

Storyboard — Code Red: Triage Under Pressure

TY25 TBD

Objective(s)	Given a realistic workplace crisis with competing demands, the learner will prioritize tasks using an urgency/importance framework, delegate clearly, and communicate decisions under pressure — before the situation escalates.
Skills	Decision-making under pressure; Urgency/importance triage; Delegation with clarity; Client communication in crisis
Modality	Self-paced eLearning
Drive folder	Create folder: Code Red Triage Under Pressure
Assets folder	Create "Assets" folder within module folder
Review link	
Author link	

Template slides are found in the *Slides_Table* reference document.

Scene 2 — Welcome

2.1 — Welcome (Standard)	
Slide number	2.1
Module title <i>(moduleName)</i>	Code Red: Triage Under Pressure
Audience <i>(audience)</i>	Manager
Duration <i>(minutes)m (seconds)s</i>	8m 00s
Slide VO	(none — near-invisible slide. No VO. Learner selects Start to enter the module.)
Notes <i>(Notes)</i>	Near-invisible LMS initialization slide. courseManifest JS trigger lives here. Start button is the only active element. No learning content on this slide. Transition immediately to Slide 3.1 on Start selection.

Scene 3 — Content

3.1 — Horizontal 70/30	
Slide number	3.1
Slide VO	This is what a real crisis looks like from the inside. Not one big problem — four medium ones hitting at the same time, each belonging to a different person, each waiting on you. The server is alerting. The client hasn't heard from anyone since Friday. Your teammate needs direction. Your manager just flagged something. None of these can wait for the others to resolve first. This is triage.
Image ideas	[Image: Wide-format overhead shot of a cluttered desk — multiple screens, notifications visible, a phone mid-ring, sticky notes scattered. Conveys active

	chaos without being cartoonish. Warm office lighting to ground the scenario in a real workplace.]
Slide header <i>(Header)</i>	Four Problems. One Person. Right Now
Slide content <i>(Body)</i>	• Server alert — a system notification nobody else has touched yet • Client silence — Martinson hasn't heard from your team since Friday • Teammate waiting — Jordan has an hour free and is asking what to work on • Manager flag — something marked urgent just landed in your inbox
Layer: Warning <i>(Warning)</i>	<i>Please wait for the content, including audio and video, to finish on this page.</i>

Scene 4 — Interactive Slides

4.31 — WebObject-Full: Section 1 Attempt — The Triage Board	
Slide number	4.31
Slide VO	It's Monday morning. Before you've had coffee, four things break at once — a client hasn't heard from anyone since Friday, your server is throwing alerts, a teammate is waiting on direction, and your manager just forwarded something marked urgent. Your task board is filling up. You have one job: figure out what gets handled now, what gets handed off, what gets scheduled, and what gets dropped. No one is going to tell you. Go.
Image ideas	[Image: Full-screen task board web object placeholder — 8 task cards populating in real time across four quadrants: Handle Now / Delegate / Schedule / Drop. Chaos meter visible in corner, climbing. Timer visible.]
Web object file path	(To be built — HTML triage board asset. Drag-and-drop interaction. 8 tasks: server alert, client follow-up overdue, team standup prep, invoice approval, onboarding doc for new hire, bug report from QA, meeting reschedule request, expense report deadline. Four drop zones. Chaos meter animation. Visible countdown timer.)
Layer: Warning <i>(Warning)</i>	<i>You need to complete the on-screen activity before you can move on.</i>
Notes <i>(Notes)</i>	No instructions shown on screen. No framework label. Learner attempts cold. Chaos meter rises in real time regardless of pace to create urgency. Completion variable must be set to True when learner submits triage. Consequence animation plays after submit — see Slide 3.2 for debrief content.

Scene 3 — Content

3.2 — Left-Vertical 50/50	
Slide number	3.2
Slide VO	Here's where each of those eight tasks actually belonged — and why. The client follow-up was urgent and important: only you had the relationship context. The server alert was urgent but delegatable: your infrastructure contact owns that. Standup prep was important but schedulable — it wasn't happening for two hours. The expense report deadline was neither urgent nor important today. Every task had a correct quadrant. Most of the chaos came from treating them as equal.
Image ideas	[Image: Clean two-by-two urgency/importance grid with all 8 task cards placed in their correct quadrants. Each card has a one-sentence label explaining the

	placement. Visual style matches the task board from Slide 4.31 — same cards, now correctly sorted.]
Slide header <i>(Header)</i>	Every Task Had a Home — Here's Where They Belonged
Slide content <i>(Body)</i>	• Client follow-up — Urgent + Important: relationship context lives with you, delay compounds the problem • Server alert — Urgent + Delegate: infrastructure owns this, your job is to escalate immediately • Standup prep — Important + Schedule: two hours away, thirty minutes of prep is enough • Bug report from QA — Important + Schedule: critical but not on fire today • Invoice approval — Delegate: someone else has signing authority • Onboarding doc — Schedule: new hire starts Thursday, today is Monday • Meeting reschedule — Drop or delegate: lowest consequence of the eight • Expense report — Schedule: deadline is end of week, not end of morning
Layer: Warning <i>(Warning)</i>	<i>Please wait for the content, including audio and video, to finish on this page.</i>

3.3 — Horizontal 40/60 — 3 Body

Slide number	3.3
Slide VO	The framework behind that debrief has a name: the urgency/importance matrix. Two axes, four quadrants, one question per task — does this need to happen now, and does it need to happen by me? Handle Now means urgent and important and yours. Delegate means urgent but someone else can own it. Schedule means important but not on fire today. Drop means neither — and most inboxes are full of these. The matrix doesn't eliminate the pressure. It gives the pressure a shape.
Image ideas	[Image: Clean two-by-two matrix graphic with four labeled quadrants. Urgency on horizontal axis, Importance on vertical axis. Each quadrant contains its action label in bold. Minimal, professional style — designed to read as a reference tool, not a training slide.]
Slide header <i>(Header)</i>	The Matrix Behind the Decision
Body 1 <i>(Body_1)</i>	Handle Now • Urgent and important • Only you have the context or authority • Delay compounds the problem
Body 2 <i>(Body_2)</i>	Delegate • Urgent but someone else owns it • Your job is to hand it off cleanly and immediately • Holding it is the bottleneck
Body 3 <i>(Body_3)</i>	Schedule / Drop • Important but not on fire — block time and protect it • Neither urgent nor important — remove it from the board entirely
Layer: Warning <i>(Warning)</i>	<i>Please wait for the content, including audio and video, to finish on this page.</i>

3.4 — Image Background — 3 Body

Slide number	3.4
Slide VO	When the triage was right, here's what happened. The client heard from someone before 10am and didn't escalate. The server issue reached the infrastructure team within minutes — they had it contained before it affected anything downstream.

	Your team stayed focused because each person had one clear task, not three vague ones. That's what a correct triage looks like from the outside. Not heroics. Just the right things happening in the right order.
Image ideas	[Image: Full-bleed image of a calm, focused open-plan office — people at desks working with purpose, no visible chaos. Warm, settled tone. Contrasts with the opening crisis image. Conveys resolution without being overly staged.]
Slide header <i>(Header)</i>	When the Triage Was Right
Body 1 <i>(Body_1)</i>	The client didn't escalate The Martinson follow-up reached Patricia before 10am — no manager loop, no missed relationship
Body 2 <i>(Body_2)</i>	The server issue was contained Escalated to infrastructure within four minutes — resolved before it affected anything downstream
Body 3 <i>(Body_3)</i>	The team stayed focused Each person had one clear task — no overlap, no confusion, no one waiting on direction
Layer: Warning <i>(Warning)</i>	<i>Please wait for the content, including audio and video, to finish on this page.</i>

Scene 4 — Interactive Slides

4.31b — WebObject-Full: Section 1 Apply — Triage Again	
Slide number	4.31b
Slide VO	The board resets. Same tasks — but look more carefully this time. Each one carries a context clue you may have missed the first pass. The framework is visible. Use it. Your decisions will play out in real outcomes — not a score.
Image ideas	[Image: Full-screen task board web object placeholder — same 8 tasks with slightly modified context clues embedded in card text. Urgency/importance matrix visible as on-screen reference overlay. Chaos meter starts neutral.]
Web object file path	(To be built — HTML triage board asset, second instance. Same 8 tasks with updated context clue language. Framework reference visible as overlay. Chaos meter starts at neutral. Outcome display replaces score: "Your team stayed focused. The client got a response in under 10 minutes. The server issue was escalated to the right person.")
Layer: Warning <i>(Warning)</i>	<i>You need to complete the on-screen activity before you can move on.</i>
Notes <i>(Notes)</i>	Completion variable must be set to True when learner submits second triage. Outcome display is consequence-driven language only — no points, no stars.

4.28 — Scenario-Based MCQ: The Delegation Call — Attempt	
Slide number	4.28
Slide VO	Your teammate Jordan appears on screen. Jordan has exactly one hour free and is asking you directly what to work on. You're still managing the fallout from this morning. You have three ways you could respond. Choose one.

Image ideas	[Image: Split-screen composition — left side shows Jordan's face in a video call window, expression attentive and waiting. Right side shows the learner's still-chaotic task board visible in the background, partially resolved.]
On screen text	Jordan leans in: "Hey — I've got an hour before my next block. What do you need me on?" The chaos meter is still climbing. You need to respond.
Question prompt (questionPrompt)	What do you say to Jordan?
Instructions (Instructions)	Select your response, then select Submit.
Choice 1 (Always correct choice) (questionChoice1)	"Jordan — take the Martinson follow-up. The client last heard from us Friday. Email them by 10am with a status update. If they push back, loop me in before you respond. I'll check in with you at 10:15."
Choice 2 (questionChoice2)	"Jordan, okay so — the Martinson account has been waiting since Friday, and the issue is actually pretty layered because there was a billing discrepancy back in Q3 that never fully resolved, and the contact there is Patricia, she prefers email over calls, and you'll want to pull up the November thread first, and also cc Derek on anything you send because he—"
Choice 3 (questionChoice3)	"I've got it, don't worry about it. Just stay available in case something comes up."
Layer: Correct (Feedback)	That response gives Jordan exactly what they need to act without coming back to you for clarification. You named the task, gave the context that matters, set a deadline, and built in a check-in point. Jordan is already drafting the email. The chaos meter holds steady.
Layer: Incorrect — Choice 2 (Feedback)	Jordan is nodding, but their expression has shifted from ready to overwhelmed. By the time you finish explaining, twelve minutes have passed and Jordan still isn't sure what the actual deliverable is. The Martinson email goes out late. The chaos meter ticks up. Over-explaining under pressure is its own failure mode — it burns time and creates confusion disguised as thoroughness.
Layer: Incorrect — Choice 3 (Feedback)	Jordan goes back to their desk with nothing to do. You absorb three tasks that could have been handled in parallel. Twenty minutes later you're the bottleneck — everything is waiting on you. The chaos meter climbs. Keeping everything to yourself isn't control. It's a traffic jam.

Scene 3 — Content

3.5 — Left-Vertical 50/50	
Slide number	3.5
Slide VO	Look at what happened in each branch of that delegation call. The over-explanation burned twelve minutes and still left Jordan unclear on the deliverable. The "I've got it" response turned you into a bottleneck — everything queued behind you. Even the well-intentioned choices had a cost. Delegation under pressure isn't just about deciding what to hand off. It's about communicating that handoff in a way that doesn't require a follow-up conversation.
Image ideas	[Image: Close-up of a manager at a desk, visibly stretched thin — multiple chat windows open, a teammate visible in the background looking uncertain. Conveys the cost of a bottleneck without being melodramatic. Neutral office environment.]
Slide header (Header)	The Cost Wasn't the Wrong Task — It Was the Wrong Handoff
Slide content (Body)	Over-explaining costs time and creates confusion disguised as thoroughness — the teammate absorbs the noise, not the task

	• Under-handing sends someone to work without enough context to make a single decision without coming back • Keeping it yourself is not control — it is a queue, and the queue belongs to you
Layer: Warning (Warning)	<i>Please wait for the content, including audio and video, to finish on this page.</i>

3.6 — Image Background — 4 Body	
Slide number	3.6
Slide VO	Here's the formula that makes a delegation statement complete. Four elements. Every handoff needs all four or it will generate a follow-up conversation you don't have time for. The task — what specifically needs to happen. The context — the one piece of background without which the person cannot make a judgment call. The deadline — not "soon," not "when you get a chance" — a specific time. The check-in point — when you will reconnect, so neither of you is left wondering. Four elements. One clear handoff.
Image ideas	[Image: Clean, card-style graphic showing the four formula elements as a horizontal sequence: Task — Context — Deadline — Check-in. Each element has a short example phrase beneath it. Minimal design, high contrast, designed to read as a job aid.]
Slide header (Header)	Four Elements. One Complete Handoff
Body 1 (Body_1)	Task What specifically needs to happen — name the deliverable, not the topic
Body 2 (Body_2)	Context The one piece of background without which the person cannot make a judgment call
Body 3 (Body_3)	Deadline A specific time — not "soon," not "when you get a chance"
Body 4 (Body_4)	Check-in point When you will reconnect — so neither party is left wondering what happened
Layer: Warning (Warning)	<i>Please wait for the content, including audio and video, to finish on this page.</i>

Scene 4 — Interactive Slides

4.30 — WebObject-small: Section 2 Apply — Build the Delegation	
Slide number	4.30
Slide VO	Jordan is back. New situation, same question. This time, you're going to build your delegation statement from the ground up — selecting the components that make it complete. Four elements. One clear message.
Image ideas	[Image: Web object placeholder — left panel shows Jordan's message: "Back again — got another 45 minutes. What's the priority?" Right panel shows modular sentence component selector with four labeled slots: Task / Context / Deadline / Check-in point. Drag-and-build interface.]
Web object file path	(To be built — HTML drag-and-build sentence constructor. Four labeled drop zones corresponding to Task, Context, Deadline, Check-in point. Learner selects from pre-written sentence fragments and assembles a complete delegation

	statement. Submission triggers consequence feedback: correct assembly shows Jordan moving confidently on the task; incomplete assembly shows Jordan pausing and sending a clarifying message back.)
Layer: Warning <i>(Warning)</i>	<i>You need to complete the on-screen activity before you can move on.</i>
Notes <i>(Notes)</i>	All four formula elements must be present for a successful submission. Partial completion should trigger a specific gap consequence — e.g., missing Deadline results in Jordan finishing the task at the wrong time. Completion variable set to True on valid four-element submission only.

Scene 3 — Content

3.7 — Horizontal 70/30	
Slide number	3.7
Slide VO	Patricia Martinson has been waiting since Friday. It's now Monday morning and the chaos meter is still moving. She's not angry yet — but she's close. The way you communicate with a client under pressure determines whether they stay calm or escalate. This is the highest-stakes communication moment in the module — and unlike the triage and delegation decisions, getting this one wrong has a visible, external consequence. Before you open that message window, here's the structure that keeps the response professional when you're anything but calm.
Image ideas	[Image: Close crop of a laptop screen showing an email inbox — one unread message at the top from "Patricia Martinson" with subject line "Following up — still waiting for an update." Timestamp visible: Monday 9:47am. Conveys urgency without showing the message content.]
Slide header <i>(Header)</i>	The Client Isn't Angry Yet — But the Clock Is Running
Slide content <i>(Body)</i>	• The stakes are external — a client escalation reaches your manager, not just your task board • Silence reads as incompetence — even a brief, honest message outperforms no response • Structure is the solution — a clear four-beat response prevents the follow-up message that eats another ten minutes
Layer: Warning <i>(Warning)</i>	<i>Please wait for the content, including audio and video, to finish on this page.</i>

3.8 — Horizontal 40/60 — 3 Body	
Slide number	3.8
Slide VO	Four beats. Every client communication under pressure needs all four. Acknowledge — name the wait without making excuses for it. Status — tell them what is actually happening right now, in one sentence. Next Step — tell them specifically what happens next and who owns it. Timeline — give them a specific time, not a range. Miss any one of these and the client sends a follow-up asking exactly the question you skipped. The follow-up costs more time than the original message would have.
Image ideas	[Image: Clean four-panel horizontal graphic — each panel shows one beat as a label with a one-line example beneath it. Acknowledge / Status / Next Step / Timeline. Designed to mirror the job aid format — readable as a reference, not just a training visual.]

Slide header <i>(Header)</i>	Four Beats. One Message That Holds
Body 1 <i>(Body_1)</i>	Acknowledge Name the wait without excusing it — "I know you've been waiting since Friday and that's not acceptable"
Body 2 <i>(Body_2)</i>	Status + Next Step Tell them what is happening now and exactly what happens next — who owns it, what they will do
Body 3 <i>(Body_3)</i>	Timeline A specific time, not a range — "You'll hear from me by noon" closes the loop and prevents the follow-up
Layer: Warning <i>(Warning)</i>	<i>Please wait for the content, including audio and video, to finish on this page.</i>

Scene 4 — Interactive Slides

4.30b — WebObject-small: Section 3 Apply — Build the Client Message	
Slide number	4.30b
Slide VO	The client message window is open. Patricia Martinson sent this at 9:47am: "We've been waiting since Friday. Can someone tell me what's happening?" You have the four-beat structure in front of you. Build your response. Every beat matters.
Image ideas	[Image: Web object placeholder — simulated email/chat window. Patricia's message visible at top. Below: four labeled sentence-block slots — Acknowledge / Status / Next Step / Timeline. Learner selects from pre-written options for each slot and previews the assembled message before submitting.]
Web object file path	(To be built — HTML simulated client chat/email window. Four labeled assembly slots. Pre-written sentence options per slot. Preview panel shows assembled message. Two consequence branches: all four beats present — Patricia replies "Thank you, that's helpful." Chaos meter holds. Missing Next Step — Patricia sends follow-up four minutes later asking "So what happens now?" Chaos meter ticks up.)
Layer: Warning <i>(Warning)</i>	<i>You need to complete the on-screen activity before you can move on.</i>
Notes <i>(Notes)</i>	Consequence of skipping Next Step must be shown explicitly — the follow-up message from Patricia plays out on screen with a visible timestamp and chaos meter tick. This is the highest-stakes communication moment in the module. Do not allow advancement until all four slots are filled.

Scene 3 — Content

3.9 — Image Background — 3 Body	
Slide number	3.9
Slide VO	The crisis is over. Here's what the record shows. The chaos meter peaked twice — once during the first triage attempt, once during the delegation call. Both times, the spike came from the same source: treating all tasks as equally urgent, or holding everything rather than handing anything off. The moments where it

	dropped were the moments where one clear decision got made and communicated. That's the pattern.
Image ideas	[Image: Full-bleed image of an empty desk at end of day — screens off, notepad with a few handwritten lines visible, coffee cup to the side. Conveys resolution and reflection. Quiet, settled tone.]
Slide header <i>(Header)</i>	The Crisis Is Over. Here's What the Record Shows
Body 1 <i>(Body_1)</i>	Triage The chaos meter spiked when everything felt equally urgent — it dropped the moment tasks had a quadrant
Body 2 <i>(Body_2)</i>	Delegation The bottleneck formed when you kept it all — it cleared the moment Jordan had one complete handoff
Body 3 <i>(Body_3)</i>	Next time you're in the middle of it — what's the first thing you'll do differently?
Layer: Warning <i>(Warning)</i>	<i>Please wait for the content, including audio and video, to finish on this page.</i>
Notes <i>(Notes)</i>	Per ID Note 4: Body 3 is the closing reflection prompt. No submit button. No correct answer. No knowledge check formatting. Display only. The question is meant to be carried out the door — do not add a text entry field or any interactive element to this slide.

Scene 6 — Conclusion

6.1 — Conclusion (Standard)	
Slide number	6.1
Module title <i>(moduleName)</i>	Code Red: Triage Under Pressure