

Module Title: Effective Workplace Communication *(By: Sarah Josephson)*

Target Audience: New employees as part of the onboarding process.

Learning Objectives:

1. Define effective workplace communication.
2. Recognize best practices for verbal and nonverbal communication among colleagues.
3. Distinguish strategies used for productive verbal and non-verbal communication.

Seat Time: 25 minutes

Outline:

- Welcome
- Navigation
- Workplace Scenario & Preassessment Knowledge Check
- Learning Objectives
- Effective Workplace Communication
- Knowledge Check
- Components of Communication
- Nonverbal Communication Defined
- Benefits of Nonverbal Communication
- Verbal Communication Defined
- Benefits of Verbal Communication
- Distinguish Strategies: Preassessment Knowledge Check
- Nonverbal Strategies
- Verbal Strategies
- Final Assessment
- Summary
- Congratulations

Slide Borders, Title Bar, & Directions:

Knowledge Check

Select all that apply, then click submit.

Directions:

- Please complete the review cycle within 4 business days. Please focus on the accuracy & completeness of content during this review cycle. "Page breaks" for the online course will be adjusted after the content is edited.
- Questions or notes for reviewers are indicated with green highlighting below each slide in the Notes section. All questions will need to be resolved before programming can begin.
- Track Changes is on, so please use this to make corrections. For questions or comments, please use the Comments feature.
- Remember, the text in the third column will be narrated audio.

- There will be “connecting” words and phrases that would not appear in a written procedure. If the wording seems awkward to you, try reading the text aloud to see how it fits, then make changes if it still seems necessary.
- Formatting is merely to aid the voiceover talent: remember, learners will hear – not see – this text.
- Capitalization is not important in the third column “Narration/Voiceover,” but is very important in the second column, “Slide Text.”
- Optional Tip: Hiding the top and bottom margins of this document (double-clicking between the pages to “Hide/Show White Space”) will enable you to go through the storyboard more smoothly.
- If additional layers for a slide, they will be denoted with letters (ex. 1.7a) indicate layers for corresponding slide number.

Layout:

- Slide dimensions are 16:9 ratio with slide size (960 x 540).
- All slides and layers will show title bar, slide directions just below title on title bar, top and bottom border using custom color palette (see above).
- Any visual examples of slide layouts are for reference only, unless otherwise noted.
- Text in [brackets] should not appear on the slide or be recorded in voiceover (VO).

Font:

- Arial (body)
- Arial (bold; headings)

Color Palette:



Avatar:

- 1 avatar to represent Lisa (new employee)

Module Resources/References: A job aid with quick reference to Verbal and Nonverbal Communication Strategies will be linked to resources tab in the player.

Slide [1.1] Menu Title: Welcome			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
No top/bottom border Background image: Covers slide. Photo of employees working, talking, prepping for meeting around table. Course title set in an opaque shape overlaying the background image.	[Slide Title] Effective Workplace Communication [Buttons] Navigation Start [Directions]	[Narrator] Welcome to Effective Workplace Communication training for new employees. We are committed to creating a positive work environment and believe communication plays a large part. During this	The Start and Navigation buttons fade in timed with the VO reference. Directions to click the start or navigations buttons fade in with VO.

Custom start and navigation buttons. Slide directions set in shape above start and navigation buttons.	Click navigation or click start to begin.	training you will learn strategies for effective communication. Click the navigation button to learn how to navigate through the course or click start if you're ready to jump in.	The Start button will jump to slide 1.3. The Navigation button will jump to slide 1.2 (the next slide).
Notes:			

Slide [1.2] Menu Title: Navigation			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Title bar and upper border in place with slide directions set underneath the title. No bottom border on this slide. Player shows Menu on the left. Background Image: Photo of compass covers the entire slide. Arrow points to each player feature.	[Slide Title] Navigate this Course [Directions] Click next when ready to begin.	[Narrator] Please take a moment to review the course player so you feel comfortable navigating the course. To see your progress, check the menu to the left. To pause, push the pause/play button on the bottom left. To review a portion of the slide, click the seek bar at any time or click the replay button to see the entire slide again. To adjust the volume, click the volume icon. To go backward and forward a slide, click previous and next. Click the next button now to begin the course.	Each arrow fades and moves along motion path to point to each player feature timed with VO audio. Directions to click next fade in with VO.
Notes:			

Slide [1.3] Menu Title: Workplace Scenario			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Background Image: Casual office space setting. Slide begins with Lisa avatar on the right side of the slide facing the learner.	[Slide Title] Workplace Scenario [Lisa thought bubble]	[Lisa] Wow, look at this new project coming down the pipeline! Oh, this is a short timeline.	Slide begins with Lisa in office looking at cell phone – pose 1 smiling & thinking aloud.

<p>Lisa avatar has 5 poses all looking at her cell phone: 1 – Smiling/thinking – facing learner 2 – Surprised - facing learner 3 – Confused - facing learner 4 – Confused - turned to left 5 – Confused - turned to right</p> <p>Thought bubbles (speech bubbles) track Lisa’s thoughts on the screen and are on left side of Lisa.</p> <p>Lisa changes from Smiling (1) to Surprised (2) b/w sentence 1 and 2 of her VO audio, then changes to confused (3) at start of sentence 3. Lisa pose changes to confused facing left (4) when Narrator begins and changes one more time to confused facing right (5)s and appears to walk out of the slide to right.</p> <p>Slide text (How should Lisa proceed?) held in a rectangle framed by a 2nd rectangle of another color. Both are palette colors.</p>	<p>Wow, look at this new project coming down the pipeline!</p> <p>Oh, this is a short timeline.</p> <p>...Okay, I understand some of what I need to do, but not all of it. I wonder what I should do next...</p> <p>[Narrator text] How should Lisa Proceed?</p>	<p>...Okay, I understand some of what I need to do, but not all of it. I wonder what I should do next...</p> <p>[Narrator] Lisa is in a tough spot. She just received an email with only part of the information needed for a new project that must be finished quickly. How should she proceed? Let’s take a closer look.</p>	<p>Thought bubbles track her thoughts, with slide text fading in and out on timeline, timed with the VO.</p> <p>Lisa avatar changes to pose – 2 surprised when VO says, “Oh this is a short timeline.”</p> <p>Lisa avatar changes to pose - 3 confused look when VO says “Okay, I understand some...”</p> <p>Lisa avatar changes to pose – 4 confused facing left when VO finishes, “Lisa is in a tough spot.”</p> <p>Lisa avatar changes to pose – 5 confused facing right and appears to walk out of the scene to the right when VO says, “...needed for a new project.”</p> <p>How should Lisa proceed text and boxes fade in timed with VO.</p> <p>When audio completes, this slide auto-advances to slide 1.4 at the end of the timeline.</p> <p>The Next button will be hidden on this slide.</p>
Notes:			

Slide [1.4] Title: Workplace Scenario 2 (Hidden from Menu)			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Large rectangle centered on slide & holds preassessment question,	[Slide Title] Workplace Scenario	[Narrator]	Rectangle with question, dir’s, & answers grow in from bottom left

<p>directions, & answer choices. The rectangle should use palette colors.</p> <p>2 Answer choices appear below question in rectangle with solid fill behind them and are aligned left to right.</p> <p>2 rectangles are inside large rectangle below the question & directions & contain one answer choice each.</p> <p>Left rectangle = incorrect answer. When learner clicks left rectangle, the color from palette changes (so text beneath covered) and “TRY AGAIN” appears in middle of rectangle.</p> <p>Right rectangle = correct answer. When learner clicks, it changes palette color (so text beneath covered) and “YES” appears in middle of rectangle.</p>	<p>[Preassessment question] How do you think Lisa should handle this situation?</p> <p>[Directions] Click the best option below.</p> <p>[Left Answer Choice] Lisa should start the project right away and check in with her client after she has a good portion of the work complete. [Incorrect]</p> <p>[Right Answer Choice] First, Lisa should reach out to her client for clarification. Once she gets the answers needed, she can start work on it right away. [Correct]</p>	<p>How do you think Lisa should handle this situation. There are two choices.</p> <p>Click the best option below.</p> <p>[Narrator – Left Audio] Try Again! You chose for Lisa to skip clarification. Now Lisa is 6 weeks into the project and just learned she must redo it because she didn’t have all the information needed up front. Lisa is frustrated and so is her client!</p> <p>[Narrator – Right Audio] Yes! You chose for Lisa to get the clarification needed before the start of the project. She just learned from her client that the work she completed is on track except for minor revisions. Lisa’s client is happy and so is she. Well done!</p>	<p>corner of slide with entrance animation.</p> <p>Learner restricted from clicking on answer choices until Questions and Directions VO finished.</p> <p>Learners can click on any answer choice rectangle. Each rectangle/text has hover & selected states.</p> <p>Each answer choice triggers a different VO response and triggers “YES” or “TRY AGAIN” to appear in place of the previous text. Learners freely click answer choices until correct answer selected. Audio does not overlap, so if learner clicks 1 answer & audio plays, it should stop if they click on another answer.</p> <p>When audio completes on the CORRECT answer (right), slide will auto-advance to Slide 1.5.</p> <p>Next button will be hidden on this slide.</p>
<p>Notes: This slide will be hidden from Menu as it is a Preassessment Knowledge Check.</p>			

Slide [1.5] Menu Title: Learning Objectives			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same office space as slide 1.3, so appears as if coming back to where left off.	<p>[Slide Title] Learning Objectives</p> <p>[Learning Objectives]</p>	<p>[Narrator] A lot of people won’t communicate to get the clarification they need. This training is in place to give you strategies for effective</p>	<p>Lisa avatar pose 1 slides in from right when VO finishes, “A lot of people won’t communicate to get the clarification they need.”</p>

<p>Lisa avatar has two poses: 1 - listening/facing left with a concerned expression 2 - listening/facing left with a smile.</p> <p>Lisa's 1st pose starts on right side of the slide. Her 2nd pose is in same spot & then moves closer to LO's to listen.</p> <p>LO's will appear on the left 2/3's of the of slide, to left of Lisa. Objectives text placed in 3 similarly styled rectangles as the preassessment question (one for each objective) and placed inside a larger rectangle. All use palette colors.</p> <p>Slide directions set underneath title on title bar.</p>	<ul style="list-style-type: none"> Define effective workplace communication. Recognize best practices for verbal and nonverbal communication among colleagues. Distinguish strategies used for productive verbal and non-verbal communication. <p>[Directions] Click the Next button to learn more.</p>	<p>workplace communication to prevent sticky situations like these and to create a positive work environment.</p> <p>By the time you finish this training you will be able to define effective workplace communication, recognize best practices for verbal and nonverbal communication among colleagues, and distinguish strategies used for productive verbal and non-verbal communication.</p> <p>Click the next button to learn more.</p>	<p>When the VO starts, "...to prevent," Lisa avatar changes to pose 2 and then moves left to get closer to the LO's that show after.</p> <p>On left side of the screen, backgrd rectangle holding for LO's fade in & rectangle for each LO fade in timed with VO.</p> <p>Directions to click Next appear under slide title and fade in timed with VO.</p>
Notes:			

Slide [1.6] Menu Title: Effective Communication Defined			Objective: [1]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The slide background is white or a lighter version of palette color.</p> <p>Slide directions text to set underneath title on title bar.</p> <p>There are two tabs shown below title bar. Two tabs each have a different palette color.</p> <p>Most of slide is blank below tabs leaving space for content layers.</p>	<p>[Slide Title] Effective Communication Defined</p> <p>[Left Tab Title] What is Effective Communication?</p> <p>[Right Tab Title] Why is it Important?</p> <p>[Directions] Click each tab to learn more.</p>	<p>[Narrator] As you get started in your new role, it's important to know what effective communication is and why it's important. Click each tab working left to right to learn more.</p>	<p>Two title bars that look like tabs fly in from left to align right next to each other. They act as tabs for learner to click on and have tab title text inside.</p> <p>Tabs have hover & viewed states.</p> <p>Learner can click tabs in either order, but when select each one the other is disabled until audio completes on tab they selected.</p>

			<p>The Next button is disabled until just before timeline ends on both tab layers.</p> <p>The Next button jumps to the next slide (slide 1.7).</p>
Slide [1.6a] Layer A			Objective: [1]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>A large rectangle shape with border is under the tabs and the same width as two tabs combined & matches color of the “What is Effective Communication?” tab.</p> <p>All slide text related to information on this slide appears within rectangular border on left half of the rectangle.</p> <p>A photo of employees working & talking fills right half of rectangle.</p> <p>Base layer is visible on this layer, so appears this layer is part of base layer.</p>	<p>[Text inside rectangular border]</p> <ul style="list-style-type: none"> - Accurately conveys information - Relays information for understanding - Involves strategies to eliminate misunderstandings 	<p>[Narrator]</p> <p>Effective communication accurately conveys information, relays information in a way that ensures the recipient understands you and involves strategies that eliminate misunderstandings and questions between individuals.</p>	<p>This layer corresponds with the, “What is Effective Communication?” tab/button.</p> <p>Large rectangular border (box) and photo filling right half fly down from the top so appears to come down from the tabs on top of slide like a shade being pulled down.</p> <p>Slide text fades in with bullet points and timed with VO.</p>
Slide [1.6b] Layer B			Objective: [1]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same layout as 1.6a (previous layer) but color of rectangle border matches palette color used for the “Why is it Important?” tab.</p> <p>All slide text related to info on this slide appears within the rectangular border on right and photo of employees smiling & high fiving fills left half of rectangle.</p>	<p>[Text inside rectangular border]</p> <ul style="list-style-type: none"> - Allows employees to do their jobs with ease & efficiency - Builds good work relationships - Reduces and mitigates conflict - Increases employee engagement 	<p>[Narrator]</p> <p>As you saw with Lisa’s situation, effective communication can make your job much easier and keeps everyone happy.</p> <p>It’s important because it allows employees to do their jobs with ease and efficiency, build good working relationships, reduce and mitigate conflict, and increase employee engagement.</p>	<p>This layer corresponds with the, “Why is it Important?” tab.</p> <p>Large rectangular border (box) & photo filling left half fly down from the top so appears to come down from tabs on top of slide like a shade being pulled down.</p> <p>Slide text fades in with bullet points and is timed with VO.</p>



Base layer is visible on this layer, so appears this layer is part of base layer.			
Notes:			

Slide [1.7] Menu Title: Knowledge Check			Objective: [1]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The slide background is white or a lighter version of a palette color.</p> <p>Lisa avatar is on right side of screen, facing left & listening.</p> <p>Large rectangle is on left 2/3's of screen and holds knowledge check question, and 4 possible answers. The rectangle should use palette colors.</p> <p>The answer choices should appear below question in rectangles with solid fill behind them. Two are on left (one above the other) and two are on right (one above the other).</p> <p>The top, left rectangle answer: "Accurately conveys information."</p> <p>The top, right rectangle answer: "Involves tactics that eliminate misunderstandings."</p> <p>The bottom, right rectangle answer: "Relays information in a way the recipient understands."</p> <p>The bottom, left rectangle answer:</p>	<p>[Slide Title] Knowledge Check</p> <p>[Slide Directions] Select all that apply, then click submit.</p> <p>[KC Question] Which of the following are aspects of effective workplace communication?</p> <p>[Answer Choices] Accurately conveys information. [Correct]</p> <p>Involves tactics that eliminate misunderstandings. [Correct]</p> <p>Relays information in a way the recipient understands. [Correct]</p> <p>Conveys part of the message but confuses the listener. [Incorrect]</p>	<p>[Narrator] Before we move on, let's see what you remember. Which of the following are aspects of effective workplace communication? Select all that apply and click submit.</p>	<p>This slide is a free form, pick many KC interaction.</p> <p>Allow 2 attempts in the form settings.</p> <p>Large rectangle & 4 rectangles with answers are on slide when it begins.</p> <p>Lisa avatar flies in from right when Narrator audio begins.</p> <p>The KC questions fades in timed with VO.</p> <p>Slide directions fade in timed with VO.</p> <p>4 Rectangles with answers inside have selected state that will show when clicked.</p> <p>When learner clicks submit it will show either correct or try again feedback layer on first attempt.</p> <p>Selected answers do not reset for second attempt.</p>

<p>“Conveys part of the message but confuses the listener.”</p> <p>Slide directions set underneath title on title bar.</p> <p>Base layer is not seen when on correct, incorrect, or try again layers.</p>			<p>After second attempt, learner will see either correct or incorrect layer.</p> <p>Next button is hidden on this slide.</p> <p>The Continue button on layer A & B jumps to the next slide (slide 1.8).</p>
Slide [1.7a] Layer A			Objective: [1]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Slide directions set underneath title on title bar. Include title bar, top and bottom banners on each layer.</p> <p>Lisa avatar = same pose and spot as base layer.</p> <p>The large rectangle with KC question & 4 rectangle answers inside are centered over Continue (centered on slide near bottom). 3 Correct answers are selected in image & have a green check mark on each to show learner what they got correct.</p> <p>Avatar, continue button, title bar & top/bottom banners sit on top to make correct, incorrect, & try again layers appear customized.</p>	<p>[Slide Title] Correct</p> <p>[Slide Directions] Click Continue.</p> <p>[Button] Continue</p>	<p>[Narrator] Great job! You’ve got the idea. Click continue to learn more about effective communication and its many benefits.</p>	<p>Delete built-in textboxes on feedback layer and hide remaining objects by using a large rectangle set below (on timeline) title bar and banners along top and bottom of the slide. This rectangle should be same color as the slide background for base layer.</p> <p>Customize Continue button & use same trigger that was built-in on this layer.</p> <p>Continue button jumps to next slide (1.8) when clicked.</p>
Slide [1.7b] Layer B			Objective: [1]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same as 1.7a.	<p>[Slide Title] Incorrect</p>	<p>[Narrator] That’s not quite right. Remember, effective communication accurately conveys</p>	<p>Delete built-in textboxes on feedback layer and hide remaining objects by using a large</p>

The avatar, continue button, title bar and top/bottom banners will sit on top to make correct, incorrect, and try again layers appear customized.	[Slide Directions] Click Continue. [Button] Continue	information so that others understand and involves tactics to avoid misunderstandings. Click continue to learn more.	rectangle set below (on timeline) title bar and banners along top and bottom of slide. This rectangle should be same color as slide background for base layer. Customize Continue button and use same trigger that was built-in on this layer. Continue button jumps to the next slide (1.8) when clicked.
Slide [1.7c] Layer C			Objective: [1]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same as 1.7a except... The large rectangle with KC question and 4 rectangle answers inside are centered over Try Again Button which is centered on slide close to bottom. Question and correct answers are shown in original state. The incorrect answer is shown in selected state and has a red "X" on it to assist learner with second attempt.	[Slide Title] Try Again [Slide Directions] Click try again. [Button] Try Again	[Narrator] You're starting to get it. Click the try again button to see if you can remember the correct answers.	Delete built-in textboxes on feedback layer and hide remaining objects by using a large rectangle set below (on the timeline) title bar & banners along top & bottom of the slide. This rectangle should be same color as slide background for base layer. Customize Try Again button and use the same trigger that was originally built-in on this layer. Try Again button takes learner back to question on base layer.
Notes:			

Slide [1.8] Menu Title: Components of Communication			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:

<p>Slide directions to click on each box set underneath title on title bar.</p> <p>Slide bkgd divided so bottom 1/3 has photo with image (representative of communication) that covers width of slide and top 2/3's is white or a light version of a palette color.</p> <p>A rectangle that's a solid palette color will have Narrator Quote "Communication is the basis for interpersonal understanding" inside. That rectangle will be set inside a second rectangle of another palette color so it appears to have frame & will be centered on slide.</p> <p>There will be 2 large square shapes each set inside a second square to make a frame around each. They will be arranged left to right (use palette colors) and take up most of the space on the slide.</p> <p>Each square is labeled with their title (Nonverbal & Verbal) and a relevant icon above title inside rectangle. These become custom buttons.</p> <div data-bbox="157 1128 449 1214">  (verbal icon idea) </div> <div data-bbox="157 1214 489 1304">  (nonverbal icon idea) </div>	<p>[Slide Title] Components of Communication</p> <p>[Slide Directions] Click on each box. Click next when you are finished.</p> <p>[Narrator Quote in Rectangle] Communication is the basis for interpersonal understanding.</p> <p>[Rectangle Labels] Nonverbal Verbal</p>	<p>[Narrator] Now that you've got that down, let's dive into the two main components. There is a lot to know about each!</p> <p>Communication is the basis for interpersonal understanding. We rely on verbal and nonverbal cues to connect with and size up other people. Click on each box to explore each type in more detail. Click next when you are finished viewing all of the information.</p>	<p>This is home slide for branching scenario to 4 slides, 2 for each rectangle shown on screen.</p> <p>Narrator Quote in Rectangle will fly in from left & fade out timed with VO.</p> <p>Squares will act as custom buttons. When learner clicks each one, they jump to corresponding slide.</p> <p>Nonverbal Button: Jumps to 1.9, (1.9 to 1.10, 1.10 back to 1.8) Verbal Button: Jumps to 1.11, (1.11 to 1.12, 1.12 back to 1.8)</p> <p>Next button in player hidden from learner until both rectangles are selected and & 4 branching slides visited. Learner will return to this home slide after visiting each slide linked to both buttons (1.9, 1.10, 1.11, 1.12).</p> <p>Both custom square buttons restricted to learner until Narrator VO ends. Once buttons are released, learner will be able to click on them in any order (although directions guide learner to click left to right).</p> <p>Both custom buttons get hover and visited states.</p> <p>Once learner views 4 slides that branch from this one, Next button displayed.</p>
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			Next button jumps to slide 1.13.
Notes:			

Slide [1.9] Menu Title: Nonverbal Communication Defined			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Slide directions set underneath title on the bar.</p> <p>Square custom button for Nonverbal from slide 1.8 is on top, right corner and same height as slide banner. It includes square with frame around it and icon (no text).</p> <p>Background composed of 3 different photos that are vertical in nature & when placed next to one another cover entire slide.</p> <p>Each photo should be in workplace setting & be representative of part of Nonverbal communication discussed when user selects pulsing icon on it and bubble text appears.</p> <p>There will be 1 pulsing icon per photo that user will click to read & hear audio. This means a total of 3 pulsing icons.</p>	<p>[Slide Title] What is Nonverbal Communication?</p> <p>[Slide Directions] Click each icon. Click next when viewed all.</p> <p>[Icon Bubble Left] Includes:</p> <ul style="list-style-type: none"> - Hand gestures - Eye contact - Facial Expressions - Posture -Proximity <p>[Icon Bubble Middle] Takes place in:</p> <ul style="list-style-type: none"> - Meetings - Interviews - Casual conversations <p>[Icon Bubble Right] Nonverbal:</p> <ul style="list-style-type: none"> - One of the strongest forms of communication. 	<p>[Narrator] Nonverbal communication plays a much bigger role than words in forming our first impression of someone. Click on each icon to learn more and click next when you've viewed all three.</p>	<p>Next button disabled until viewer clicks on each pulsing icon to read & hear audio.</p> <p>Icons are restricted so learner may click on them after they listen to base layer audio.</p> <p>When learner clicks on an icon, caption bubble slides out and audio from layer plays.</p> <p>When learner clicks next icon, caption on last one closes and new one slides out.</p> <p>Once all 3 icons selected, viewed & heard, Next button enabled.</p> <p>Next button jumps to slide 1.10.</p>
Slide [1.9a] Layer A – Left Icon Clicked			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:

Viewer can see all assets on base layer. No other images added to this layer, unless use transparent shape(s) that fades out to restrict learner from clicking other icons while audio plays.	None	[Narrator – Left Icon Clicked] It includes cues such as hand gestures, eye contact, facial expressions, posture and proximity.	When learner clicks on an icon on base layer a caption bubble will slide out on base & audio will play on this layer. Other icons are restricted from clicking until audio on this layer completes. When user clicks next icon, caption on last one closes & new one slides out.
Slide [1.9b] Layer B – Middle Icon Clicked			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same as 1.9a.	None	[Narrator – Middle Icon Clicked] It takes place in many situations including meetings, interviews or casual conversations.	Same as 1.9a.
Slide [1.9c] Layer C – Right Icon Clicked			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same as 1.9a.	None	[Narrator – Right Icon Clicked] Nonverbal communication can be one of the strongest forms of communication between coworkers.	Same as 1.9a.
Notes:			

Slide [1.10] Menu Title: Benefits of Nonverbal Communication			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
The slide includes title bar, top and bottom banners used throughout. Noted here since an accordion. Slide directions set underneath title on title bar.	[Slide Title] Benefits of Nonverbal Communication [Slide Directions]	[Narrator] Now that you have a solid understanding of what nonverbal communication is, let's take a closer look at their many benefits. Click on each tab to learn more about how strong skills in this area can help you in the	Slide Directions will fade in timed with VO. Tabs restricted from learner to click until Narrator Audio finishes on base layer.

<p>Square custom button for Nonverbal from slide 1.8 is on top, right corner and same height as slide banner. It includes square with frame around it and icon (no text).</p> <p>Nearly entire slide is taken up by accordion interaction. There are 4 vertical tabs that display tab titles and tabs take up about 1/4th – 1/3rd of slide on left, leaving remainder space for content to show within accordion frame.</p> <p>Each tab should be a different palette color. Tabs placed left to right in order: Tab 4 on left and Tab 1 on right in grouping.</p> <p>Closed accordion will show on screen to start with a cover box photo that shows a closeup of employees giving a fist bump or other celebratory hand gesture.</p> <p>When learner clicks on each tab, it will glide to its open position and display information for that tab.</p>	<p>Click on each tab to learn more. Click next when finished.</p> <p>[Numbered Tabs]</p> <ol style="list-style-type: none"> 1. Compliments a Verbal Message 2. Bridges Cultural Divides 3. Express Without Words 4. Provides Another Way 	<p>workplace. When finished, you may click next to continue.</p>	<p>Learner will be able to click on tab 1, which will open accordion and show corresponding layer, meaning it glides to its open position. Each layer's open accordion position will have content related to tab title.</p> <p>Next button restricted until all 4 tabs selected & all 4 tabs have viewed.</p> <p>When learner clicks on Next button it will jump back to slide 1.8.</p>
<p>Slide [1.10a]</p> <p>Layer A – Corresponds to “1. Compliments a Verbal Message” Tab</p>			
<p>Visual / Display:</p> <p>Include title bar, top & bottom banners, & nonverbal icon in top right corner on each layer.</p> <p>Slide directions set underneath title on title bar.</p>	<p>Slide Text:</p> <p>[Slide Title] Benefits of Nonverbal Communication</p> <p>[Slide Directions]</p>	<p>Narration / Voiceover:</p> <p>[Narrator] Nonverbal cues complement a verbal message by adding to its meaning, such as using gestures or facial expressions to emphasize a point.</p>	<p>Animation / Interaction:</p> <p>Tab 1 and coverbox photo glide to right with use of a motion path when timeline begins.</p> <p>Tab 1 ends up on the right side of the slide and the image and icon</p>

<p>Image related to tab content shown and fills space between tabs on left and open tab on right and fills all space from top to bottom between banners.</p> <p>Icon added within a circle on top right corner of photo image that is same color as corresponding tab and supports layer content.</p> <p>Tabs 2, 3 and 4 are on left. Tab 1 moves to right.</p>	<p>Click on each tab to learn more. Click next when finished.</p>		<p>related to Tab 1 content are visible.</p> <p>Tabs 2 is restricted until VO ends on layer.</p> <p>Learner will be able to click on tab 2 to open next layer.</p>
<p>Slide [1.10b] Layer B - Corresponds to "2. Bridges Cultural Divides" Tab</p>			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same as 1.10a</p> <p>Tabs 3 and 4 are on left. Tab 1 is on right. Tab 2 starts on left and moves to right next to Tab 1.</p>	<p>[Slide Title] Benefits of Nonverbal Communication</p> <p>[Slide Directions] Click on each tab to learn more. Click next when finished.</p>	<p>[Narrator] They can bridge cultural divides, as some are universal and can convey messages across different languages and contexts.</p>	<p>Tab 2 and tab 1 photo & icon glide to right with use of a motion path when timeline begins.</p> <p>Tab 2 ends up on right side of slide next to Tab 1 and image and icon related to Tab 2 content are visible.</p> <p>Tabs 3 is restricted until VO ends on layer.</p> <p>Learner will be able to click on tab 3 to open next layer.</p>
<p>Slide [1.10c] Layer C - Corresponds to "3. Express Without Words" Tab</p>			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same as 1.10a</p> <p>Tab 4 is on left. Tabs 1 and 2 are on right. Tab 3 starts on left & moves to right next to Tab 2.</p>	<p>[Slide Title] Benefits of Nonverbal Communication</p> <p>[Slide Directions]</p>	<p>[Narrator] They express feelings, emotions, and intentions without using words, which can be useful when words are inadequate or inappropriate.</p>	<p>Tab 3 and tab 2 photo & icon glide to right with use of a motion path when timeline begins.</p>


	Click on each tab to learn more. Click next when finished.		<p>Tab 3 ends up on right side of slide next to Tab 2 and image & icon related to Tab 3 content are visible.</p> <p>Tabs 4 is restricted until VO ends on layer.</p> <p>Learner will be able to click on tab 4 to open next layer.</p>
Slide [1.10d] Layer D - Corresponds to "4. Provides Another Way" Tab			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same as 1.10a</p> <p>Tabs 1, 2 and 3 are on right. Tab 4 starts on left & moves to right next to Tab 3.</p>	<p>[Slide Title] Benefits of Nonverbal Communication</p> <p>[Slide Directions] Click on each tab to learn more. Click next when finished.</p>	<p>[Narrator] Also, they provide a non-threatening way to communicate, as it can avoid direct confrontation or criticism and convey messages subtly or politely.</p>	<p>Tab 4 and tab 3 photo & icon glide to right with use of a motion path when timeline begins.</p> <p>Tab 4 ends up on right side of slide next to Tab 3 and image & icon related to Tab 4 content are visible.</p> <p>When timeline ends all 4 tabs have been clicked & all layers viewed, so Next button will be enabled.</p> <p>Develop so viewer can click anywhere on this layer to get back to base layer but restrict so that learner cannot until timeline ends on layer.</p>
Notes:			

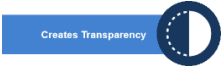
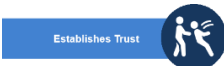
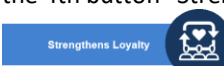

Slide [1.11] Menu Title: Verbal Communication Defined			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:




<p>Slide directions set underneath title on title bar.</p> <p>Square custom button for Verbal from slide 1.8 is on top, right corner & is same height as slide banner. It includes square with frame around it & icon (no text).</p> <p>Background composed of 3 different photos that are vertical in nature & when placed next to one another cover entire slide.</p> <p>Each photo should be in a workplace setting and be representative of part of Verbal communication discussed when user selects pulsing icon on it & bubble text appears.</p> <p>There will be one pulsing icon per photo that user will click to read & hear audio. This means a total of 3 pulsing icons.</p>	<p>[Slide Title] What is Verbal Communication?</p> <p>[Slide Directions] Click each icon. Click next when viewed all.</p> <p>[Icon Bubble Left] The process of using speech to pass information to other people.</p> <p>[Icon Bubble Middle] Strong verbal communication is preferred and gives you the extra edge.</p> <p>[Icon Bubble Right] Used to make presentations, share points during meetings, make phone calls and more.</p>	<p>[Narrator] First impressions are formed by nonverbal cues. Once a conversation begins, verbal communication is what confirms or corrects our first impression of someone. Click on each icon to learn more and click next when you've viewed all three.</p>	<p>Next button is disabled until viewer clicks each pulsing icon to read and hear audio.</p> <p>Icons are restricted so that learner may click on them after they listen to base layer audio.</p> <p>When learner clicks on an icon, caption bubble slides out on base layer and audio from this layer plays.</p> <p>When user clicks next icon, caption on last one closes & new one slides out.</p> <p>Once all 3 icons selected, viewed and heard, Next button will be enabled.</p> <p>Next button jumps to slide 1.12.</p>
<p>Slide [1.11a] Layer A – Left Icon Clicked</p>			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Viewer can see all assets on base layer.</p> <p>No other images on this layer, unless use a transparent shape(s) that fades out to restrict learner from clicking other icons while audio plays.</p>	None	<p>[Narrator – Left Icon Clicked] Verbal communication is the process of using speech to pass information to other people.</p>	<p>When learner clicks on an icon caption bubble on base layer will slide out & audio on this layer will play.</p> <p>Other icons are restricted from clicking until audio on this layer completes.</p>

			When user clicks next icon, caption on last one closes & new one slides out.
Slide [1.11b] Layer B – Middle Icon Clicked			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same as 1.11a.	None	[Narrator – Middle Icon Clicked] Having strong verbal communication skills will always give you the extra edge. Employers prefer candidates that exceed expectations in this area.	Same as 1.11a.
Slide [1.11c] Layer C – Right Icon Clicked			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same as 1.11a.	None	[Narrator – Right Icon Clicked] At work you will use verbal communication to make presentations, share your points during meetings, make phone calls or engage in productive conversations with colleagues.	Same as 1.11a.
Notes:			

Slide [1.12] Menu Title: Benefits of Verbal Communication			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Square custom button for Verbal from slide 1.8 is on top, right corner & is same height as slide banner. It includes square with frame around it & icon (no text).</p> <p>Slide directions set below title on title bar.</p> <p>Slide background divided so bottom 1/3rd has photo representative of</p>	<p>[Slide Title] Benefits of Verbal Communication</p> <p>[Slide Directions] Click on each button to learn more. Click next when finished.</p> <p>[Narrator Caption in Rectangle]</p>	<p>[Narrator] Quality verbal communication sets the stage for a positive work environment and is a win-win for everyone. Click each button working left to right to learn how. When finished, click next to continue.</p>	<p>Narrator caption text displayed on slide fades in timed with VO audio. “It is a win-win for everyone.” = stays on the slide.</p> <p>Custom buttons & arrows fly in from left at same time slide directions text fade in timed with VO.</p>

<p>Verbal communication & covers width of slide. Top 2/3's is white or a lighter version of a palette color.</p> <p>8 Custom buttons, 1 for each benefit. Buttons will be a white icon representative of benefit inside a circle that is a solid palette color. All should be same color. Buttons will be spread evenly left to right across slide partially overlapping top edge of photo.</p> <p>There will be a small arrow between each icon to support directions to click each going left to right. Use same solid palette color for all arrows.</p> <p>A rectangle that is a solid palette color will have Narrator Quote "Quality verbal communication sets the stage for a positive work environment and is a win-win for everyone," inside. That rectangle will be set inside a 2nd rectangle of another palette color so it appears to have frame around it. Center it in the bottom 1/3rd of the slide under custom buttons.</p>	<p>Quality verbal communication sets the stage for</p> <p>a positive work environment.</p> <p>It's a win-win for everyone!</p>		<p>Buttons restricted to learner until audio on base layer complete.</p> <p>All custom buttons have a hover and viewed state so clear to learner which they've visited.</p> <p>Next button is disabled until timeline ends on all layers.</p> <p>Once all 8 buttons have been selected, viewed and heard, Next button enabled.</p> <p>Base layer visible from other layers.</p> <p>When learner clicks on Next button it will jump back to slide 1.8.</p>
<p>Slide [1.12a]</p> <p>Layer A – Helps to Prevent Conflict</p>			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>An enlarged version of custom icon for "Prevents Conflict & Misunderstandings" overlaps right end of rectangle with text & two together centered above all 8 custom buttons.</p> 	<p>[Rectangle Text]</p> <p>Prevents Conflict & Misunderstandings</p>	<p>[Narrator]</p> <p>It helps to prevent conflict and minimizes misunderstandings.</p>	<p>When user clicks on "prevents conflict" custom button on base layer, an enlarged version of custom button will fade in with rectangle shape with slide text inside.</p>

Slide [1.12b] Layer B				Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:	
Same as 1.12a, but corresponds with the 2 nd button “Creates Transparency” 	[Rectangle Text] Creates Transparency	[Narrator] Strong verbal communication creates an atmosphere of transparency.	Same as 1.12 a, but corresponds with the 2 nd button “Creates Transparency”	
Slide [1.12c] Layer C				Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:	
Same as 1.12 a, but corresponds with the 3 rd button “Establishes Trust” 	[Rectangle Text] Establishes Trust	[Narrator] It establishes trust among team members.	Same as 1.12 a, but corresponds with the 3 rd button “Establishes Trust”	
Slide [1.12d] Layer D				Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:	
Same as 1.12 a, but corresponds with the 4 th button “Strengthens Loyalty” 	[Rectangle Text] Strengthens Loyalty	[Narrator] It strengthens loyalty to each other and ultimately to the company.	Same as 1.12 a, but corresponds with the 4 th button “Strengthens Loyalty”	
Slide [1.12e] Layer E				Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:	
Same as 1.12 a, but corresponds with the 5 th button “Promotes Team Building” 	[Rectangle Text] Promotes Team Building	[Narrator] It promotes team building which makes work more fun.	Same as 1.12 a, but corresponds with the 5 th button “Promotes Team Building”	
Slide [1.12f] Layer F				Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:	

Same as 1.12 a, but corresponds with the 6th button “Enhances Motivation” 	[Rectangle Text] Enhances Motivation	[Narrator] It enhances motivation which leads to higher efficiency and excitement.	Same as 1.12 a, but corresponds with the 6th button “Enhances Motivation”
Slide [1.12g] Layer G			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same as 1.12 a, but corresponds with the 7th button “Inspires Innovation” 	[Rectangle Text] Inspires Innovation	[Narrator] It inspires innovation which leads to creative problem solving.	Same as 1.12 a, but corresponds with the 7th button “Inspires Innovation”
Slide [1.12h] Layer H			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same as 1.12 a, but corresponds with the 8th button “Boosts Productivity” 	[Rectangle Text] Boosts Productivity	[Narrator] All of these outcomes combined leads to a boost in productivity.	Same as 1.12 a, but corresponds with the 8th button “Boosts Productivity”
Notes:			

Slide [1.13] Menu Title: Distinguish Strategies			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Slide directions are set under title on title bar. Slide background is white or a lighter version of a palette color. Lisa avatar has two poses on left side of screen: 1 - facing learner & thinking aloud. 2 – thinking & facing right. Thought bubbles will be to Lisa’s right. Two clipboards are side by side on right half of slide. Left is labeled Nonverbal	[Slide Title] Distinguish Strategies [Slide Directions] Drag each strategy to the proper category. Click submit. [Drag Items/verbal & nonverbal strategy examples; answers in brackets not to be included in slide text]	[Lisa] Wow! It’s clear there are a lot of ways I can help my team, workplace, and clients just by communicating well. How do I get started? [Narrator] Given the many benefits of strong communication skills, it’s natural to wonder how to put them in place. Let’s see what you already know. Help Lisa sort the verbal and nonverbal strategies to her right. As it is revealed, drag each strategy	Lisa avatar (1) facing learner/thinking aloud on left side of slide. Thought bubble fades in with text timed with VO & fades out timed with VO. Lisa avatar changes to (2) thinking/facing right when audio says, “Help Lisa...”

<p>and right labeled Verbal. (These clipboards will be drop targets for a freeform drag-and-drop KC.)</p> <p>There will be 6 examples of Verbal & Nonverbal Strategy examples (3 of each) as drag items that learner will need to sort between 2 drop targets. They will be set in rectangles of one palette color.</p>	<ul style="list-style-type: none"> • Control hand gestures [NV] • Be aware of facial expressions [NV] • Make eye contact [NV] • Be clear and concise [V] • Master your tone of voice [V] • Avoid jargon [V] 	<p>to the category of communication that it belongs to. Click the submit button when you are finished.</p>	<p>Slide is a freeform drag-and-drop KC interaction.</p> <p>Drag items should be arranged in scrambled order so they are not already sorted by type of strategy. They should be revealed 1 at a time with a float up entrance animation & be placed between Lisa and clipboards.</p> <p>Allow 2 attempts in form settings. Arrange dropped items in a “Free” format so visible once dropped. No state changes needed.</p> <p>When learner clicks submit, it will show either correct or try again feedback layer on 1st attempt.</p> <p>Dropped items do not reset for 2nd attempt. After 2nd attempt learner will see correct or incorrect layer.</p>
<p>Slide [1.13a] Layer A - Correct</p>			
<p>Visual / Display:</p> <p>Slide directions are under title on title bar. Include title bar, top and bottom banners on each layer.</p> <p>Lisa avatar is on left side of slide layer, facing learner smiling with celebratory hand gesture.</p> <p>Two clipboards with answers sorted correctly are centered on slide over</p>	<p>Slide Text:</p> <p>[Slide Title] Correct</p> <p>[Slide Directions] Click Continue.</p> <p>[Button] Continue</p>	<p>Narration / Voiceover:</p> <p>[Narrator] Great job! You know a lot already. Click continue to learn more about each communication strategy.</p>	<p>Animation / Interaction:</p> <p>Keep built in Continue button & format it to customize. Delete built-in textboxes on feedback layer & hide remaining objects by using a large rectangle set below (on timeline) title bar & banners along top & bottom of slide. This rectangle should be same color as slide background for base layer.</p>

Continue Button that is centered on slide close to bottom banner. The avatar, continue button, title bar and top/bottom banners will sit on top to make the correct, incorrect, and try again layers appear customized.			Continue button uses same trigger that was originally on built-in button on this layer. Continue button jumps to next slide (1.14) when clicked.
Slide [1.13b] Layer B - Incorrect			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Everything is same as 1.13a except Lisa avatar is talking & gesturing facing learner on left side of slide.	[Slide Title] Incorrect [Slide Directions] Click Continue. [Button] Continue	[Narrator] That's not quite right. When looking at each strategy, think about whether it applies to spoken or unspoken communication. Click continue to learn more.	Same as 1.13 a. Continue button jumps to next slide (1.14) when clicked.
Slide [1.13c] Layer C – Try Again			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Slide directions are under title on title bar. Include title bar, top and bottom banners on each layer. Lisa avatar is on the left side of the slide layer, facing learner and pointing to her forehead thinking. The two clipboards labeled with titles are centered on the slide over the Try Again Button that is centered on slide close to bottom banner. The 6 examples of Verbal & Nonverbal Strategies from base layer will be placed on their correct drop zone	[Slide Title] Try Again [Slide Directions] Click try again. [Button] Try Again [Base layer drag items/verbal & nonverbal strategy examples; answers in brackets not to be included in slide text]	[Narrator] You're starting to get it. Click the try again button to see if you can sort the strategies correctly.	Delete built-in textboxes on feedback layer and hide remaining objects by using a large rectangle set below (on the timeline) title bar & banners along top & bottom of slide. This rectangle should be same color as slide background for base layer. Customize Try Again button & use same trigger that was originally built-in on this layer. The 6 examples of Verbal & Nonverbal Strategies from base

<p>clipboard with same palette color as base layer.</p> <p>The avatar, try again button, title bar and top/bottom banners will sit on top to make the correct, incorrect, and try again layers appear customized.</p>	<ul style="list-style-type: none"> • Control hand gestures [NV] • Be aware of facial expressions [NV] • Make eye contact [NV] • Be clear and concise [V] • Master your tone of voice [V] • Avoid jargon [V] 		<p>layer will fade in and out timed with VO.</p> <p>Try Again button takes learner back to question on base layer.</p>
<p>Notes: This is Pre-Assessment Knowledge Check in the form of a Drag-and-Drop</p>			

Slide [1.14] Menu Title: Nonverbal Strategies			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Slide directions are underneath title on title bar. Slide background is white or a lighter version of a palette color.</p> <p>Use same square custom icon for Nonverbal in top right corner of upper banner just like on slides 1.9 & 1.10.</p> <p>Left 1/3rd of slide is a slightly darker version of palette color used for slide background. 5 Custom Buttons for each nonverbal strategy are centered in and spaced vertically top to bottom on this part of the slide. Buttons are all same palette color. Buttons have hover and viewed states.</p> <p>Magnifying glass icon - make it a palette color.</p>	<p>[Slide Title] Nonverbal Strategies</p> <p>[Directions] Click each button below. Click next when finished.</p> <p>[Buttons]</p> <ul style="list-style-type: none"> • Hand Gestures • Eye Contact • Facial Expressions • Posture • Proximity 	<p>[Narrator] Now that you're able to differentiate types of strategies, let's look at each nonverbal communication strategy closely. Click on each button to learn more and click next when finished.</p>	<p>Buttons faded in timed with VO Audio when says, "...types of strategies..."</p> <p>Magnifying glass fades in on right side of top button when VO says, "let's look at each..." & then moves top to bottom along motion path highlighting all 5 buttons & fades out when narrator moves onto slide directions.</p> <p>Slide directions fade in timed with VO.</p> <p>When user clicks each button, layer that corresponds appears.</p>

Learner will be able to see base layer from other layers.			Next button is restricted on slide and will be enabled once learner clicks each button and timeline ends on each layer. Next button will go to next slide (1.15) when clicked.
Slide [1.14a] Layer A – Hand Gestures			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Arrow extends from right side of “Hand Gesture” Button and points to a large rectangular box that is centered on right side of slide. On left side of that box is an image that supports content. On right is bulleted slide text.	[Slide Text] - Emphasize a point - Limit how often - Avoid hands in pockets, arms folded, and hand wringing - Nervous? Put hands to sides	[Narrator] While most people use hand gestures to emphasize a point, it's important to limit how often they are used. Avoid hands in pockets, arms folded across your chest, and hand wringing. If you're nervous, put your hands to your sides.	Arrow, large rectangle, and picture fly in from left. Text fades in timed with VO.
Slide [1.14b] Layer B – Eye Contact			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same as 1.14a except arrow extends from right side of “Eye Contact” Button	[Slide Text] - Always make eye contact	[Narrator] Always make eye contact during conversations. People associate trustworthiness with those that maintain eye contact while they speak.	Same as 1.14a.
Slide [1.14c] Layer C – Facial Expressions			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same as 1.14a except arrow extends from right side of “Facial Expressions” Button	[Slide Text] - Stay aware - Keep a calm and neutral facial expression - React genuinely to positive triggers	[Narrator] Stay aware of the faces you make. It's a good idea to keep calm, neutral facial expressions when you experience negative triggers and allow your facial expressions to react genuinely to positive triggers.	Same as 1.14a.

Slide [1.14d] Layer D – Posture			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same as 1.14a except arrow extends from right side of “Posture” Button	[Slide Text] - Keep good, straight posture - Lean forward - Keep body facing other person	[Narrator] Good straight posture while sitting or standing symbolizes leadership. Leaning forward indicates you care. Lastly, during conversation keep your body facing toward the other person.	Same as 1.14a.
Slide [1.14e] Layer E – Proximity			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same as 1.14a except arrow extends from right side of “Proximity” Button	[Slide Text] - Be aware of your own personal space - Give others personal space	[Narrator] When it comes to proximity, it is important to be aware of your own personal space and give others enough personal space as well.	Same as 1.14a.
Notes:			

Slide [1.15] Menu Title: Verbal Strategies			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Slide directions are underneath title on title bar. Slide background is white or a lighter version of a palette color.</p> <p>Use same square custom icon for Verbal in top right corner of upper banner just like on slides 1.11 & 1.12.</p> <p>There are 5 Custom Buttons for each verbal strategy going left to right across slide (no gaps b/w them - 1st one starts on left edge, last 1 ends on right edge of slide). Buttons are all same palette</p>	<p>[Slide Title] Verbal Strategies</p> <p>[Directions] Click each button below. Click next when finished.</p> <p>[Narrator Text in Box] Strong communication improves work relationships.</p> <p>[Buttons]</p>	<p>[Narrator] As we saw earlier with Lisa’s situation, strong communication will improve your professional life. Put these verbal strategies in place to gain the many benefits discussed earlier. To learn more about each, select the buttons below moving left to right. When finished, click the next button.</p>	<p>All 5 photos on slide – left to right/no gaps/bottom half.</p> <p>Narrator Text is placed in rectangle with solid palette color and is framed by another larger rectangle of another palette color. It is centered above the pictures and custom buttons. It fades in timed with VO. It fades out just before VO says, “Put these verbal...”</p>

<p>color but change slightly going lightest to darkest across the slide (L to R).</p> <p>Buttons have hover and viewed states. Viewed state changes to another palette color and ends up going lightest to darkest across slide (L to R) after all have been viewed.</p> <p>1 picture is set below each Custom Button (image corresponds with verbal strategy above it). Total of 5 pictures. Pictures line up with top of slide banner on bottom of slide & are same width as button that sits above it. No space b/w picture & button above. No space b/w pictures.</p> <p>Pictures with custom buttons take up bottom half of slide.</p>	<ul style="list-style-type: none">• Clear and Concise• Open-Ended Questions• Active Listening• Master Your Tone• Avoid Jargon		<p>Custom buttons fade in one at a time going left to right and are timed to VO.</p> <p>Slide directions fade in timed with VO.</p> <p>When user clicks each button, it takes them to layer that corresponds. Base layer is visible on all layers.</p> <p>Next button is restricted on slide & enabled once learner clicks each button & timeline ends on each layer.</p> <p>Next button will go to next slide (1.16) when clicked.</p>
Slide [1.15a] Layer A – Clear and Concise			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>“Clear and Concise” button & photo on this layer also – same spot.</p> <p>A rectangle with Slide Text that’s same width as button & photo & is a solid palette color is hidden behind photo & button on this layer.</p>	<p>[Slide Text] Brevity is important. Keep it short and to the point.</p>	<p>[Narrator] When you communicate, be clear and concise. Brevity is important. It's better to keep it short and to the point.</p>	<p>When layer timeline begins, rectangle moves up along motion path from behind image and button & moves back down along motion path to be hidden when timeline ends (timed with VO).</p>
Slide [1.15b] Layer B – Open-Ended Questions			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same as 1.15a except image, button, and rectangle with Slide Text correspond with “Open-Ended Questions”</p>	<p>[Slide Text] Ask questions that cannot be answered with yes or no.</p>	<p>[Narrator] Ask open ended questions to gain insight. These are questions that cannot be answered with a simple yes or no.</p>	<p>Same as 1.15a.</p>

Slide [1.15c] Layer C – Active Listening			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same as 1.15a except image, button, and rectangle with Slide Text correspond with “Active Listening”	[Slide Text] Make sure you are not multitasking. This conveys attentiveness.	[Narrator] Be fully engaged and listen on purpose. Make sure you are not multitasking. This conveys attentiveness.	Same as 1.15a.
Slide [1.15d] Layer D – Master Your Tone			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same as 1.15a except image, button, and rectangle with Slide Text correspond with “Master Your Tone”	[Slide Text] Neutralize negative reactions with a calm tone.	[Narrator] Stay calm, cool and collected. Neutralize negative reactions with a calm tone. Allow your tone to react to genuinely positive triggers as well.	Same as 1.15a.
Slide [1.15e] Layer E – Avoid Jargon			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same as 1.15a except image, button, and rectangle with Slide Text correspond with “Avoid Jargon”	[Slide Text] Avoid special words or expressions used by a profession or a group.	[Narrator] Avoid special words or expressions that are used by a certain profession or group. Use language that is easy to understand. This ensures that your message is clear.	Same as 1.15a.
Notes:			

Slide [1.16] Menu Title: Quiz Introduction			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Slide directions under title in title bar. Lisa avatar happy/facing left on right side of slide. 1 large rectangle = solid palette color on left side of slide. 4 smaller rectangles all 1 other solid palette color	[Slide Title] Graded Quiz [Directions] Click next to begin. [Four Button-like Rectangles] • 5 Graded Questions	[Narrator] Nice job! You have completed the learning portion and it’s time to take the course quiz. You will complete 5 graded questions and must get an 80% to pass. You may retake the quiz as many times as needed. Click the Next button when you are ready to begin. Good luck!	Lisa avatar is on right side of slide. Lisa avatar slides left (just to the right of the middle of the slide) when VO says, “You have completed...” The large rectangle and “5 Graded Questions” rectangle fade in

<p>set inside it with narrator text placed in each.</p> <p>Rectangles are lined up vertically inside larger box & evenly spaced.</p>	<ul style="list-style-type: none"> • 80% to Pass • Unlimited Retakes • Good Luck! 		<p>timed with VO. The other rectangles fade in timed with VO also.</p> <p>Slide directions fade in timed with VO.</p>
Notes:			

Slide [1.17] Title: Quiz Question 1 (Hidden from Menu)			Objective: [1]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Slide directions under title in title bar.</p> <p>Slide background is same palette color for all quiz question slides.</p> <p>Same visual layout for all quiz questions slides to include title bar, top & bottom banners.</p> <p>Question text appears larger than multiple choice answer options, which are displayed below question.</p>	<p>[Slide Title] Question 1</p> <p>[Directions] Select the best answer choice and click submit.</p> <p>[Question] Which of the following is the best definition for effective workplace communication?</p> <p>[Answer Choices] - Accurately conveys clear and concise information, ensures the recipient understands, and involves tactics that eliminate misunderstandings [Correct] - Uses jargon specific to a group or profession - Includes long explanations with</p>	<p>None</p>	<p>Score by question with 1 attempt for each quiz question as learner progresses through quiz. Shuffle answers. They will be able to Retake entire quiz at end if they do not pass.</p> <p>Results slide 1.22; graded quiz – multiple choice, multiple selection, and true/false.</p> <p>Learner should not get immediate feedback with Correct or Incorrect feedback layers. They should answer all questions sequentially 1st in graded assessment, then receive their score on Results page.</p> <p>If they do not pass, they can come back & review the quiz.</p>

	unnecessary information that confuses the listener.		
Notes: Hidden from Menu			

Slide [1.18] Title: Quiz Question 2 (Hidden from Menu)			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for 1.17, 1.18, 1.19, 1.20, 1.21	<p>[Slide Title] Question 2</p> <p>[Directions] Select all that apply and click submit.</p> <p>[Question] When in a meeting, best practice for nonverbal communication includes which of the following?</p> <p>[Answer Choices] - Lean forward [Correct] - Maintain good, straight posture [Correct] - Keep body facing person speaking [Correct] - Allow facial expressions to react to negative triggers</p>	None	Same Settings for 1.17, 1.18, 1.19, 1.20, 1.21
Notes: Hidden from Menu			

Slide [1.19] Title: Quiz Question 3 (Hidden from Menu)			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:

Same visual layout for 1.17, 1.18, 1.19, 1.20, 1.21	[Slide Title] Question 3 [Directions] Select all that apply and click submit. [Question] When faced with a negative trigger at work, how should you respond to prevent conflict and promote transparent communication? [Answer Choices] - Stay calm, cool, and collected [Correct] - Raise your voice - Neutralize negative reactions with a calm tone of voice [Correct] - Roll your eyes	None	Same Settings for 1.17, 1.18, 1.19, 1.20, 1.21
Notes: Hidden from Menu			

Slide [1.20] Title: Quiz Question 4 (Hidden from Menu)		Objective: [2]	
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for 1.17, 1.18, 1.19, 1.20, 1.21	[Slide Title] Question 4 [Directions] Select true or false and click submit. [Question]	None	Same Settings for 1.17, 1.18, 1.19, 1.20, 1.21

	<p>Is the following statement true or false? When speaking with coworkers, it's best to use jargon to make your message as clear as possible.</p> <p>[Answer Choices]</p> <ul style="list-style-type: none"> - True - False [Correct] 		
Notes: Hidden from Menu			

Slide [1.21] Title: Quiz Question 5 (Hidden from Menu)			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for 1.17, 1.18, 1.19, 1.20, 1.21	<p>[Slide Title] Question 5</p> <p>[Directions] Select all that apply and click submit.</p> <p>[Question] Choose verbal communication strategies that are beneficial to the work environment?</p> <p>[Answer Choices]</p> <ul style="list-style-type: none"> - Be clear and concise [Correct] - Keep tone calm [Correct] - Ask open-ended questions [Correct] - Use straight posture - Use hand gestures when emphasize a point 	None	Same Settings for 1.17, 1.18, 1.19, 1.20, 1.21

	- Always make eye contact	
Notes: Hidden from Menu		

Slide [1.22] Title: Quiz Results (Hidden from Menu)			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Color from palette is used for slide background. Layout includes title bar, top & bottom banners.</p> <p>Your Score, Passing Score, line and box around it customized to font and palette colors and centered towards bottom of slide.</p>	<p>[Slide Title]</p> <p>Quiz Results</p> <p>Your Score: XX%</p> <p>Passing Score: YY%</p>	<p>[Narration on layers only]</p>	<p>Use Result slide to show Success layer 1.22a when timeline starts if results are equal to or greater than passing score.</p> <p>Show Failure layer 1.22b when timeline starts if results are less than passing score.</p> <p>Base layer visible from Success & Failure layers.</p> <p>Results variable reference shows percent score only. Do not show points variable reference.</p> <p>Built in graded quiz variable reference displays learns score when XX appears on slide.</p> <p>80% to pass shown where YY appears on slide.</p>
Notes: Hidden from Menu			
Slide [1.22a] Layer A – Success			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Lisa avatar appears to right of passing score box which is centered on slide.</p>	<p>Nice job, you passed!</p> <p>[Slide Directions]</p>	<p>[Narrator]</p> <p>Thank you for taking the quiz. Nice job! You passed. Want to see your results? Click on</p>	<p>Review button: shows correct/incorrect response when reviewing</p>

Lisa avatar smiling, facing learner, & celebratory fist pump. Font and colors adjusted to palette.	Click review quiz or click continue to move on. [Buttons] Review Quiz Continue	the review quiz button. If you are ready to move forward, please click the continue button.	Continue button: jumps to slide 1.23
Slide [1.22b] Layer B – Failure			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Lisa avatar appears to right of score box which is centered on slide. Lisa avatar thinking, facing left with hands on hips. Font and colors adjusted to palette.	Sorry, you didn't pass. [Slide Directions] Click review quiz or click try again to retake the quiz. [Buttons] Review Quiz Retake Quiz	[Narrator] Thank you for taking the quiz. Unfortunately, you did not pass. You can review your results by clicking on the review quiz button. When you are ready to try again, click the retake quiz button.	Retake button: resets results slide and jumps to slide 1.17 Review button: shows correct/incorrect response when reviewing
Notes:			

Slide [1.23] Menu Title: Summary			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout as slide 1.5. Exception is Lisa avatar: <ul style="list-style-type: none"> 1 = facing learner with hands on hips smiling 2 = turned left towards summary listening/smiling Can use same or different palette colors for boxes around LO's on slide 1.5.	[Slide Title] Summary [Directions] Click next to continue to the last slide. [Learning Objectives Summarized] <ul style="list-style-type: none"> Define effective workplace communication. Recognize best practices for verbal 	[Narrator] Now that you're finished, you should be able to define effective workplace communication, recognize best practices for verbal and nonverbal communication, and distinguish strategies used for both. Click next to continue to the last slide.	Slide directions, rectangles and text fade in timed with VO. Lisa avatar (1) comes in with slide. Lisa avatar (2) fades in with "You be able to..." Next button jumps to next slide (1.24) when clicked.

	<p>and nonverbal communication among colleagues.</p> <ul style="list-style-type: none"> Distinguish strategies used for productive verbal and non-verbal communication. 		
Notes:			

Slide [1.24] Menu Title: Congratulations			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background image is celebratory and colors tie in with look & feel of course.</p> <p>Lisa avatar is just to right of middle of slide. Her caption bubble goes to her right.</p> <p>A custom Complete button goes on bottom, right corner of the slide.</p>	<p>[Slide Title] Congratulations!</p>	<p>[Narrator] Congratulations! You have completed the Effective Workplace Communication course. Well done!</p> <p>[Lisa] Thank you! I've learned a lot and can't WAIT to put all of these strategies in place.</p> <p>[Narrator] Click complete to exit the course.</p>	<p>Next button is hidden on this slide.</p> <p>Congratulations, slide directions, and Lisa caption in a caption bubble fade in timed with VO.</p> <p>A custom Complete button exits the course.</p>
Notes:			