

Onboarding: “The Handoff” eLearning Storyboard B

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Learning Objectives

After you complete this course, you will know how to

- Identify the components of a strong handoff agenda.
- Develop trust and rapport with the client during handoff meetings.
- Distinguish ways to continue to shape the outcome of your course with the development team, post-handoffs.

Section # / Name	Audio/Voiceover	Visual/Display	Interaction
1.0 / The End	<p>Dear Instructional Designer, Here is a beautiful eLearning course at Gold, the finished product. See how it shines.</p> <p>But it wasn't always this polished. Many handoffs between the instructional designer, development team, and the client have occurred to bring this eLearning to life.</p> <p>A handoff is defined as a transfer of a deliverable between two parties. In the learning design world, this means a transfer between instructional designer and client, or vice versa. It can also mean a transfer between</p>	<ul style="list-style-type: none">● Current day design scheme● An example of a completed eLearning course● A proud looking ID (and maybe a client and developer as well)	

	<p>instructional designer and development team, and vice versa. There are methods you can follow to ensure an effective handoff.</p> <p>In this course, you'll learn what goes into a handoff agenda, how to use handoff meetings to build trust and rapport with the client, and how to work with the dev team to continue to shape the outcome of your course in between handoffs.</p>		
1.1 / Rewind the Clock	Let's go back in time to see where it all began.	<ul style="list-style-type: none"> • A clock rewinding. 	Learner clicks the clock and it rewinds.
2.1 / Agenda	Whoa! This is quite far back in time. It's the 1980s, are we supposed to be here? Oh, look! There's the instructional designer! It looks like she's writing an agenda for the very first handoff meeting with the client. Let's see what she's thinking...	<ul style="list-style-type: none"> • 80s themed design scheme • An ID writing an agenda 	
2.2 / "The Handoff Countdown"	<ul style="list-style-type: none"> • "The Handoff Countdown"* 	<ul style="list-style-type: none"> • "The Handoff Countdown" • Lyrics here • Song here 	Learner clicks the video.
2.3 / Review Setting an Agenda	3, 2, 1: it's time for a Knowledge Check!	<ul style="list-style-type: none"> • Knowledge Check here • 5 Questions and answers • Knowledge Check 	Learner responds to M/C and T/F

		<ul style="list-style-type: none"> • M/C and T/F questions that address what to include in your handoff meeting agenda, actionable items, scope, don't just handoff using email, etc. 	questions and receives feedback
3.1 / Fast-forward	<p>With their agenda in hand, the ID is ready to start the handoff meeting with the client.</p> <p>But wait! Even if she's got a killer to-do list, that's not the entire purpose of these meetings.</p> <p>Handoff meetings are a prime space to establish trust with the client from the get go. Keep in mind, most clients aren't learning experts and they can get frazzled at any point along the way. It's up to the ID to steward them through the process. This way, the ID can use their leverage to communicate how important it is that the client provides timely, quality feedback that's timely and within scope. Check it out, the ID has just entered the meeting and she'll show us how to develop this kind of rapport.</p>	<ul style="list-style-type: none"> • An ID with thought bubble of hearts and nice things in their head. 	
3.2 / "Give	<ul style="list-style-type: none"> • "Give Some Feedback to Me"*** 	<ul style="list-style-type: none"> • "Give Some Feedback to 	Learner clicks

<p>Some Feedback to Me”</p>		<p>Me”</p> <ul style="list-style-type: none"> • Lyrics here • Song here 	<p>the video.</p>
<p>3.3 / Review: Developing Trust and Rapport with the Client</p>	<p>Whew! Looks like she got what she asked for in the end. Can you recall how she did it in this Knowledge Check?</p>	<ul style="list-style-type: none"> • Knowledge Check here • 5 Questions and answers • Knowledge Check • M/C and T/F questions that address how to use handoff meetings to develop trust and rapport, making space for client feedback that is generative, not redundant, working with the client to send back deliverables so the project can continue on Bubo’s side, the art of reminder emails, when to get the higher ups involved because the client isn’t providing their side of the deal. 	<p>Learner responds to M/C and T/F questions and receives feedback</p>
<p>4.1 / Fast-forward Again</p>	<p>At this point in the journey of this course, the ID has gone through several handoffs with the client. It’s now time to show an internal kind of handoff: the one that occurs between ID and their awesome counterparts on the development team.</p>	<ul style="list-style-type: none"> • The ID handing off a storyboard to Dev 	

	<p>Giving your storyboard to the dev team is not a simple “share file.” You gotta follow the same steps as outlined above: set an agenda and develop trust.</p> <p>Also, don’t just walk away after you’ve left the meeting and expect dev to take care of the rest. You’re the architect here: you gotta stick around to make sure the house gets built according to plan. There’s still a lot of work left to do before the course gets to “Gold,” so let’s explore what that looks like.</p>		
4.2 / “Don’t Stop Reviewin”	<ul style="list-style-type: none"> • “Don’t Stop Reviewin”*** 	<ul style="list-style-type: none"> • “Don’t Stop Reviewin” • Lyrics here • Song here 	Learner clicks the video.
4.3 / Knowledge Check: Designing til the End with Dev	<p>All this collaboration! Doesn’t it make you want to hold hands and sing a little bit? ...no? Well, that’s okay. But I do need you to vocalize, what do you need to do when you review? Here’s the Knowledge Check.</p>	<ul style="list-style-type: none"> • Knowledge Check here • Questions and answers • Knowledge Check • M/C and T/F questions that address how to remain vigilant as “the architect” of the course, even after the storyboard has been handed off to Dev, reviewing iterations of the course: Prod A, Prod B, Gold, building a 	Learner responds to M/C and T/F questions and receives feedback

		partnership with Dev, communicating client feedback to Dev, and vice versa, several many times.	
5.1 / The “Gold”en Handoff	(Coming soon!)	<ul style="list-style-type: none"> • An ID handing a golden copy to the client with dev cheering behind 	
5.2 / Reprise: “The Final Handoff”	<ul style="list-style-type: none"> • Brief reprise of The Handoff Countdown” • (Only the chorus, with lyric change to “The Final Handoff”, very brief) 	<ul style="list-style-type: none"> • Lyrical music video OR one that includes simple stick figure illustrations of the action) 	Learner clicks the video.
6.0 / You’re done!	<p>Congratulations, you’ve finished the course! Now you know how to</p> <ul style="list-style-type: none"> • Identify the components of a strong handoff agenda. • Develop trust and rapport with the client during handoff meetings. • Distinguish ways to continue to shape the outcome of your course with the development team, post-handoffs. 	ID waving goodbye	Learner clicks to end the course.

*Original song: “The Final Countdown” by Europe. Adapted song: Lyrics reflect the content, sung in character by Britte, closed captions are necessary. Lyrical music video OR one that includes simple stick figure illustrations of the action.

**Original song: “Pour Some Sugar On Me” by Def Leppard. Adapted song: Lyrics that reflect the content, sung in character by Britte, closed captions are necessary. Lyrical music video OR one that includes simple stick figure illustrations of the action.

***Original song: “Don’t Stop Believin’” by Journey. Lyrics that reflect the content, sung in character by Britte, closed captions are necessary. Lyrical music video OR one that includes simple stick figure illustrations of the action.

SOURCE CONTENT

- Content Notes [here](#) include
 - SME Interview with Mark
 - SME Email from Mark
 - SME Interview with Robert
 - [“A Comprehensive Guide to Executing The Perfect Design-to-Development Handoff”](#) by Phase Mag