

# INSTRUCTIONAL PLAN

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Working from Home: Strategies, Mindsets & Behaviors

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# Working from Home: Strategies, Mindsets & Behaviors

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## Scope of Project

The goal of the learning module is to provide strategies for working in a remote setting. The learning module will contain five main topics which will focus on communication, productivity, work-life balance, change management and mindfulness. The target audience is entry to mid-level corporate employees that are new to remote work. The learning module will also serve as a refresher course for corporate employees with some remote experience.

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## Learner Analysis

As a result of Coronavirus Disease (COVID-19), many employers now have employees that are working from home for the first time in their careers. This learning module is designed for entry to mid-level corporate employees, age 18-75 years of age with no experience working from home. This learning module is also applicable to any other corporate employees that have some remote work experience and who are looking to refresh their remote skills. In consideration

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## Learning Objectives

At the end of this course, trainees will have the strategies necessary to get the most out of their work-from-home situation. In order to do that, they will accomplish the following:

1. Trainees will understand how to manage changes in their work routine.
  2. Trainees will identify how to communicate proactively with their supervisors and co-workers.
  3. Trainees will practice micro-scheduling their days.
  4. Trainees will recognize how to set clear boundaries for their work spaces to avoid distractions.
  5. Trainees will understand how to exercise internal discipline and mindfulness to remain focused.
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## Description of Andragogy/ Pedagogy

This tutorial utilizes andragogy principles to facilitate learning. Upon entering the course, andragogy principles are applied while asking learners to resource past experiences to identify which productivity strategies they currently use in their work-day (Merriam & Bierema, 2014, p. 51). Customized navigation recommendations are then made, based on the learner's input. In addition, andragogy principles are applied while giving learners autonomy to navigate the course in a self-directed manner (Merriam & Bierema, 2014, p. 48). The course menu is both the beginning and the end of each learning segment, providing learners with the capability to self-sequence their learning experience. Finally, andragogy principles are applied while incorporating a problem-centered approach to learning in each learning segment (Merriam & Bierema, 2014, p. 53).

This tutorial also resources cognitivism, experiential learning, and body and spirit in learning. Each learning segment abides cognitivist principles in that they are organized so that learners actively process content by making it personally meaningful or by performing a meaningful task. This tutorial also implements explanations, problem-solving and practice opportunities, which are cognitive strategies (Merriam & Bierema, 2014, p. 31-35). Experiential learning is called upon as learners are encouraged to apply their knowledge in their work-from-home environment (Merriam & Bierema, 2014, p. 109). Finally, body and spirit in learning is applied in the "mindfulness" learning segment where learners are encouraged to consider and make connections to the sensations around them (Merriam & Bierema, 2014, p. 132-136).

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## Forms of Assessment

- Trainees will build a new routine for transitioning from “home time” to “work time.” Students will identify their anxieties when it comes to change of their routines.
- Trainees will create their own example micro-schedule for a potential day of work.
- Trainees will organize a home office to fit the guidelines for effective boundaries. Students will identify the stresses and distractions in their homes.
- Trainees will demonstrate mindfulness by creating a personal practice of mindfulness and trying it out.
- Short knowledge checks will be included in each of the five branches.
- Space will be added for self-reflection activities.

## Usability Testing Procedures

The usability of this course will be assessed through the following procedures to determine the effectiveness and learner satisfaction of the *Introduction to Working from Home* tutorial. This tutorial will be tested in three phases: Alpha, Beta and Gold phases.

### **Alpha Testing and Evaluation Procedure**

The purpose of the Alpha testing and evaluation phase is to gather feedback on the design and structure of the *Introduction to Working from Home* course. We will resource 10 internal team members to conduct the initial Alpha testing. The following questions will be asked during the Alpha testing phase using Survey Monkey (see Appendix Alpha Survey). Feedback will be collected and applied to the tutorial before progressing to the beta testing phase.

### **Beta Testing and Evaluation Procedure**

The purpose of the Beta testing and evaluation phase is to test the complete construction of the *Introduction to Working from Home* course with end-users in their own environment. We will resource 10 external company employees that fit the intended audience profile to conduct the Beta testing. The following steps will be incorporated to the Beta testing phase:

1. **Target End-User Participants:** During this phase, the design team will coordinate with company managers to identify 10 end-users that meet the audience profile. The participants will be full-time employees and have no work-from home experience.
2. **Testing:** During the beta phase, testing will occur in a laboratory setting in order to facilitate immediate feedback and participants will be tested in the presence of an observer. In addition to the data collected from participant testing, behavioral data will be collected from the observers. The following questions will be asked during the beta testing phase through the Survey Monkey platform.
3. **Analysis:** The results of the testing will be compiled and analyzed to determine appropriate adjustments to the learning module.
4. **Reporting:** A culminating report of recommended changes, based on the analysis, will be produced for the design team to review. Feedback will be collected and applied to the tutorial before progressing to the gold phase.

## References

Merriam, S. B., & Bierema, L. L. (2014). *Adult learning: linking theory and practice*. Vancouver, B.C.: Langara College.

## Appendix: Alpha Survey

	Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
<b>Course Objectives</b>					
1 The course objectives are clear and easy to understand.					
2 Spelling and grammar is correct.					
3 The course objectives align with the course content.					
<b>Visual Design &amp; Course Layout</b>					
1 The color choice was appealing to me.					
2 Colors were used in a consistent manner					
3 The font used was appealing to me.					
4 The layout of the information on screen was appealing to me.					
5 The course layout, overall, was appealing to me.					
<b>Content</b>					
1 The information provided was useful.					
2 The information provided was easy to understand.					
3 Spelling and grammar is correct.					
<b>Program Functionality</b>					
1 The module functions well.					
2 All buttons work properly.					
3 All links work properly.					
<b>Interactivities</b>					
1 The interactivities work properly.					
2 The interactivities enhanced my learning.					
3 The directions clearly explained how to perform the learning activities.					
4 The interactivities took an appropriate length of time to complete.					
5 The learning activities were overly complex.					
6 The learning activities were overly simple.					
<b>Knowledge Checks/ Quizzes</b>					
1 The knowledge checks accurately assessed my knowledge.					
2 The knowledge checks challenged me.					
3 The knowledge checks helped to enforce newly acquired knowledge.					
<b>Course Navigation</b>					
1 I navigated the course easily.					
2 I liked how the course was laid out.					
3 I liked the layout of the navigation bar/buttons.					
4 I liked the location of the navigation bar/buttons.					
Please provide the following input:					
I LIKE the following about this tutorial:					
CRITICISM related to this tutorial:					
QUESTIONS related to this tutorial:					
IDEAS related to this tutorial:					

## Appendix: Beta Survey

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		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
<b>Course Objectives</b>						
1	The course objectives are clear and easy to understand.					
2	Spelling and grammar is correct.					
3	The course objectives align with the course content.					
4	The course objectives align with the quizzes.					
<b>Visual Design &amp; Course Layout</b>						
1	The color choice was appealing to me.					
2	Colors were used in a consistent manner					
3	The font used was appealing to me.					
4	The layout of the information on screen was appealing to me.					
5	The course layout, overall, was appealing to me.					
<b>Content</b>						
1	The information provided was useful.					
2	The information provided was easy to understand.					
3	The content was too challenging for me.					
4	The content was too easy for me.					
5	The content was relevant to issues related to working-from-home.					
6	Spelling and grammar is correct.					
<b>Program Functionality</b>						
1	The module functions well.					
2	The tutorial moved at an appropriate pace.					
3	All buttons work properly.					
4	All links work properly.					
<b>Interactivities</b>						
1	The interactivities work properly.					
2	The interactivities enhanced my learning.					
3	The directions clearly explained how to perform the learning activities.					
4	The interactivities took an appropriate length of time to complete.					
5	The learning activities were overly complex.					
6	The learning activities were overly simple.					
<b>Knowledge Checks/ Quizzes</b>						
1	The knowledge checks accurately assessed my knowledge.					
2	The knowledge checks challenged me.					
3	The knowledge checks helped to reinforce newly acquired knowledge.					
<b>Course Navigation</b>						
1	I navigated the course easily.					
2	I liked how the course was laid out.					
3	I liked the layout of the navigation bar/buttons.					
4	I liked the location of the navigation bar/buttons.					
Please provide the following input:						
<b>I LIKE the following about this tutorial:</b>						
<b>CRITICISM related to this tutorial:</b>						
<b>QUESTIONS related to this tutorial:</b>						
<b>IDEAS related to this tutorial:</b>						