on the left edge and Ashley is on right edge</p>	<p>[Slide Title]</p> <p>The Greeting</p> <p>[Lisa Caption]</p>	<p>[Lisa]</p> <p>Ashley thank you for explaining the importance of a professional email and how to create an appropriate subject</p>	<p>Caption bubbles track their conversation, with the slide text fading in and out on the timeline, timed with VO</p>

Caption bubbles track conversation on screen.	<p>Ashley thank you for explaining the importance of a professional email and how to create an appropriate subject line. Now, I'm interested to know how I should greet the customer.</p> <p>[Ashley Caption] Absolutely Lisa, You should always begin your email body with a greeting as it sets a professional tone for the email. Let's continue to learn more.</p>	<p>line. Now, I'm interested to know how I should greet the customer.</p> <p>[Ashley] Absolutely Lisa, You should always begin your email body with a greeting as it sets a professional tone for the email. Let's continue to learn more.</p>	<p>The Next button will be hidden on this slide</p> <p>When the timeline ends the slide automatically shows layer</p>
Notes:			
Slide [1.8]/ Menu Title: <i>[The Greeting]</i>			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>[Same Visual Layout as slide 1.6]</p> <p>Avatar Lisa and Ashley are facing each other. Lisa is on the left edge and Ashley is on right edge</p> <p>Caption bubbles track conversation on screen.</p>	<p>[Slide Title] The Greeting</p> <p>[Lisa Caption] Ashley thank you for explaining the importance of a professional email and how to create an appropriate subject</p>	<p>[Lisa] Ashley thank you for explaining the importance of a professional email and how to create an appropriate subject line. Now, I'm interested to know how I should greet the customer.</p> <p>[Ashley]</p>	<p>Caption bubbles track their conversation, with the slide text fading in and out on the timeline, timed with VO</p> <p>The Next button will be hidden on this slide</p>

	<p>line. Now, I'm interested to know how I should greet the customer.</p> <p>[Ashley Caption] Absolutely Lisa, You should always begin your email body with a greeting as it sets a professional tone for the email. Let's continue to learn more.</p>	<p>Absolutely Lisa, You should always begin your email body with a greeting as it sets a professional tone for the email. Let's continue to learn more.</p>	<p>The slide automatically shows layer when the timeline ends</p>
Notes:			

Slide [1.8a]/ Menu Title:			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Custom Border, titles, and logo appear at top and bottom of slide</p> <p>Background should be a lightened palette color.</p> <p>Background image of laptop covers most of the screen to the left</p>	<p>[Slide Title] The Greeting</p> <p>[Ashley Caption] The email greeting should be polite and respectful. It should avoid overly informal language. And you should address the recipient by their name. For example</p>	<p>[Ashley Caption] The email greeting should be polite and respectful. It should avoid overly informal language. And you should address the recipient by their name. For example you might write "Dear Anthony Smith"</p> <p>[Narrator] Click the Next button to continue</p>	<p>Caption bubbles track their conversation, with the slide text fading in and out on the timeline, timed with VO</p> <p>The screenshot text fades in timed with VO</p> <p>Star 1, 2, and 3 fade in timed with VO</p>

<p>Screenshot of email including “New Message, To, Subject, Greeting” area</p> <p>Three star shapes using darker colors from the color palette that includes text within. The stars are aligned horizontal towards the bottom on the slide on top of the background laptop image</p> <p>Sample email address, subject and greeting are typed in screenshot</p> <p>Avatar Ashley is to the right of the screen. She uses two talking poses</p>	<p>you might write "Dear Anthony Smith"</p> <p>[Directions] Click the Next button to continue</p> <p>[Screenshot Text] [To]asmith@mail.com [Subject] Refund Request- Order #123 [Greeting] Dear Anthony Smith, (highlighted in yellow)</p> <p>[Star 1] Polite & Respectful</p> <p>[Star 2] Be formal</p> <p>[Star 3] Use their Name</p>		<p>The Next button will be hidden on this slide</p> <p>The text directions to select the Next button will appear toward the end of the timeline timed with VO.</p> <p>The Next button will be displayed when the timeline ends on this layer.</p> <p>The Next button takes the learner to slide 1.9</p>
Notes:			

Slide [1.8a]/ Menu Title:			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Custom Border, titles, and logo appear at top and bottom of slide</p> <p>Background should be a lightened palette color.</p>	<p>[Slide Title] The Greeting</p> <p>[Ashley Caption] The email greeting should be polite and respectful. It should avoid overly informal</p>	<p>[Ashley Caption] The email greeting should be polite and respectful. It should avoid overly informal language. And you should address the recipient by their name. For example you might write "Dear Anthony Smith"</p>	<p>Caption bubbles track their conversation, with the slide text fading in and out on the timeline, timed with VO</p> <p>The screenshot text fades in timed with VO</p>

<p>Background image of laptop covers most of the screen to the left</p> <p>Screenshot of email including "New Message, To, Subject, Greeting" area</p> <p>Sample email address, subject and greeting are typed in screenshot</p> <p>Avatar Ashley is to the right of the screen. She uses two talking poses</p>	<p>language. And you should address the recipient by their name. For example you might write "Dear Anthony Smith"</p> <p>[Directions] Click the Next button to continue</p> <p>[Screenshot Text] [To]asmith@mail.com [Subject] Refund Request- Order #123 [Greeting] Dear Anthony Smith, (highlighted in yellow)</p>	<p>[Narrator] Click the Next button to continue</p>	<p>The Next button will be hidden on this slide</p> <p>The text directions to select the Next button will appear toward the end of the timeline timed with VO.</p> <p>The Next button will be displayed when the timeline ends on this layer.</p> <p>The Next button takes the learner to slide 1.9</p>
Notes:			

Slide [1.9]/ Menu Title: The Message & Closing			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Custom Border, titles, and logo appear at top and bottom of slide</p> <p>Four tabs displaying the tab titles takes up about 1/3-1/4 of the accordion area, and are shown vertically, leaving the remainder space for content to show within the accordion frame.</p> <p>The closed accordion will show on the screen to start.</p>	<p>[Slide Title] The Message</p> <p>[Vertical Tab Text] 1.Communication 2.Organization 3.Closing 4.Example</p> <p>[Directions] Select each tab to learn more</p>	<p>The message body of the email should adhere to certain guidelines for communication, organization and the closing. Click on each tab to learn more and to explore an example of a professional email. When you are finished click the next button to continue.</p>	<p>Content Section text fades in timed with VO Forced Interaction only allow learner to click on tab 1</p> <p>Set the next button to disabled on this slide when the timeline starts.</p> <p>Only allow learner to click on button 2 Hide layer when learner clicks on button 2</p>

<p>Each tab should be a different palette color. The layer associated with each tab and therefore “open” section should have the same background color for that section.</p> <p>When the learner clicks on each tab, it will pop to its open position and display the information for that tab.</p> <p>Accordion tabs now begin with number 2-4 on the left and number one is all the way on the right appearing to show that tab as open.</p> <p>A picture of a person working at a computer is on the content section to the left of the text.</p>			
Notes:			

Slide [1.9a]			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Accordion tabs now begin with number 2-4 on the left and number one is on the far right appearing to show that tab as open.</p>	<p>[Slide Title] Communication</p> <p>[Slide text] Use a professional and appropriate language, being polite and</p>	<p>[Narrator] Use a professional and appropriate language, being polite and respectful in your communication.</p>	<p>Only allow learner to click on button 2</p> <p>Hide layer when learner clicks on button 2</p>

A picture of a computer/laptop is on the content section on top of the text.	respectful in your communication.		
Notes:			

Slide [1.9b]			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Accordion tabs now begin with number 3-4 on the left and number 2,1 is on the far right appearing to show that tab as open.</p> <p>A picture of a person looking at a computer screen is on the content section on top of the text.</p>	<p>[Slide Title] Organization</p> <p>[Slide text] You should organize your thoughts in a logical manner, providing context and necessary details.</p>	<p>[Narrator] You should organize your thoughts in a logical manner, providing context and necessary details</p>	<p>Only allow learner to click on button 3</p> <p>Hide layer when learner clicks on button 3</p>
Notes:			

Slide [1.9c]			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Accordion tabs now begin with number 4 on the left and number 3, 2,1 is on the far right appearing to show that tab as open.</p> <p>A graphic of the word "Thank You" is on the content section on top of the text.</p>	<p>[Slide Title] Closing</p> <p>[Slide text] Conclude your message with a clear call to action or next steps, and include a polite closing. Some examples include, "sincerely," "best regards," or "thank you."</p>	<p>[Narrator] Conclude your message with a clear call to action or next steps, and include a polite closing. Some examples include, "sincerely," "best regards," or "thank you."</p>	<p>Only allow learner to click on button 4</p> <p>Hide layer when learner clicks on button 4</p>
Notes:			

Slide [1.9d]			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Accordion tabs now begin with number 4 on the left and number 3, 2,1 is on the far right appearing to show that tab as open.</p> <p>A screenshot of the email signature graphic is positioned at the bottom of the content section on top of the text.</p>	<p>[Slide Title] Example</p> <p>[Slide text] Dear Mr. Smith, We have accepted your refund request for order #123 in the amount of \$58.84. It takes up to 7 days for your financial institution to make funds available in your account. If you have any other questions or require further assistance please feel free to reach out to our customer service support team at support@company.com. Thank you, Jane Doe</p>	<p>[Narrator] Here is an example email message body and closing. By following these guidelines, you can effectively convey your message in a professional manner, fostering clear and respectful communication in the workplace. After reading, click the next button to continue.</p>	<p>Set state of next button to normal when the timeline ends on this layer</p> <p>Next button goes to slide 1.10</p>
<p>Notes:</p>			

Slide [1.10] / Menu Title: Email Signature			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Custom Border, titles, and logo appear at top and bottom of slide</p> <p>[Same Visual Layout as slide 1.5]</p> <p>White rounded rectangle located in the center of the screen</p> <p>Smaller rounded shape photo of woman placed to the right side of the rounded rectangle shape</p> <p>A line to divide the rounded rectangle in two parts with the right side being a smaller section</p> <p>Avatar Lisa and Ashley are facing each other. Lisa is on the left edge and Ashley is on right edge</p> <p>Lisa begins with a talking pose while Ashley listens. Ending with Lisa listening and Ashley talking.</p> <p>Caption bubbles track conversation on screen.</p>	<p>[Slide Title] Email Signature</p> <p>[Lisa Caption] Wow, that was very informative. I think I'm ready to begin writing professional emails Ashley.</p> <p>[Ashley Caption] That's awesome Lisa. But before we end. I'd like to review the details of an email signature.</p> <p>A professional email signature shows that we care about staying in touch.</p> <p>Your email signature should include a photo, your full name. job title. company name and our company contact information.</p>	<p>[Lisa] Wow, that was very informative. I think I'm ready to begin writing professional emails Ashley.</p> <p>[Ashley] That's awesome Lisa. But before we end. I'd like to review the details of an email signature.</p> <p>A professional email signature shows that we care about staying in touch.</p> <p>Your email signature should include a photo, your full name. job title. company name and our company contact information.</p>	<p>Caption bubbles track their conversation, with the slide text fading in and out on the timeline, timed with VO</p> <p>The screenshot text fades in timed with VO</p> <p>Next button is disabled when the timeline starts</p> <p>Next button is revealed when the timeline ends</p> <p>Next button takes learner to slide 1.11</p>
Notes:			

Slide [1.11]/ Knowledge Check 2			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Custom Border, titles, and logo appear at top and bottom of slide</p> <p>Same rounded rectangle with line and circular photo from slide 1.10</p> <p>Rounded rectangle is placed in the center of the slide, covering most of the slide</p> <p>Two rectangles placed at the bottom of the slide. The first rectangle is red with a black X placed inside. Second rectangle is darker color from color palette</p> <p>Seven rectangles with transparent color and black border are placed inside the white rounded rectangle to serve as “item drop location”</p>	<p>[Slide Title] Knowledge Check 2</p> <p>[Directions] Drag the correct information to the email signature box. If it is not included. Drag it to the red box with the X. Then press submit.</p> <p>[drag items/answers provided in brackets, not to be included in slide text]</p> <p>Phone: (555) 123-4567 [Correct]</p> <p>Jane Doe [Correct]</p> <p>Customer Service Rep [Correct]</p> <p>123 Anywhere St., [Correct], Any City, St. 12345 [Correct]</p> <p>Email: support@company.com [Correct]</p> <p>Love you always, Jane Doe [Incorrect]</p>	<p>[Narrator] Drag the correct information to the email signature box. If it is not included. Drag it to the red box with the X. Then press submit.</p>	<p>This slide is a freeform drag-and-drop KC interaction.</p> <p>Learner is restricted from clicking on the answer choices until the Question and Directions VO completes.</p> <p>There will be 7 components of the email signature to serve as drag items that the learner will need to sort. They will be set on the left side of the same rounded rectangle with line and circular photo from slide 1.10</p> <p>The 7 rectangles will have white background</p> <p>The drag items should be arranged in a scrambled order so they are not already sorted. They should be revealed one at a time with a float up entrance animation.</p> <p>Allow 2 attempt in the form settings.</p>

			<p>Arrange the dropped items in a “Tile” or “Free” format so that they are all visible to the learner once they are dropped.</p> <p>Each drag item should have a correct and incorrect state.</p> <p>The correct state will look the same as the normal state. The incorrect state should be teal.</p> <p>Delay the items states until the interaction is submitted. When the learner clicks Submit, it will show either the correct or try again feedback layer on the first attempt.</p> <p>The dropped items do not reset for the second attempt. The learner will drag the items from where they were dropped.</p> <p>After the second attempt, the learner will see either the correct or incorrect layer.</p>
--	--	--	---

			The Try Again button hides the layer and returns the learner to the base layer.
Notes:			
Slide [1.11a]			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Built In Feedback Layer [Correct]	[Slide Title] Correct [Feedback] That's right! You know the components of an email signature! [buttons] Continue	[Narrator] That's right! You know the components of an email signature. Click the continue button to move on.	Continue button jumps to slide 1.13 Review
Notes:			
Slide [1.11b]			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Built In Feedback Layer [Incorrect]	[Slide Title] Incorrect [Feedback] Let's review once more [buttons] Continue	[Narrator] That's not quite right. Let's review the components of an email signature once more. Click the continue button.	Continue button hides this layer and jumps to slide 1.12
Notes:			
Slide [1.11c]			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Built In Feedback Layer [Try Again]	[Slide Title] Incorrect	[Narrator] That is incorrect. Please try again.	The Try Again button hides the layer and returns the learner to the base layer.

	<p>[Feedback]That is incorrect. Please try again.</p> <p>[buttons] Try Again</p>		
Notes:			
Slide [1.12] Review			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same background as Slide 1.10</p> <p>Avatar Lisa and Ashley are facing the learner. Lisa is on the left edge with a smiling pose and Ashley is on right edge in talking pose with hands out.</p> <p>Avatar Lisa ends with hands crossed smiling facing the learner and Avatar Ashley is facing the learner in presentation pose.</p> <p>Caption bubbles track conversation on screen.</p> <p>Screenshot of email signature is placed in the center of the screen taking up most of the area.</p> <p>Transparent rectangle with yellow border outline each section timed with VO. [Name, job tile, company name, address, email and company phone number]</p>	<p>[Slide Title] Review</p> <p>[Ashley Caption] You're starting to get it. A professional email signature shows that we care about staying in touch. Remember your email signature should include a photo, your full name, job title, company name, address, email and company phone number.</p>	<p>[Ashley] You're starting to get it. A professional email signature shows that we care about staying in touch. Remember your email signature should include a photo, your full name, job title, company name, address, email and company phone number.</p>	<p>The Next button is disabled until the timeline ends</p> <p>Caption bubbles track conversation on screen.</p> <p>Email Signature screenshot floats in from top</p> <p>Transparent rectangle with yellow border outline each section timed with VO. [Name, job tile, company name, address, email and company phone number]</p> <p>Transparent circle with yellow border outlines photo and is timed with VO</p>

Transparent circle with yellow border outlines photo and is timed with VO			
Notes:			
Slide [1.13] Review			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same background as Slide 1.3 [Original office background]</p> <p>Avatar Lisa and Ashley are facing the learner. Lisa is on the left edge with a smiling pose and Ashley is on right edge in talking pose.</p> <p>Avatar Lisa ends with hands hands on hip facing the learner and Avatar Ashley is facing the learner in presentation pose.</p> <p>Caption bubbles track conversation on screen.</p> <p>Screenshot of email signature is placed in the center of the screen taking up most of the area timed with VO.</p> <p>Transparent rectangle with yellow border outline each section timed with VO. [Name, job tile, company name, address, email and company phone number]</p>	<p>[Slide Title] Review</p> <p>[Lisa Caption] Wow! I feel so much more confident about sending professional emails.</p> <p>[Ashley Caption] That's amazing Lisa! I know you will do great. Let's review what you learned today.</p> <p>[Title and text for Whiteboard] <u>Professional Email</u> Professional Emails -formal communications sent within a professional setting.</p>	<p>[Lisa Caption] Wow! I feel so much more confident about sending professional emails.</p> <p>[Ashley Caption] That's amazing Lisa! I know you will do great. Let's review what you learned today.</p> <p>[Narrator] Professional emails are formal communications sent within a professional setting.</p> <p>They include an appropriate subject line, greeting, message and email signature.</p> <p>They are used to convey information, communicate with clients or engage in professional discussions.</p> <p>Sending professional emails in the workplace creates a positive impression, ensures effective communication and it builds</p>	<p>The Next button is disabled until the timeline ends</p> <p>Caption bubbles track conversation on screen.</p> <p>Transparent rectangle with yellow border outline each section timed with VO. [Name, job tile, company name, address, email and company phone number]</p> <p>Transparent circle with yellow border outlines photo and is timed with VO</p> <p>Whiteboard photo is placed in the center of screen. Taking up most of the area.</p> <p>The text on whiteboard fades in timed with VO.</p> <p>Whiteboard fades out and is replaced by email signature screenshot.</p>

<p>Transparent circle with yellow border outlines photo and is timed with VO</p> <p>Whiteboard photo is placed in the center of screen. Taking up most of the area.</p>	<p><u>Professional Emails Include</u></p> <ul style="list-style-type: none"> -appropriate subject line -greeting -message -email signature <p><u>Uses of Professional Emails</u></p> <ul style="list-style-type: none"> -Convey information -Communicate with clients -Engage in professional discussions <p><u>Professional Email Benefits</u></p> <ul style="list-style-type: none"> -Creates a positive impression -Ensures effective communication -Builds credibility and trust <p><u>Professional Emails reflect</u></p> <ul style="list-style-type: none"> -Competence -Professionalism <p><u>Professional Emails Demonstrate</u></p> <ul style="list-style-type: none"> -You take your work seriously 	<p>credibility and trust. They also reflect competence and professionalism.</p> <p>It shows that you take your work seriously and are dedicated to a high standard of communication. Lastly, remember, your email signature should include a photo, your full name, job title, company name and our company contact information.</p>	<p>Email Signature screenshot floats in from top timed with VO beginning with..."Lastly, remember your email signature should include..."</p>
---	--	--	---

	-Dedicated to a high standard of communication		
Notes:			
Slide [1.14] Quiz			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Custom Border, titles, and logo appear at top and bottom of slide</p> <p>Light palette color rectangle box placed behind text transparency at 29%</p> <p>Lisa avatar is placed to the right of the screen in thinking pose</p>	<p>[Slide Title] Graded Quiz</p> <p>[Directions] The following quiz includes 5 questions.</p> <p>[Requirements] -You will need to answer at least 4 questions correctly. -A score of 80% is required to pass. -Click the next button when you are ready to begin.</p>	<p>[Narrator] Now it's time for your graded quiz. The following quiz includes 5 questions. You will need to answer at least 4 questions correctly. A score of 80% is required to pass. Click the next button when you are ready to begin.</p>	<p>Next button is disabled until timeline ends</p> <p>Next button takes learner to slide 1.15</p>
Notes:			
Slide [1.15](Hidden from Menu)		LO #1	
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>All 5 assessment question slides should have the same layout and formatting.</p> <p>Lisa avatar is placed to the right of the screen in thinking pose</p>	<p>[Slide Title] Question 1</p> <p>[Question] Which are uses of a professional email?</p>	<p>[Narrator] Which are uses of a professional email?</p>	<p>Score by question 1 attempt for each quiz question. Learners will retake the quiz if they do not pass.</p> <p>Result slide 1.20; graded quiz slide-multiple choice.</p>

	<p>[Answer Choices] to communicate with others</p> <p>to convey information</p> <p>to send a rude email to a colleague</p> <p>for professional discussions</p>		<p>When the learner clicks submit, submit multiple choice and advance to the next slide.</p> <p>No immediate feedback.</p> <p>Complete the full quiz and see results. Then they can review the quiz.</p>
--	---	--	--

Notes:

Slide [1.16] (Hidden from Menu)		LO # 3	
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for slides 1.15, 1.16, 1.17, 1.18, and 1.19	<p>[Slide Title] Question 2</p> <p>[Question] Is the following statement true or false?</p> <p>[Statement] Your email signature should include a photo, your full name, job title, company name and our company contact information.</p> <p>[Answer Choices] True</p>	<p>[Narrator] Is the following statement true or false?</p>	<p>Built-in graded question multiple choice</p> <p>Score by question 1 attempt for each quiz question. Learners will retake the quiz if they do not pass.</p> <p>Result slide 1.20; graded quiz slide-multiple choice.</p> <p>When the learner clicks submit, submit multiple choice and advance to the next slide.</p> <p>No immediate feedback.</p>

	False		Complete the full quiz and see results. Then they can review the quiz.
Notes:			
Slide [1.17] (Hidden from Menu)		LO # 2	
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for slides 1.15, 1.16, 1.17, 1.18, and 1.19	<p>[Slide Title] Question 3</p> <p>[Directions] Match each benefit of sending a professional email to its affect.</p> <p>[Choice/Match] Positive Impression/Reflect competence and professionalism</p> <p>Effective communication/ Conveys message accurately</p> <p>Credibility and Trust/Stronger worker relationships</p>	<p>[Narrator] Match each benefit of sending a professional email to it affect.</p>	<p>Built in graded question-Matching drop down</p> <p>Score by question 1 attempt for each quiz question. Learners will retake the quiz if they do not pass.</p> <p>Result slide 1.20</p> <p>When the learner clicks submit, submit multiple choice and advance to the next slide.</p> <p>No immediate feedback.</p> <p>Complete the full quiz and see results. Then they can review the quiz.</p>
Notes:			

Slide [1.18] (Hidden from Menu)		LO #1	
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for slides 1.15, 1.16, 1.17, 1.18, and 1.19	<p>[Slide Title] Question 4</p> <p>[Question] Which can be defined as a professional email?</p> <p>[Answer Choices] Formal communications sent electronically within a professional setting to a client, supervisor, or colleague</p> <p>Informal communications sent via a personal email to a client, supervisor, or colleague</p> <p>Formal or informal communications sent to a client, supervisor, or colleague via text message</p> <p>Formal communications sent via postal mail</p>	<p>[Narrator] Which can be defined as a professional email?</p>	<p>Built in graded question multiple choice</p> <p>Score by question 1 attempt for each quiz question. Learners will retake the quiz if they do not pass.</p> <p>Result slide 1.20</p> <p>When the learner clicks submit, submit multiple choice and advance to the next slide.</p> <p>No immediate feedback.</p> <p>Complete the full quiz and see results. Then they can review the quiz.</p>
Notes:			

Slide [1.19] (Hidden from Menu)			
LO #2			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for slides 1.15, 1.16, 1.17, 1.18, and 1.19	<p>[Slide Title]</p> <p>Question 5</p> <p>[Question] Which are the components of a professional email?</p> <p>[Answer Choices]</p> <p>Subject line Greeting Email Signature Message SMS Text message</p>	<p>[Narrator] Which are the components of a professional email?</p>	<p>Built in graded question multiple choice</p> <p>Score by question 1 attempt for each quiz question. Learners will retake the quiz if they do not pass.</p> <p>Result slide 1.20</p> <p>When the learner clicks submit, submit multiple choice and advance to the next slide.</p> <p>No immediate feedback.</p> <p>Complete the full quiz and see results. Then they can review the quiz.</p>
Notes:			
Slide [1.20] Results(Hidden from Menu)			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Custom border and title appear at top and bottom of slide</p> <p>Background image of laptop and person typing takes up the most of the screen.</p>	<p>[Slide Title]</p> <p>Results</p> <p>[Text inside star] Your Score: XX% Passing Score: YY%</p>	<p>Narration only on layers</p>	<p>Use a Result side to show Success layer 1.19a when timeline starts if results are equal to or greater than the passing score. Show Failure layer 1.22b when timeline starts if results are</p>

			<p>less than passing score. Base layer will be visible (show through) from Success or Failure slide layers. Results variable reference shows the percent score only. Do not show the points variable reference. Built in graded quiz variable reference displays learner score where XX appears on slide 80% to pass shown where YY appears on slide</p>
--	--	--	--

Notes:

Slide [1.20a]

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Success Layer</p> <p>Custom border and title appear at top and bottom of slide</p> <p>Background image of laptop and person typing takes up the most of the screen.</p> <p>Green checkmark on top of score</p>	<p>Nice job, you passed</p> <p>Your Score Your Score: XX% Passing Score: YY%</p> <p>[Buttons] Review Quiz Continue</p> <p>[Directions] Click Review Quiz to see your results, or click Continue to move on.</p>	<p>[Narrator] Thank you for taking the quiz. Congratulations! You passed. You can review your results by clicking on the review quiz button. If you are satisfied with your results and ready to move on, please click on the continue button.</p>	<p>Use a Result side to show Success layer 1.20a when timeline starts if results are equal to or greater than the passing score.</p> <p>Show Failure layer 1.20b when timeline starts if results are less than passing score.</p> <p>Base layer will be visible (show through) from Success or Failure slide layers.</p>

			<p>Results variable reference shows the percent score only.</p> <p>Do not show the points variable reference.</p> <p>Built in graded quiz variable reference displays learner score where XX appears on slide 80% to pass shown where YY appears on slide</p>
Notes:			
Slide [1.20b]			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Failure Layer</p> <p>Custom border and title appear at top and bottom of slide</p> <p>Background image of laptop and person typing takes up the most of the screen.</p> <p>Red “X” on top of score</p>	<p>Sorry you didn’t pass.</p> <p>Your Score Your Score: XX% Passing Score: YY%</p> <p>[Buttons] Review Quiz Retry Quiz</p> <p>[Directions] Click Review Quiz to see your results, or retry to take again.</p>	<p>[Narrator] Thank you for taking the quiz. Unfortunately, you did not pass. You can review your results by clicking on the review quiz button. When you are ready to try again, please click on the retake quiz button.</p>	<p>Use a Result side to show Success layer 1.20a when timeline starts if results are equal to or greater than the passing score.</p> <p>Show Failure layer 1.20b when timeline starts if results are less than passing score.</p> <p>Base layer will be visible (show through) from Success or Failure slide layers.</p>

			<p>Results variable reference shows the percent score only.</p> <p>Do not show the points variable reference.</p> <p>Built in graded quiz variable reference displays learner score where XX appears on slide 80% to pass shown where YY appears on slide</p>
--	--	--	---

Notes:

Slide [1.21] Summary

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual design as Slide 3a	<p>[Slide Title] Summary</p> <p>[Inside teal rectangle header] Excellent! You are now able to:</p> <p>[Listed inside cream rectangle]</p> <p>Identify the components of a professional email.</p> <p>Identify the components of an email signature</p>	<p>Ashley- Excellent! You are now able to: Identify the components of a professional email. Identify the components of an email signature. And tell the benefits of a professional email.</p> <p>[Narrator] Click the next button to continue.</p>	<p>Rectangle for Learning objectives and the slide text for the objectives fade in timed with VO</p> <p>The Next button appears when the timeline has ended</p> <p>Next button goes to slide 1.21</p>

	Tell the benefits of a professional email.		
Notes:			
Slide [1.22] Congratulation			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Custom border and title appear at top and bottom of slide</p> <p>Lisa avatar is excited</p>	<p>[Slide Title]</p> <p>Summary</p> <p>[Inside teal rectangle header]</p> <p>Excellent! You are now able to:</p> <p>[Listed inside cream rectangle]</p> <p>Identify the components of a professional email.</p> <p>Identify the components of an email signature</p> <p>Tell the benefits of a professional email.</p>	<p>Ashley- Congratulations on completing the Writing a professional email course. Now you have the knowledge you need to ensure that you communicate professionally when sending emails from the workplace. When you are ready click on exit to leave this course.</p>	<p>Rectangle for Learning objectives and the slide text for the objectives fade in timed with VO</p> <p>The Next button appears when the timeline has ended</p> <p>Next button goes to slide 1.21</p>
Notes:			