

E-LEARNING BRIEF WORKSHEET *MANAGE LIKE A PRO*

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PROJECT SUMMARY:

CLIENT NAME: East Bridge University	CONTRACTOR/VENDOR: JTS EDUCATION
PROJECT OVERVIEW: This demo project is an xAPI-enabled scenario-based e-learning experience for managers in the Digital Scholarship Service unit of a university. This course simulates real-world consequences in a no-risk setting. The demo features realistic manager interactions in which the learner must select the most appropriate responses from multiple answer options (multiple-choice questionnaire). The learner also gets to experience the consequences of their answers and is offered feedback.	COURSE LENGTH: N/A
	TARGET AUDIENCE Although predominantly aimed at managers, this course could benefit several roles: <ul style="list-style-type: none">• Directors• Managers• Team Leaders• Supervisors• Consultants• Project Managers• Team Members• Employees

	<p>LEARNING ENVIRONMENT</p> <p><input type="checkbox"/> ILT</p> <p><input type="checkbox"/> VILT</p> <p><input checked="" type="checkbox"/> E-learning</p> <p><input type="checkbox"/> Blended</p>
<p>COURSE GOAL(S)/LEARNING OUTCOME(S)</p> <p>Upon the completion of this course, the learner will operate more effectively as a leader by 1) leveraging socio-emotional intelligence (empathy and sensitivity) to promote healthier work relationships and happier employees; 2) establishing principles to delegate wisely and responsibly; 3) becoming more collaborative to get the most out of your team, and 4) employing upward feedback to make meaningful improvements swiftly.</p>	<p>INTERACTIVITIES IN E-LEARNING</p> <p><input type="checkbox"/> Level 1</p> <p><input type="checkbox"/> Level 2</p> <p><input checked="" type="checkbox"/> Level 3</p> <p><input type="checkbox"/> Level 4</p>
<p>DELIVERABLES</p> <ul style="list-style-type: none"> ▪ Project Brief ▪ Action Map ▪ Script ▪ Wireframes ▪ Text-based Storyboard ▪ Visual Mockups ▪ Visual Storyboard 	<p>TIMELINE: 6 weeks</p> <p>Project Brief: 03/07/2022</p> <p>Action Map: 03/07/2022</p> <p>Ideation: 03/07/2022</p> <p>Wireframes: 03/14/2022</p> <p>Storyboard Kickoff: 03/15/2022</p>

- Interactive Prototype
- Final Product

Visual Mockups: 03/23/2022

Visual Storyboard: 03/25/2022

Interactive Prototype: 03/30/2022

Final Product: 04/13/2022

PROBLEM and SOLUTION

The client expressed concerns about diminishing morale and employee work performance in the Digital Scholarship Service unit of their educational institution. The Digital Scholarship Service unit is experiencing dwindling productivity and growing performance issues in its cross-organizational projects. This problem has led to extended deadlines, dissolving cross-organizational rapport, and subpar work. The client disclosed the issues stem from poor management and a lack of formalized training and therefore reached out to discuss an educational solution.

I proposed an e-learning course to help their managers cultivate a more methodical approach for communicating, delegating, and directing.

LEARNER PERSONA

Managers who struggle with understanding the needs of their subordinates, delegating, and directing



Julia Mathison

Age: 34

Location: Washington, DC

Status: Married

Occupation:

Digital Scholarship Service Unit Head

BIO:

Julia is a Digital Scholarship Services Unit Head. She loves her job and hopes to hold her position for years to come. Julia struggles with effective communication and finds that her subordinates often misunderstand her. She trusts her team and feels comfortable sharing the load; however, morale continues to diminish and subordinates feel distant. She is goal-oriented, hardworking, and adaptable.

FRUSTRATIONS:

- gets frustrated when project goals and deadlines are delayed
- is somewhat discouraged whe cross-organizational projects are challenging
- is frustrated by low morale and lack of unity
- gets antsy with lengthy trainings

GOALS:

- to empower staff and promote autonomy
- to improve leadership skills
- to develop work relationships
- to meet project deadlines

LEARNING PREFERENCES:

- experiential learning
- bite-sized learning
- online training

MOTIVATORS:

Achievement	●	●	●	●	●
Power	●	●	●	○	○
Incentive	●	●	●	○	○
Fear	●	●	●	●	○
Growth	●	●	●	●	●
Social	●	●	●	●	○

CONTENT

FUNDAMENTAL UNDERSTANDINGS *Content, Skills, and Concepts*

Learners will know the following content:

1. Learners will learn about empathy and listening skills.
2. Learners will learn about good delegating principles.
3. Learners will learn about collaborative leadership.

Learners will develop the following skills:

1. Learners will be able to empathize with subordinates by practicing 'perspective taking' techniques.
2. Learners will improve their listening skills by paraphrasing and/or restating their thoughts and concerns.
3. Learners will be able to determine appropriate and inappropriate times to delegates.
4. Learners will be able to delegate responsibility with authority.
5. Learners will be able to use ratio as a guideline to find between structure and interaction.
6. Learners will be able to balance team discussion through varying tasks and social role.
7. Learners will be able to cultivate more effective team meetings with procedural statements.
8. Learners will be able to use one-on-one meetings to gain valuable employee and project intel.

Learners will grasp the following concepts:

1. Learners will understand how empathy and active listening help promote healthier work relationship and happier employees.
2. Learners will understand how delegating promotes work efficiency, employee trust, and promote good employee morale.
3. Learners will understand how collaborative leadership allows for passion, productivity, participation, employee satisfaction, and goodwill.
4. Learners will understand the benefits of incorporating upward feedback into workplace communication practices.

<p>APPROACHES TO LEARNING</p> <p><input checked="" type="checkbox"/> Thinking</p> <p><input type="checkbox"/> Social</p> <p><input checked="" type="checkbox"/> Communication</p> <p><input checked="" type="checkbox"/> Self-management</p> <p><input type="checkbox"/> Research</p> <p>Details:</p> <p>DIFFERENTIATION</p> <p><input type="checkbox"/> Affirm identity—build self-esteem</p> <p><input checked="" type="checkbox"/> Value prior knowledge</p> <p><input type="checkbox"/> Scaffold learning</p> <p><input checked="" type="checkbox"/> Extend learning</p> <p>Details:</p> <p>EXTENSION</p> <p>Helpful Articles</p>	<p>INSTRUCTIONAL ACTIVITIES <i>What activities will the learners engage in (e.g., readings, quizzes, learner reflections)?</i></p> <ul style="list-style-type: none"> ▪ Quizzes (multiple-choice questionnaire) ▪ Employee Opinion Survey (learner reflection) ▪ Performance Review (learner feedback) ▪ Performance Appraisal (assessment) ▪ Helpful Articles (optional extended learning) <hr/> <p>LEARNING OBJECTIVES</p> <ol style="list-style-type: none"> 1. Learners will understand how empathy and active listening help promote healthier work relationship and happier employees. 2. Learners will understand how delegating promotes work efficiency, employee trust, and promote good employee morale. 3. Learners will understand how collaborative leadership allows for passion, productivity, participation, employee satisfaction, and goodwill. 4. Learners will understand the benefits of incorporating upward feedback into workplace communication practices. 5. Learners will improve their listening skills by paraphrasing and/or restating their thoughts and concerns. 6. Learners will be able to empathize with subordinates by practicing 'perspective taking' techniques. 7. Learners will be able to determine appropriate and inappropriate times to delegates. 8. Learners will be able to delegate responsibility with authority.
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- 9. Learners will be able to use ratio as a guideline to find between structure and interaction.
- 10. Learners will be able to balance team discussion through varying tasks and social role.
- 11. Learners will be able to cultivate more effective team meetings with procedural statements.
- 12. Learners will be able to use one-on-one meetings to gain valuable employee and project intel.

COURSE OUTLINE

No.	SCENARIO	SECTION OUTLINE	ASSESSMENT
1	The Text: Empathy and active listening	<p>Key Concepts: – empathy and active listening helps promote healthier work relationship and happier employees</p> <p>Key Skills: actively listen to subordinates by asking questions, paraphrasing and/or restating their thoughts and concerns, empathize with subordinates, think from the perspective of others</p> <p>Key Content: active listening practices: paraphrasing, restating, ‘perspective taking’, empathetic statements, flexibility</p>	<p>Formative Assessment: scenario-based multiple-choice questionnaire</p> <ul style="list-style-type: none"> - answer selection

2	The Text: Task Delegation	<p>Key Concepts: – delegating wisely and responsibly promotes work efficiency, employee trust, and promote good employee morale</p> <p>Key Skills: determine appropriate and inappropriate times to delegate, effectively delegate responsibility with authority</p> <p>Key Content: delegating, responsibility and authority, informed delegating decisions</p>	<p>Formative Assessment: scenario-based multiple-choice questionnaire</p> <ul style="list-style-type: none"> - answer selection
3	Meetings: Collaborative Leadership Approach	<p>Key Concepts: collaborative leadership allows for passion, productivity, participation, employee satisfaction, and goodwill</p> <p>Key Skills: to facilitate the 80:20 ratio for team discussions, balance team discussions through task & social roles, to cultivate more effective team meetings with procedural statements</p> <p>Key Content: 80:20 ratio for facilitating team discussions, balanced team discussions, task roles, social roles, procedural statements</p>	<p>Formative Assessment: scenario-based multiple-choice questionnaire</p> <ul style="list-style-type: none"> - answer selection
4	Meetings: Upward Feedback	<p>Key Concepts: one-on-one meetings are the most effective type of communication, leader feedback allows for more effective management, using simple and minimal surveys is a great way to get unfiltered and</p>	

		<p>accurate intel, a supervisor opinion report is a powerful tool in upward feedback</p> <p>Key Skills: how to utilize one-on-one meetings to acquire the most accurate intel, how to prepare team members for one-on-one meetings, how to leverage simple and minimal question surveys to prepare actions in response to results, how to collect unfiltered and unbiased staff concerns and worries with a supervisor opinion report</p> <p>Key Content: one-on-one meetings</p>	
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EXTENDED LEARNING (OPTIONAL)

No.	SCENARIO	SECTION OUTLINE	Learning Objective
2	<p>Helpful Articles: Collaborative Leadership – <i>Simple Surveys</i></p>	<p>Key Concepts: using simple and minimal surveys is a great way to get unfiltered and accurate intel, a supervisor opinion report is a powerful tool in upward feedback</p> <p>Key Skills: how to leverage simple question surveys to prepare actions in response to results,</p> <p>Key Content: simple surveys</p>	<p>Learners will be able to leverage simple question surveys for data collection.</p>

COURSE EQUIVALENCY *Activities, methods tools substitutions*

IN-PERSON	E-LEARNING COURSE
Leadership development workshop training Self-assessment and professional/leadership goal development	Scenario-based learning, Problem Based: <i>Subordinate</i> and <i>peer</i> simulation (multiple-choice)
Performance appraisals Employee Opinion Survey Personnel Manager (HR) performance review	Employee opinion survey (learner reflection; formative) Performance review (learner feedback; formative) Employee performance appraisal (learner feedback; summative)

TECHNICAL REQUIREMENTS

LMS/LRS COMPATIBILTY
<input type="checkbox"/> LMS <input checked="" type="checkbox"/> LRS Value for LMS/LRS: <input checked="" type="checkbox"/> Passed <input checked="" type="checkbox"/> Failed <input type="checkbox"/> Complete

Incomplete

ADDITIONAL TECH DETAILS

OTHER:

- xAPI Enabled: track quiz score results with xAPI statements
- JavaScript: generate course certificate
- Section 508/ADA Compliant:

Yes. If yes, please specify.

- Color contrast, navigation, keyboard access (tabs key), consistency, color, structure, alt-text, audio captions

No

AUTHORING TOOL: Storyline 360

TESTING & ASSESS

PRE-TEST	POST TEST
<p><input type="checkbox"/> Yes</p> <p><input checked="" type="checkbox"/> No</p>	<p><input checked="" type="checkbox"/> Yes. If yes, please specify.</p> <p><input type="checkbox"/> No</p> <ul style="list-style-type: none">▪ How many attempts per question? 1▪ Randomized? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No▪ Can they leave in the middle? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

	<ul style="list-style-type: none"> ▪ Can they go back and change an answer? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No ▪ Do they see feedback after answering or only at the end? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No ▪ Can they review? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No ▪ Can they retry? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No ▪ Passing score? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/a
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PROJECT MANAGEMENT

NAME	ROLE	ORGANIZATION
Clarissa Stephenson	Project Manager	Vendor
Jai'mie Terry	Writer / Instructional Designer	Vendor
Jai'mie Terry	Developer	Vendor
Luke Corinthos	Production Coordinator	Vendor
Robert Ferdinand	QC Editor/Editor/Reviewer	Vendor
Dante Faulkenberry	Project Manager	Client
Lulu Seals	Subject-Matter Expert	Client

Carly Jackson	LMS Integration Specialist	Client
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KICKOFF DATE: 01/03/2022

ONLINE MEETING ROOM:	966 XXXX XXXX
CONFERENCE DIAL IN NUMBER:	+1 253 XXX-XXXX

WEEKLY MEETING INFORMATION:

MEETING TOPIC	MEETING GOALS	DATE	TIME
Project Brief Review and Stakeholders	<ul style="list-style-type: none"> - Ice Breaker Games (introductions) - Delegate Tasks - Set priorities - Understand how to use communication mediums - Understand problem escalation and contingency plans 	03/03/2022	10:00-10:45 AM Break 11:10-11:55 AM
Action Mapping	<ul style="list-style-type: none"> - Explicitly identify learning outcomes - Adapt learning outcome into specific tasks - Establish course blueprint for scenario-based training 	03/07/2022	10:00-10:45 AM Break 11:00-11:55 AM

Sketching – Ideation Deliverables	<ul style="list-style-type: none"> - Outline and product visual concept (mood board and content design concepts) - Generate ideas Validate vision 	03/07/2022	10:45-11:30 AM
Wireframing	<ul style="list-style-type: none"> - Solidify learning content - Solidify learn resources and materials 	03/14/2022	11:10-11:45 AM
Storyboard Kickoff	<ul style="list-style-type: none"> - Script writing review - Discuss logic of navigation - Introduce changes - Check system functionality 	03/15/2022	10:30-11:15 AM
Visual Mockups	<ul style="list-style-type: none"> - Present Brand's visual style - Decide visual details - Approve visual detail 	03/23/2022	11:15-12:00 PM
Storyboard Review with Visuals	<ul style="list-style-type: none"> - Visual presentation of course flow with programming notes review 	03/25/2022	10:00-10:20 PM
Storyline Follow-up	<ul style="list-style-type: none"> - Questions, Issues, Concerns 	TBA	TBA
Interactive Prototype Presentation	<ul style="list-style-type: none"> - Prototype presentation and review 	03/30/2022	11:10-11:55 AM

	<ul style="list-style-type: none">- Evaluate product logic and appearance- Full estimate for development- Full product design		
Visual Mockup Presentation and Sign Off	<ul style="list-style-type: none">- Product review and handoff	04/13/2022	TBA