

Managing Emotions in the Workplace

Target Audience: Employees of X department at LineTech company

Learning Objectives:

1. Recognize the impact of negative emotions.
2. Order the stages of the emotion cycle.
3. Name the steps to interrupt the emotion cycle.
4. List other techniques for managing emotions in the workplace.

Seat Time: 30 minutes

Outline:

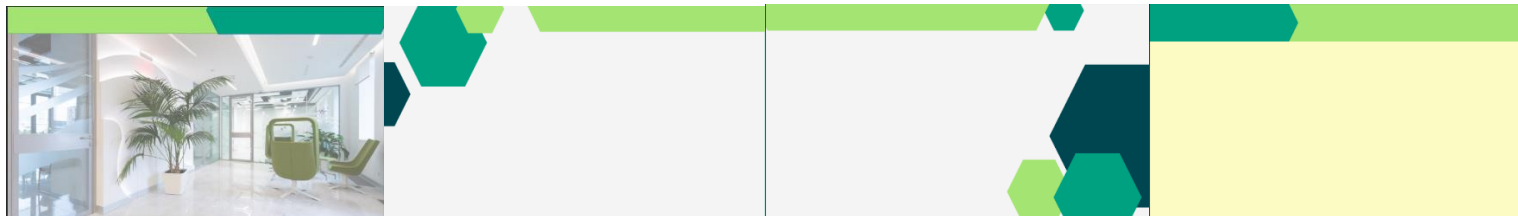
- 1.1 Welcome
- 1.2 Navigation
- 1.3 Workplace Scenario: an employee X has an interaction with his boss and gets upset due to an unreasonable, in their opinion, expectation from the boss.
- 1.4 Workplace Scenario 2: the employee X explains their problem to a colleague who offers to help them learn how to manage their emotions.
- 1.5 Learning Objectives
- 1.6 Impact of Negative Emotions
- 1.7 Emotion Cycle
- 1.8 Stages of Emotion Cycle
- 1.9 Knowledge Check: characters have a dialogue to set up a KC
- 1.10 Knowledge Check 1: drag and drop to match stages of the emotion cycle and how they show up in the scenario
- 1.11 Review
- 1.12 Important Aspects of your emotions
- 1.13 Steps to Interrupt the Emotion Cycle
- 1.14 Knowledge Check 2: multiple choice question - Which step to interrupt my emotion cycle includes naming my emotions and noticing my body response?
- 1.15 Knowledge Check 3: multiple choice question - Which step to interrupt my emotion cycle includes pausing, taking deep breaths and reframing my thinking?
- 1.16 Other strategies

1.17	Workplace Scenario 3: employee X feels more confident about managing their emotions and thanks their colleague for the help.
1.18	Quiz introduction
1.19	Quiz question 1
1.20	Quiz question 2
1.21	Quiz question 3
1.22	Quiz question 4
1.23	Quiz question 5
1.24	Quiz Results
1.25	Summary
1.26	Congratulations

Directions:

- Please check for accuracy and completeness of the content during review.
- Remember that the text in the third column will be narrated audio.
- Capitalization and correct spelling of the technical terms is important in the second column.
- Please provide feedback slide by slide using the Notes section under each slide. Feel free to include any questions you might have.

Custom Border, titles, and logo:



Font:

Lato (body)

Lato Black (bold; headings)



Color Palette:**Avatars:**

3 avatars to represent James, Sarah and Terri.

Global Comments:

- All slides will have a custom banner at the top using hexagons.
- Use Modern Player in Storyline.
- Use custom color scheme for hexagons throughout (see Color Palette); white font on colored background / black font on white background
- Text in [brackets] should not appear on the slide or be recorded in voiceover (VO)
- Images matching the description should be sourced by the developer.

Slide 1.1 Menu Title: <i>Welcome</i>			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Custom Start and Navigation buttons.</p> <p>Off white background with hexagons in brand colors. Company logo in the upper left corner.</p>	<p>[Slide Title] Welcome</p> <p>[Buttons] START NAVIGATION</p> <p>[Directions] Select the Start button to begin this course. Select the Navigation button for a navigation tutorial.</p>	<p>Welcome to our eLearning course on managing emotions in a workplace. This course is designed to help you develop the skills and knowledge necessary to manage your emotions and interrupt the emotion cycle, leading to more positive outcomes and better relationships with colleagues.</p> <p>If you are familiar with the course navigation player, click the Start button to begin. If you would like some guidance with navigating the course, click the Navigation button.</p>	<p>The Start and Navigation buttons will fade in timed with the VO reference</p> <p>The Start button will jump to slide 1.3. The Navigation button will jump to the next slide (slide 1.2).</p>
Notes:			
Slide 1.2/ Menu Title: <i>Navigation</i>			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Screenshot of slide 1.1</p> <p>Caption bubbles with labels point to player features</p>	<p>[Slide Title] Navigation</p> <p>[Directions] Use these options to navigate the course</p> <p>[Captions] The menu can be used to track your progress during this module.</p>	<p>Please take a moment to review the course player so you feel comfortable navigating through the course. If you know your way around, you may proceed to the next slide.</p>	<p>Caption bubbles with text labels will fade in timed with their reference in the audio.</p> <p>Next button will become available after the audio completes. It will take the learner to the next slide.</p>

	<p>Use this button to play or pause the slide.</p> <p>Use the seekbar to refresh the slide.</p> <p>This button can be used to adjust the volume.</p> <p>Use these buttons to toggle between previous and next slides</p>		
Notes:			
Slide 1.3/Menu Title: <i>Workplace Scenario</i>			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background image - Casual office setting. Green hexagons form the top banner for the title.</p> <p>This slide begins the avatar of James on the left side of the slide facing to the left. Sarah's (his boss) avatar will appear on the left side of the slide facing right.</p> <p>Caption bubbles (speech bubbles) track James's thoughts and their conversation on screen. As James and Sarah converse, the caption shape will remain between them.</p> <p>James avatar has 2 poses: listening and surprised.</p>	<p>[Slide Title] Workplace Scenario</p> <p>[Sarah caption 1] James, I need you to complete all the tasks by the end of the week.</p> <p>[James caption 1] By the end of the week?</p> <p>[Sarah caption 2] Yes! It is very important.</p>	<p>[Sarah 1] James, I need you to complete all the tasks by the end of the week.</p> <p>[James 1] By the end of the week?</p> <p>[Sarah 2] Yes! It is very important.</p>	<p>Slide begins with James alone in office setting facing left.</p> <p>Move Sarah along motion path to enter the room from the left before the audio plays for her first line. Sarah avatar changes from walking to pointing once she completes her motion path into the room.</p> <p>When Sarah finishes talking, she changes to a neutral pose facing left.</p> <p>Move Sarah along motion path to exit the room to the right after she completes her conversation with James.</p>

James changes from listening to surprised after Sarah's first comment.			<p>Caption bubbles track their conversation, with slide text fading in and out on time timeline, timed with the VO</p> <p>The Next button will be disabled on this slide.</p> <p>When timeline ends, slide auto advances to the layer.</p>
Notes:			

Slide 1.3a/Menu Title:			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The office background and the title banner can be seen through from the base layer.</p> <p>James avatar is on the right facing the learner with in a frustrated pose.</p>	<p>[Slide Title] Workplace scenario</p> <p>[James caption] Oh, no!</p> <p>[Directions] Select Next to see what happens next.</p>	<p>[James] Oh, no!</p> <p>[Narrator] Click Next to see what happens next.</p>	<p>Directions to click Next appear in the upper right part of the banner timed with VO.</p> <p>When the timeline ends on this layer, the base layer next button becomes available.</p>
Notes:			
Slide 1.4/ Menu Title: Workplace Scenario 2 <i>[hidden from the Menu]</i>			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same office space as slide 1.3, so appears as same slide</p>	<p>[Slide Title] Workplace Scenario</p> <p>[Terri caption 1]</p>	<p>[Terri 1] Oh no, James. You look really upset. What's the matter?</p>	<p>Caption bubbles track their conversation, fading in and out timed with the VO.</p>

<p>Caption bubbles track conversation on screen.</p> <p>James avatar is upset</p> <p>Terri avatar walks into the room from the right and is concerned.</p> <p>James's avatar changes to a pose with his hands in front of him when he starts his caption 3.</p> <p>James's avatar changes to listening when he finishes caption 3.</p>	<p>Oh no, James. You look really upset. What's the matter?</p> <p>[James caption 1] I am upset. My boss just asked me to do the impossible!</p> <p>[Terri caption 2] I am sorry to hear that! Have you talked to her about it?</p> <p>[James caption 2] No! She doesn't care about what I have to say! She only cares about meeting the deadlines!</p> <p>[Terri caption 3] Are you sure? How does it make you feel?</p> <p>[James caption 3] I am so angry! Look! My hands are still shaking and my heart is pounding!</p> <p>[Terri caption 4]</p>	<p>[James 1] I am upset. My boss just asked me to do the impossible!</p> <p>[Terri 2] I am sorry to hear that! Have you talked to her about it?</p> <p>[James 2] No! She doesn't care about what I have to say! She only cares about meeting the deadlines!</p> <p>[Terri 3] Are you sure? How does it make you feel?</p> <p>[James 3] I am so angry! Look! My hands are still shaking and my heart is pounding!</p> <p>[Terri 4] I can see that! What are you going to do?</p> <p>[James 4] My first urge is to quit my job but I need a steady paycheck right now. I don't know what to do! I feel trapped!</p>	<p>The Next button will be hidden on this slide.</p> <p>When timeline ends, the slide auto advances to the next slide.</p>
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	<p>I can see that! What are you going to do?</p> <p>[James caption 4] My first urge is to quit my job but I need a steady paycheck right now. I don't know what to do! I feel trapped!</p>		
Notes:			
Slide 1.5/ Menu Title: <i>Learning Objectives</i>			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same office space as slide 1.4.</p> <p>James avatar is on the left with a listening expression facing right.</p> <p>Terri avatar has 2 poses: First she is talking facing left; then she changes to a smile expression with an extended arm pointing to the left.</p> <p>The learning objectives will appear between the avatars in the center of the slide. The objectives text will appear in four green rectangles (one for each objective).</p>	<p>[Slide Title] Learning Objectives</p> <p>[Terri caption 1] Listen James, it sounds like you are experiencing some strong negative emotions</p> <p>[Terri caption 2] but there is something you can do about it. Let me help you.</p> <p>[Terri caption 3] By the time we are finished, you will know how to...</p>	<p>[Terri 1] Listen James, it sounds like you are experiencing some strong negative emotions</p> <p>[Terri 2] but there is something you can do about it. Let me help you.</p> <p>[Terri 3] By the time we are finished, you will know how to... Recognize the impact of negative emotions on work performance and relationships. Order the stages of an emotion cycle. Name the steps to interrupt the emotion cycle. List other techniques for managing emotions in the workplace.</p>	<p>Terri avatar begins in conversing pose. James is in the same listening expression as in the previous slide.</p> <p>After VO says "By the time...", Terri avatar changes to talking with extended arm gesturing to left.</p> <p>Directions to select Next will appear in the top right corner of the screen and fade in timed with the VO.</p>

	<p>Recognize the impact of negative emotions on work performance and relationships.</p> <p>Order the stages of an emotion cycle.</p> <p>Name the steps to interrupt the emotion cycle.</p> <p>List other techniques for managing emotions in the workplace.</p> <p>[Directions] Select Next to learn more.</p>	Click Next to learn more	
Notes:			
Slide 1.6/ Menu Title: <i>The Impact of Negative Emotions</i>			Objective: [1]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Off-white background with the green hexagons as the top banner.</p> <p>Images representing each negative effect are arranged in a circle around a green hexagon. The hexagon has arrows extending towards to images. Inside the hexagon is labeled “negative emotions”.</p>	<p>[Slide Title] Impact of Negative Emotions</p>	<p>[Terri] Emotions are an inevitable part of the human experience, and they can have a significant impact on our behavior and performance at work. When employees frequently experience strong negative emotions, such as anger or frustration, it may lead to negative effects such as job dissatisfaction, low productivity, a feeling of isolation, low motivation, conflict with colleagues, and even health issues.</p> <p>[Narrator]</p>	<p>Each image on the screen will glow timed with the VO.</p> <p>Directions to select Next will appear in the top right corner of the screen and fade in timed with the VO</p>

		Click Next to learn more.	
Notes:			
Slide 1.7/ Menu Title: <i>The Emotion Cycle</i>			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Yellow background occupies the right half of the slide. The other half has 6 vertical bars labeled: triggering event, interpretation, physical response, urge to act, action, aftereffects.</p> <p>Terri avatar appears on right side of slide facing the learner.</p>	<p>[Slide Title] The Emotion Cycle</p> <p>[Terri caption 1] <i>Emotions are complex and multi-faceted experiences that involve various aspects of our being.</i></p> <p>[Terri caption 2] <i>Our experience with emotions can be described as an emotion cycle.</i></p> <p>[Terri caption 3] The emotion cycle is a six-part process that occurs in response to a triggering event. The process includes the prompting event,</p> <p>[Terri caption 4] <i>interpretation, physical response, urge to act, action, and aftereffects.</i></p>	<p>[Terri] <i>Emotions are complex and multi-faceted experiences that involve various aspects of our being. Our experience with emotions can be described as an emotion cycle. The emotion cycle is a six-part process that occurs in response to a triggering event. The process includes the prompting event, interpretation, physical response, urge to act, action, and aftereffects.</i></p> <p>[Narrator] <i>Click Next to look at each of these stages.</i></p>	<p>Directions to select Next will appear in the top right corner of the screen and fade in timed with the VO</p>

	Let's look at each of these stages.		
Notes:			
Slide 1.8/ Menu Title: <i>6 Stages of the Emotion Cycle</i>			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Left half of the screen is occupied by an accordion interaction with 6 vertical bars as in slide 1.7. The right half of the screen has a video of a man walking in an office setting.	<p>[Slide Title] 6 Stages of the Emotion Cycle</p> <p>[Directions] Select each tab to learn more. When done, Select Next to proceed.</p>	<p>[Narrator] Let's look at each of these stages of an emotion cycle. Click on each tab to learn more. When done, click Next to proceed.</p> <p>[Terri] The first step in the emotion cycle is the triggering event, which is something that happens in our environment or within ourselves that triggers an emotional response. This could be a negative performance review, a difficult client, or a missed deadline. Prompting events can also be internal, such as thoughts, memories, or other emotions.</p> <p>The second step in the emotion cycle is interpretation, where we make sense of what happened. The event is filtered through our evaluation, understanding, beliefs, and assumptions, and we explain it to ourselves in a particular way. This step is essential because our interpretation of the event influences the emotional response that follows. For example, we may interpret a negative performance review as an unfair bias from a supervisor who is out to get us.</p>	<p>Accordion interaction is open. The learner can proceed from tab to tab without any restrictions.</p> <p>The Next button is disabled when the timeline starts on this slide. It changes to normal when the learner visited all tabs.</p>

		<p>The third step in the emotion cycle is the physical response, which is the body's reaction to the interpretation of the event. The physical response can include increased heart rate, constricted throat, sweating, and trembling. These physical sensations are the result of stress hormones that are released into the bloodstream, preparing the body for action.</p> <p>The fourth step in the emotion cycle is the urge to act, which is almost simultaneous to the physical response. We feel compelled to do something in response to the emotion we are experiencing. We may act on this impulse, or we may not. It is useful to notice what we feel compelled to do in those first moments because it gives us insight into our emotional state. For example, we might have an urge to respond rudely to a difficult client or mentally compose an angry email to a coworker.</p> <p>The fifth step in the emotion cycle is the action, which is what we actually do in response to our emotional state. At this point, we may or may not feel in control of our behavior. We may yell, slam doors, or send angry emails, or quit. These actions can have negative consequences, and we may regret them later.</p> <p>The final step in the emotion cycle is the aftereffects, which are the effects of the</p>	
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		<p>emotion on our thoughts, other emotions, behaviors, and our body. The aftereffects can be a prompting event that sets off another emotion cycle. Sometimes the original emotion needs more processing time, and other times, a secondary emotion is triggered. For example, our anger at our supervisor can lead to a cycle of anxiety about our job. The aftereffects can also include feeling physically exhausted or having regrets about how we behaved.</p>	
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Notes:

Slide 1.9/ Menu Title: Knowledge Check [hidden from Menu]			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Yellow background with green hexagons for a banner.</p> <p>James and Terri avatars are facing each other in the same position as their earlier conversation. Caption bubbles track their conversation.</p>	<p>[Slide Title] Knowledge Check</p> <p>[James caption] I see what you mean, Terri....but what can I do about it?</p> <p>[Terri caption] I'm glad! Why don't I check to see if you can identify all the stages of the emotion cycle you experienced during and after your interaction with your boss before we move on?</p>	<p>[James] I see what you mean, Terri....but what can I do about it?</p> <p>[Terri] I'm glad! Why don't I check to see if you can identify all the stages of the emotion cycle you experienced during and after your interaction with your boss before we move on?</p>	<p>Next button is hidden. Slide automatically advances to the next slide when the timeline ends on this slide.</p>

Notes:

Slide 1.10/ Menu Title: Knowledge Check [hidden from Menu]			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background is off-white color with the green hexagons as the banner.</p> <p>James avatar is on left. He is larger than in the previous slides and situated at the bottom of the slide so that only the top 2/3 of his body show on the screen, giving the feeling that he has moved closer to the learner. He has a thinking expression.</p> <p>6 dark green rectangles are arranged in three rows of two. Their labels are: Triggering Event, Interpretation, Physical Response, Urge to Act, Action, Aftereffects.</p>	<p>[Slide Title] Knowledge Check</p> <p>[Directions] Drag each thought James has to the corresponding stage in the emotion cycle. Select Submit when done.</p> <p>[Drop targets – drag items] Triggering Event - "I can't believe the manager assigned me all these tasks at once! It's impossible to finish everything on time." Interpretation – "She doesn't care about me. She only cares about meeting the deadlines." Physical Response – "I am so angry! My hands are shaking and my heart is pounding right now." Urge to Act - "She has no idea what it's like to be in my shoes! I need to go to my computer</p>	<p>[Narrator] Help James better understand his interaction with his boss. Drag each quote from James into the stage of the emotion cycle that it belongs to. Click the Submit button what you are finished.</p>	<p>This slide is a drag-and-drop KC interaction.</p> <p>There will be 6 quotes from James in speech bubbles as drag items that the learner will need to sort between the six drop targets. They will be set in rectangles of one of the palette colors. The drag items should appear in a scrambled order.</p> <p>Allow 1 attempt in the form settings.</p> <p>This interaction will have a numbered variable. It should be set to a default value of zero. Each time the learner drops a drag item on the correct target, add value 1 to the variable.</p> <p>Change the state of the drag items to hidden when the learner drops each item on any drop target.</p> <p>The variable triggers will track the learner's exact score, which will be displayed on the</p>

	<p>right now and write a letter of resignation!”</p> <p>Action – “Wait! I can’t quit now. I have a mortgage and a family. I will have to work to meet these deadlines.”</p> <p>Aftereffects – “I just hate my job and my boss! I don’t know what to do! I feel so trapped!”</p>		<p>correct and incorrect feedback layers.</p> <p>When the learner Selects Submit, it will show either the correct or incorrect feedback layer depending on the learner’s score. Both feedback layers will be customized to look identical so that they appear as if they are the same to the learner. The variable reference, which tracked their exact score, will be displayed.</p>
Notes:			

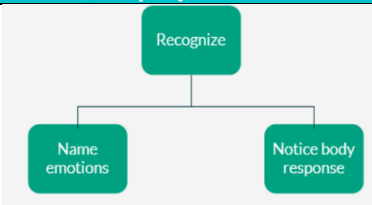
Slide 1.10a and 1.10b/ Menu Title:			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>James and Terri avatars are large on the screen with James on the left and Terri on the right sides of the slide. James is facing the learner and smiling. Terri is facing James and pointing to the score.</p> <p>Set between them is the caption for Terri with the score.</p>	<p>[Slide Title]</p> <p>Feedback</p> <p>[Directions] Select Review or Continue.</p> <p>[Terri caption]</p>	<p>[Terri] Good effort! This is your score.</p> <p>[Narrator] If you scored a four out of six or less, Select on the Review button to refresh your understanding of the stages of the emotion cycle.</p>	<p>Delete the built-in buttons and textboxes on the feedback layer and hide the remaining objects by using a white rectangle to cover objects on the slide other than the slide borders. The avatars and captions will sit on top so the</p>

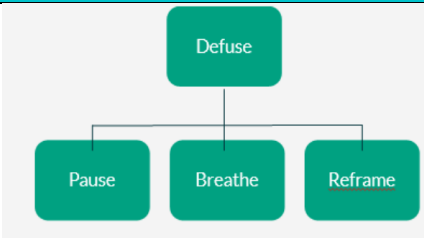
The buttons are displayed below the score.	<p>Good effort! You scored XX out of 6.</p> <p>[buttons] Review Continue</p>	If you scored a 5 or 6 on this knowledge check, Select the Continue button proceed.	<p>correct and incorrect layers appear customized.</p> <p>The numbered variable reference will be displayed where the slide text shows “XX” in Terri’s caption.</p> <p>The Review button will take the learner to Slide 1.10.</p> <p>The Continue button jumps to Slide 1.11</p>
Notes:			
Slide 1.11/Menu Title: Review			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Off-white background with green hexagons at the top as a banner. There are hexagons of various sizes and custom colors in the upper right quarter of the slide.</p> <p>In the center there is a row of green rectangles. Inside each rectangle is labeled from left to right with the following stages: Triggering Event, Interpretation, Physical Response, Urge to Act, Action, Aftereffects.</p> <p>Below the rectangles there are green hexagons connected with a green line and labeled with numbers from 1 to 6.</p>	<p>[Slide Title] Review</p> <p>[buttons] Triggering Event Interpretation Physical Response Urge to Act Action Aftereffects</p> <p>[Directions] Select Next to continue.</p>	<p>[Narrator] Click on each one to learn more.</p> <p>[Terri 1] The first step in the emotion cycle is the triggering event, which is something that happens in our environment or within ourselves that triggers an emotional response. This could be a negative performance review, a difficult client, or a missed deadline. Prompting events can also be internal, such as thoughts, memories, or other emotions.</p> <p>[Terri 2] The second step in the emotion cycle is interpretation, where we make sense of</p>	<p>The decorative hexagons and the banner fade in from the left.</p> <p>The labeled rectangles act as buttons with states for a click to reveal interaction.</p> <p>After the audio for the last button completes, directions to click Next appear in the upper right corner.</p> <p>The Next button is disabled until the learner clicks on each button.</p>

		<p>what happened. The event is filtered through our evaluation, understanding, beliefs, and assumptions, and we explain it to ourselves in a particular way. This step is essential because our interpretation of the event influences the emotional response that follows. For example, we may interpret a negative performance review as an unfair bias from a supervisor who is out to get us.</p> <p>[Terri 3] The third step in the emotion cycle is the physical response, which is the body's reaction to the interpretation of the event. The physical response can include increased heart rate, constricted throat, sweating, and trembling. These physical sensations are the result of stress hormones that are released into the bloodstream, preparing the body for action.</p> <p>[Terri 4] The fourth step in the emotion cycle is the urge to act, which is almost simultaneous to the physical response. We feel compelled to do something in response to the emotion we are experiencing. We may act on this impulse, or we may not. It is useful to notice what we feel compelled to do in those first moments because it gives us insight into our emotional state. For</p>	
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		<p>example, we might have an urge to respond rudely to a difficult client or mentally compose an angry email to a coworker.</p> <p>[Terri 5] The fifth step in the emotion cycle is the action, which is what we actually do in response to our emotional state. At this point, we may or may not feel in control of our behavior. We may yell, slam doors, or send angry emails, or quit. These actions can have negative consequences, and we may regret them later.</p> <p>The final step in the emotion cycle is the aftereffects, which are the effects of the emotion on our thoughts, other emotions, behaviors, and our body. The aftereffects can be a prompting event that sets off another emotion cycle. Sometimes the original emotion needs more processing time, and other times, a secondary emotion is triggered. For example, our anger at our supervisor can lead to a cycle of anxiety about our job. The aftereffects can also include feeling physically exhausted or having regrets about how we behaved.</p> <p>[Narrator] Click Next to continue.</p>	
Notes:			

Slide 1.12/Menu Title: Important Aspects of Your Emotions			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Yellow background with green hexagons as banner.</p> <p>James and Terri avatars are facing each other. James is smiling and listening. Terri is talking.</p> <p>Caption bubbles appear between them. The two aspects of emotions appear in green rectangles between them.</p>	<p>[Slide Title] Important Aspects of Your Emotions</p> <p>[Terri caption 1] Now that you understand how an emotion cycle works, I want you to remember two important things about it.</p> <p>[Rectangles]</p> <ol style="list-style-type: none"> 1. Your emotions are temporary 2. You can control your emotion cycle <p>[Terri caption 2] Next, let me show you how you can interrupt your emotion cycle.</p> <p>[Directions] Select Next to learn more.</p>	<p>[Terri 1] Now that you understand how an emotion cycle works, I want you to remember two important things about it.</p> <p>[Terri 2] Number one – remember that our emotions are temporary. Emotions can often be overwhelming, and the intensity of the feelings can make them seem permanent, leading to a sense of fear and helplessness. However, recognizing that emotions are temporary is one of the most empowering lessons one can learn.</p> <p>[Terri 3] Second important thing I want you to remember is that you can control your emotion cycle. You don't have to wait for external circumstances to change or for someone to pick you up. Instead, you can take charge by recognizing that your thoughts, interpretations, and actions all influence your emotions.</p> <p>[Terri 4] Next, let me show you how you can interrupt your emotion cycle.</p> <p>[Narrator] Select Next to find out more.</p>	<p>Captions and rectangles with aspects fade in with VO.</p> <p>The Next button takes the learner to the next slide.</p>

Notes:			
Slide 1.13/Menu Title: Steps to Interrupt the Emotion Cycle			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Solid dark green background with hexagons for a banner at the top using custom colors.</p> <p>Two large rounded rectangles appear in the center of the screen. Each is labeled with a step.</p>	<p>[Slide Title] Steps to Interrupt the Emotion Cycle</p> <p>[Directions] Select each step to learn more.</p> <p>[buttons] STEP 1 Recognize STEP 2 Defuse</p>	<p>[Terri] There are two steps you can take to interrupt the emotion cycle and prevent its negative aftereffects: recognize and defuse.</p> <p>[Narrator] Click on each one to learn more.</p>	<p>Buttons fade in with VO. They are set up as a click to reveal interaction. When the learner clicks on each button, it takes them to the corresponding layer.</p> <p>Directions to click next fade in with VO.</p> <p>The Next button is disabled until the learner visits all layers. The Next button takes the learner to the next slide.</p>
Notes:			
Slide 1.13a/Menu Title:			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
 <p>Solid white background with a diagram in green in the center.</p>	<p>[Slide Title] Steps to Interrupt the Emotion Cycle</p> <p>Recognize Name emotions Notice body response</p>	<p>[Terri] The first step is to recognize that you have entered the emotion cycle. First, try to name your emotion. What are you feeling? Then do a mental body scan and notice how your body is responding to the emotion. Are you feeling tightness in your chest? Are your palms sweating? Is your heart racing?</p>	<p>The learner can close the layer by clicking on X in the upper right corner.</p>

Notes:			
Slide 1.13b/Menu Title:			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
 <p>Solid white background with a diagram in green in the center.</p>	<p>[Slide Title] Steps to Interrupt the Emotion Cycle</p> <p>Defuse Pause Breathe Reframe</p>	<p>[Terri] The second step is to defuse the emotion's power over you. First, pause before doing anything. Take this time to calm yourself by calming your body. Breathe deeply through your nose and exhale all the way through your mouth. Once you feel yourself more relaxed physically, check if you can reframe your interpretation. Do you have all the facts? Is there another explanation? Is there a way to mitigate the situation? What resources and support can you lean on?</p>	<p>The learner can close the layer by clicking on X in the upper right corner.</p>
Notes:			
Slide 1.14/Menu Title: Knowledge Check 2			Objective: [4]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background is off-white color with the green hexagons as the banner.</p> <p>James avatar is on left. He is larger than in the previous slides and situated at the bottom of the slide so that only the top 2/3 of his body show on the screen, giving the feeling that he has moved closer to the learner. He has a thinking expression. There is a thought</p>	<p>[Slide Title] Knowledge Check</p> <p>[James caption] Which step to interrupt my emotion cycle includes naming my emotions and noticing my body response?</p> <p>[buttons] Recognize</p>	<p>[Narrator] Help James name the first step to interrupt the emotion cycle. Click Submit when done.</p>	<p>Submit button takes the learner to the correct or try again layer depending on the answer. The learner is given 2 attempts.</p>

<p>bubble over his head taking up the center of the slide. Below the thought bubble there are two green rectangles as buttons labeled: Recognize, Defuse.</p> <p>Correct Layer: James avatar in the same place but is smiling. Terri's avatar is on the right and is facing James. She has a speech bubble next to her.</p> <p>Try Again Layer: James avatar in the same place but is frowning. Terri's avatar is on the right and is facing James. She has a speech bubble next to her.</p>	<p>Defuse</p> <p>[Terri caption] You are correct! The first step is about recognizing your emotions and body response.</p> <p>[Directions] Select Continue.</p> <p>[button] Continue</p> <p>[Terri caption] You are incorrect! Please try again. Remember that first you need to recognize your emotions and body response.</p>	<p>[Terri] You are correct! The first step is about recognizing your emotions and body response.</p> <p>[Narrator] Select Continue.</p> <p>[Terri] You are incorrect! Please try again. Remember that first you need to recognize your emotions and body response.</p>	<p>Continue button takes the learner to the next slide.</p> <p>Try Again button allows the learner to take answer the question again.</p>
<p>Notes:</p>			
<p>Slide 1.15/Menu Title: Knowledge Check 3</p>			<p>Objective: [4]</p>
<p>Visual / Display:</p>	<p>Slide Text:</p>	<p>Narration / Voiceover:</p>	<p>Animation / Interaction:</p>
<p>Same as Slide 1.14</p>	<p>[Slide Title] Knowledge Check</p>	<p>[Narrator] Help James name the second step to interrupt the emotion cycle. Click Submit when done.</p>	<p>Same as slide 1.14</p>

<p>Correct layer: Same as for Slide 1.14</p>	<p>[James caption] Which step to interrupt my emotion cycle includes naming my emotions and noticing my body response?</p> <p>[buttons] Recognize Defuse</p> <p>[Terri caption] You are correct! The second step is about defusing your emotions by pausing, breathing and reframing your thoughts.</p> <p>[Directions] Select Continue.</p> <p>[button] Continue</p> <p>[Terri caption] You are incorrect! Please try again. Remember that you can defuse your emotions by pausing, breathing and reframing your thoughts.</p>	<p>[Terri] You are correct! The second step is about defusing your emotions by pausing, breathing and reframing your thoughts.</p> <p>[Narrator] Select Continue.</p> <p>[Terri] You are incorrect! Please try again. Remember that you can defuse your emotions by pausing, breathing and reframing your thoughts.</p>	
<p>Notes:</p>			

Slide 1.16/Menu Title: Other Strategies			Objective: [4]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Solid off-white background with hexagons as a banner.</p> <p>3 images are displayed horizontally. They are labeled: self-care, seek support, resolve conflict.</p>	<p>[Slide Title] Other Strategies</p> <p>[Labels] Self-care Seek support Resolve conflict</p> <p>[Directions] Select each picture to learn more.</p>	<p>[Terri] There are several strategies that employees can use to manage their emotions in the workplace. Click on each picture to learn more</p>	<p>Assets float up when the timeline starts.</p> <p>Images are set up as buttons that trigger a click to reveal interaction using layers.</p> <p>Directions to click on each picture fade in with VO.</p>
Notes:			
Slide 1.16a/Menu Title:			Objective: [4]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Gray rectangle background with 4 photos: sleeping, exercising, healthy food, hobby.</p>	<p>[Slide Title] Other Strategies</p> <p>[Labels] Sleep Exercise Healthy food Hobby.</p>	<p>[Terri] One strategy is to practice self-care, such as getting enough sleep, exercising, eating healthy food, and engaging in a hobby.</p>	<p>The learner can close the layer by clicking on X in the upper right corner.</p>
Notes:			


Slide 1.16b/Menu Title:			Objective: [4]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Gray rectangle background with a photo of people talking in an office setting.</p>	<p>[Slide Title] Other Strategies</p>	<p>[Terri] Another strategy is to seek support from colleagues or a therapist if needed.</p>	<p>The learner can close the layer by clicking on X in the upper right corner.</p>


	[Labels] Colleagues Therapist		
Notes:			

Slide 1.16c/Menu Title: Other Strategies			Objective: [4]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Photo of two people talking in the background. Conflict resolution steps on the white rectangle in the center.	[Slide Title] Other Strategies [Labels] Express your feelings using I-statements. Take responsibility for your part. Listen carefully to the other person. Work together towards a mutually agreeable resolution.	[Terri] Finally, employees can develop coping strategies for dealing with difficult situations, such as having a plan in place for managing conflicts with colleagues.	The learner can close the layer by clicking on X in the upper right corner.
Notes:			
Slide 1.17/Menu Title: Workplace Scenario [hidden from Menu]			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Yellow background with green hexagons as a banner. James avatar in on the left facing right. Terri avatar is on the right facing left. Speech bubbles track their words.	[Slide Title] Workplace Scenario [Directions] Select Next to continue. [James caption]	[James 1] Thanks, Terri! I understand my emotions during my conversation with my boss much better now. [Terri]	Speech bubbles appear with VO. Directions to click Next appear with VO. The Next button takes the learner to the next slide.

	<p>Thanks, Terri! I understand my emotions during my conversation with my boss much better now.</p> <p>[Terri caption] I'm glad! What are you going to do now? Are you planning to write your resignation letter?</p> <p>[James caption] No. I have a better idea. I am going to my boss and see if together we can find a reasonable solution to this problem.</p>	<p>I'm glad! What are you going to do now? Are you planning to write your resignation letter?</p> <p>[James 2] No. I have a better idea. I am going to my boss and see if together we can find a reasonable solution to this problem.</p>	
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Notes:

Slide 1.18/Menu Title: Quiz			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
	<p>[Slide Title] Quiz</p> <p>Must earn 80% to pass. Question format: variable Use menu to review course Select Next to begin the quiz.</p>	<p>[Narrator] Now it is time to assess what you have learned in this course. You will answer five graded questions. You must earn 80% to pass. You can take the quiz as many times as you need to pass. If you need to review the course before taking the quiz, use the menu to navigate back to the start. Select the Next button to begin.</p>	<p>Hexagons float up when the timeline starts.</p> <p>A custom Next Button fades in timed with the VO.</p> <p>The Next button in the player is hidden on this slide.</p> <p>When the learner clicks the custom Next button, advance to Slide 1.17.</p>

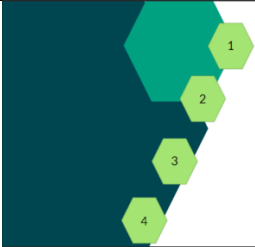
Notes:			
Slide 1.19/Menu Title: Quiz [hidden from Menu]			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>All 5 assessment question slides should have the same layout and formatting.</p> 	<p>[Directions] Choose all that apply.</p> <p>[Question] Negative emotions may result in negative behavior such as arguing with colleagues and becoming unproductive.</p> <p>[Answer Choices] True False</p>		<p>Score by question with 1 attempt for each quiz question as the learner progresses through the quiz. They will be able to Retake the entire quiz at the end if they do not pass.</p> <p>Results slide 1.22; graded quiz slide – multiple choice.</p> <p>When learner clicks Submit, submit multiple choice and advance to next slide.</p> <p>The learner should not get <i>immediate</i> feedback with Correct or Incorrect feedback layers. They should answer all of the questions sequentially FIRST in the graded assessment, then receive their score on the Results page.</p> <p>If they do not pass, they can come back and review the quiz.</p>
Notes:			
Slide 1.20/Menu Title: Quiz [hidden from Menu]			Objective: [#]

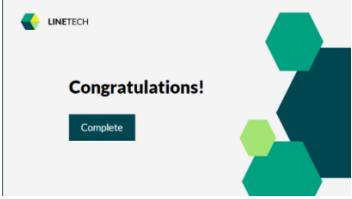
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides 1.19, 1.20, 1.21	<p>[Directions] Arrange the stages of the emotion cycle in the correct order.</p> <p>[Answer Choices]</p> <ol style="list-style-type: none"> 1. Triggering event 2. Interpretation 3. Body response 4. Urge to Act 5. Action 6. Aftereffects 		Same settings for Slides 1.19, 1.20, 1.21
Notes:			
Slide 1.21/Menu Title: Quiz [hidden from Menu]			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides 1.19, 1.20, 1.21	<p>[Directions] Choose all that apply.</p> <p>[Question] What action(s) can you take to interrupt the emotion cycle in the Recognize step?</p> <p>[Answer Choices]</p> <ol style="list-style-type: none"> 1. Name your emotion(s) 2. Recognize your body response 3. Read new emails 		Same settings for Slides 1.19, 1.20, 1.21
Notes:			

Slide 1.22/Menu Title: Quiz [hidden from Menu]			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides 1.19, 1.20, 1.21	<p>[Directions] Choose all that apply.</p> <p>[Question] What action(s) can you take to interrupt the emotion cycle in the Defuse step?</p> <p>[Answer Choices] <ol style="list-style-type: none"> 1. Pause 2. Breathe 3. Reframe your thoughts 4. Eat some food </p>		Same settings for Slides 1.19, 1.20, 1.21
Notes:			
Slide 1.23/Menu Title: Quiz [hidden from Menu]			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides 1.19, 1.20, 1.21	<p>[Directions] Choose all that apply.</p> <p>[Question] What are some other strategies for managing your emotions at a workplace?</p> <p>[Answer Choices] <ol style="list-style-type: none"> 1 Getting adequate sleep </p>		Same settings for Slides 1.19, 1.20, 1.21

	2 Using an effective conflict resolution strategy 3 Seeking support of a colleague 4 Quitting your job		
Notes:			
Slide 1.24/Menu Title: Quiz Results [hidden from Menu]			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
	[Slide Title] Quiz Results Your Score: XX% Passing Score: YY%		Hexagons float up when the timeline starts. Use a Result side to show Success layer 1.22a 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 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
Notes:			
Slide 1.24a/Menu Title:			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
	[Slide Title] Quiz Results Click the Review button to review your answers. Click the Continue button when you are finished. Nice job, you passed! [buttons] Review Quiz Continue	[Narrator] Click the Review button to review your answers. Click the Continue button when you are finished.	Review button: shows correct/incorrect response when reviewing Continue button: jumps to Slide 1.23
Notes:			
Slide 1.24b/Menu Title:			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
	[Slide Title] Quiz Results Click the Review button to review your answers.	[Narrator] Click the Review button to review your answers. Click the Retake quiz button to take retake the quiz.	Retake button: resets results slide and jumps to Slide 1.17 Review button: shows correct/incorrect response when reviewing

	<p>Click the Continue button when you are finished.</p> <p>Sorry, you didn't pass.</p> <p>[buttons] Retake Quiz Review Quiz</p>		
Notes:			
Slide 1.25/Menu Title: Summary			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
	<p>[Slide Title] Summary</p> <p>Recognize the impact of negative emotions. Order the stages of the emotion cycle. Name the steps to interrupt the emotion cycle. List other techniques for managing emotions in the workplace.</p>	<p>[Narrator] Well done! You are almost done with this module. You should be now able to: Recognize the impact of negative emotions. Order the stages of the emotion cycle. Name the steps to interrupt the emotion cycle. List other techniques for managing emotions in the workplace.</p>	<p>Assets fade in from top-left.</p> <p>Next button takes the learner to slide 1.24</p>
Notes:			
Slide 1.26/Menu Title: Congratulations			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:

	<p>[Slide Title] Congratulations</p> <p>[button] Complete</p>	<p>[Narrator] Congratulations on completing this course! Click the Complete button to exit.</p>	<p>Assets float up when the timeline starts.</p> <p>When the learner clicks on Complete, the course exits.</p>
<p>Notes:</p>			