

# Design Document

## *Can You Hear Me Now? Tone in Email Communications*

Business Purpose	<p>The client, JX Industries, recently conducted an employee satisfaction survey which indicated that 85% of employees experienced significant stress more than once per week due to misunderstandings via email and that this stress has negatively impacted their work and their personal wellbeing. JX Industries is committed to supporting a healthy and productive work environment. By providing employees with training on the impacts of tone in email communications, JX Industries can significantly improve employee performance and personal well-being.</p> <p>The purpose of the proposed training is:</p> <ul style="list-style-type: none"><li>● Implement a 20-25 minute self-paced eLearning module that will reduce employee stress levels, increase personal wellbeing and work performance.</li><li>● Reduce employee stress levels by 20% and increase personal wellbeing ratings by 20% over the next quarter.</li></ul>
Target Audience	<ul style="list-style-type: none"><li>● All employees of JX Industries.</li></ul>
Training Time	<ul style="list-style-type: none"><li>● 20 - 25 Minutes</li></ul>
Training Recommendation	<ul style="list-style-type: none"><li>● The recommended delivery method for this training is one interactive, Level 2 scenario-based eLearning course. This recommendation is based on the following considerations:<ul style="list-style-type: none"><li>○ The target audience is a distributed workforce across the United States.</li><li>○ An eLearning course ensures consistency and allows flexibility for human resources and department managers in scheduling course completion (within deadlines established).</li><li>○ An eLearning course can be revisited for review, reference and follow-up training as needed.</li></ul></li></ul>
Deliverables	<ul style="list-style-type: none"><li>● Storyboard</li><li>● eLearning course (Level 2 interactions)<ul style="list-style-type: none"><li>○ Developed in Rise 360</li><li>○ Includes several learner interactions, a scenario and a final assessment.</li></ul></li></ul>

Learning Objectives	<p><b>By the end of this course, learners will be able to:</b></p> <ul style="list-style-type: none"> <li>● Define what tone is.</li> <li>● List the impacts of negative tone in email communications on employees and organizations.</li> <li>● Identify negative tone in email messages.</li> <li>● Compose email messages free of negative tone.</li> </ul>
Training Outline	<p><b>Introduction:</b></p> <ul style="list-style-type: none"> <li>● Welcome <ul style="list-style-type: none"> <li>○ Imagine this . . .</li> </ul> </li> <li>● What you will learn <ul style="list-style-type: none"> <li>○ What is Tone In Email Communications?</li> <li>○ Impacts of Email Tone Misfires</li> <li>○ What Causes Email Tone Misfires?</li> <li>○ How to Strike the Right Tone in Your Email Communications</li> </ul> </li> <li>● Conclusion <ul style="list-style-type: none"> <li>○ Putting it All Together - Quiz</li> <li>○ Results</li> <li>○ Going Forward/Summary</li> </ul> </li> </ul>
Assessment Plan	<ul style="list-style-type: none"> <li>● 2 Ungraded Knowledge Pre-checks to help learners gauge previous knowledge.</li> <li>● 1 Final Assessment with mixed question types.</li> <li>● Learner must score at least an 80% or answer 4 questions correctly to successfully complete the course.</li> <li>● Each question is valued at 20 points.</li> <li>● If learner achieves less than 80%, the learner will be offered the opportunity to retake the test.</li> <li>● Specific Knowledge Pre-checks and Final Assessment questions will be developed during the eLearning development phase of this project.</li> <li>● TX Industries will perform a follow-up survey at the end of Quarter 2 to measure employee stress levels and personal wellbeing ratings to evaluate whether or not the goal of decreasing stress levels by 20% and improving personal wellbeing levels by 20% has been achieved post training.</li> </ul>