

Design Document

Training Title: "Dink Positive & Play Pickleball" Sales Associate Training

Business Goal and Problem	Store revenue will increase by 15% due to new employees recommending the proper basic gear for customers depending on if the customers are playing on an indoor or outdoor court as well as basic recommended safety gear. The new employees are unfamiliar with the specific pickleball gear used on indoor versus outdoor courts as well as the importance of basic safety gear. Customers are not enjoying the game, they're at a greater risk for injury and are not referring anyone to the store. When customers are enjoying their experience on the courts with the proper and safe gear, they will enjoy the experience, improve their skills, refer friends and family, and will return themselves to purchase additional gear, which will increase the revenue stream.
Target Audience	The target audience are the "Dink Positive and Play Pickleball" store sales associates. These new sales associates are middle-aged professionals, both male and female. They have previous sales experience, however, they have minimal knowledge about pickleball and the proper gear to use on indoor versus outdoor courts as well as the importance of basic safety gear.
Learning Objectives	<p>Terminal LOs:</p> <ol style="list-style-type: none">1. Explain the reasons why basic safety gear is recommended.2. Select the basic gear needed for outdoor courts.3. Select the basic gear needed for indoor courts. <p>Enabling LOs:</p> <ol style="list-style-type: none">1. Explain the reasons why basic safety gear is recommended for indoor and outdoor courts.2. Select the basic gear needed for outdoor courts.3. Select the basic gear needed for indoor courts.
Training Recommendation	<p>Delivery Method:</p> <ul style="list-style-type: none">• e-Learning built in Articulate Rise 360 <p>Approach:</p> <p>Designed and developed interactive and engaging blocks and activities to introduce content, review content, and assess knowledge based on the Terminal Learning Objectives.</p> <ul style="list-style-type: none">• Multimedia blocks such as audio and video clips• Interactive and engaging activities such as accordion, labeled graphics, process, scenarios, flash card grid, and buttons• Knowledge Checks and assessment questions included matching, multiple choice, and multiple

	response
Training Time	Approximately 15 minutes
Deliverables	<ul style="list-style-type: none"> • e-Learning module developed in Articulate Rise 360 • Published zip file in a SCORM compliant format • Design Document • Job Aid (Canva)
Training Outline	<ul style="list-style-type: none"> • Welcome <ul style="list-style-type: none"> ○ Overview: Company Background and Business Goal ○ Learning Objectives • Pickleball 101: <ul style="list-style-type: none"> ○ What is Pickleball? ○ History of Pickleball ○ Pickleball Vocabulary • Lesson 1 “Serving Round 1”: Explain to customers why basic safety gear is recommended. <ul style="list-style-type: none"> ○ 5 Recommendations why basic safety gear is recommended on indoor and outdoor pickleball courts • Lesson 2 “Serving Round 2”: Select the basic gear needed for outdoor courts. <ul style="list-style-type: none"> ○ Flashcard Grid Interactive: <ul style="list-style-type: none"> ▪ Ball with small holes (40 holes) and harder - neutralizes external factors such as wind; provides better bounce and shot and is heavier than indoor pickleballs ▪ Paddle - Depends on preference of player, Variety of materials, weights, and sizes; depends on preference of player. It's best to have the customers practice on our simulated courts on-site. ▪ Protective eyewear (overglasses, goggles) - Protects against eye injury and protects against UV if regular sunglasses don't have UVA/UVB protection ▪ UPF/SPF dry wick clothing - Protects against sun and dries quickly from sweat so won't feel heavy and cause rashes ▪ Compression socks - increase muscle endurance and decrease muscle fatigue ▪ PB socks - Designed for blister prevention and impact protection; offers cooling

technology and heat relief from playing on hot surfaces

- Outdoor shoes (protection for modern game sliding and dragging) or All Court shoes (Designed for protection on either court option)
 - Sweat resistant sunscreen (Protects against sun even during a sweaty game, however, reapplying every 80 minutes is suggested)
 - Sweat headband (Avoids sweat dripping into eyes)
 - Sweat towel (Helps wipe sweat from dripping into eyes, mouth, on glasses, etc.)
 - Sweat wristband (Helps wipe sweat from face)
 - Water bottle (Prevents dehydration)
 - Hat - to block sun
 - Knowledge Check #1: Matching interactive
 - Select the basic gear for outdoor courts on a labeled graphic
 - Workplace Scenario #1
- **Lesson 3 “Serving Round 3”: Select the basic gear needed for indoor courts.**
- Flashcard Grid Interactive:
 - Ball with large holes (26 holes) and softer - neutralizes external factors such as court surface and is lighter than outdoor pickleballs
 - Paddle - Depends on preference of player, Variety of materials, weights, and sizes; depends on preference of player. It's best to have the customers practice on our simulated courts on-site.
 - Clear protective eyewear: (overglasses or goggles) without UVA/UVB protection: Protects against eye injury.
 - Dry wick clothing - dries quickly from sweat so won't feel heavy and cause rashes
 - Compression socks - increase muscle endurance and decrease muscle fatigue
 - PB socks - Designed for blister prevention and impact protection;
 - Indoor shoes (softer outsole to protect joints and made of gum rubber a stickier, softer material that heats under friction to create a stronger grip on hardwood court floors) or All Court shoes (Designed for protection on either court option)
 - Sweat headband (Avoids sweat dripping into eyes)
 - Sweat towel (Helps wipe sweat from dripping into eyes, mouth, on glasses, etc.)
 - Sweat wristband (Helps wipe sweat from face)
 - Water bottle (Prevents dehydration)
 - Video Clip of a warm-up
 - Knowledge Check #2: Matching interactive
 - Select the basic gear for indoor courts on a labeled graphic

	<ul style="list-style-type: none"> o Workplace Scenario #2 • Assessment: “Last Serve, Best Serve: Test Your Skills” <ul style="list-style-type: none"> o Introduction, Questions, and Feedback • Summary and Next Steps
Assessment Plan	<p>Level 2 Assessment: There will be 2 matching interactive Knowledge Checks and 2 workplace scenarios all with immediate feedback, which will assess and review the content related to the Terminal Learning Objectives. Each Knowledge Check will provide additional attempts for review. Additionally, the learner will be presented with 5 questions based on what they've been learning and practicing. The learner will score at least 80% with 4 out of 5 questions correct with unlimited attempts. There will be feedback provided after each question is answered.</p> <p>Level 3 Assessment: 1 month after the training, the learners will be observed by the Store Manager. Feedback will be gathered from the Store Manager and provided to the new Sales Associate, followed by an interview with the learner. 3 months after the training, a Performance Evaluation will be conducted by the Store Manager on the learner. The 3-month Performance Evaluation will be compared to the prior 1-month observations. Evaluations and data analysis will occur again at the 5-month anniversary and then annually thereafter.</p>