

MANAGE LIKE A PRO STORYBOARD DEMO

COURSE OUTLINE

CLIENT NAME: EAST BRIDGE UNIVERSITY

PROJECT NAME: MANAGE LIKE A PRO

TARGET AUDIENCE:

Although predominantly aimed at managers, this course could benefit several roles:

- Directors
- Managers
- Team Leaders
- Supervisors
- Consultants
- Project Managers
- Team Members





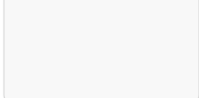

LEARNING OBJECTIVES:



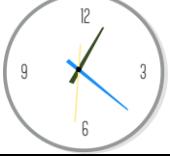


1. Learners will understand how empathy and active listening help promote healthier work relationship and happier employees.
2. Learners will understand how delegating promotes work efficiency, employee trust, and promote good employee morale.
3. Learners will understand how collaborative leadership 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.
9. Learners will 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.

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- 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.
- 13. Learners will be able to leverage simple question surveys for data collection

GRAPHIC SHOT LIST

SLIDE NO.	IMAGE DESCRIPTION	FILENAME
1.1-1.4		1.1-Slide Scene 1.png
2.1		Group Meeting Scene 4.png
3.1		01-Texting Scene 3.png
5.1		Group Meeting Scene 4.png
2.4		02-Feedback Card.png
3.4- 3.6;4.5- 4.7;5.3- 5.4;6.2- 6.4;7.5.- 7.7;8.5-8.7		03-Joy Assisting.png

1.1-1.4		03-Joy_Intro.png
1.1-1.4		04 Water Fountain.png
1.1-1.4		05 Clock.png
1.1-1.4		06 Projector.png
1.1-1.4		07-Decorative Bowl.png
















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1.1-1.4		08-Table.png
1.1-1.4		09-Standing Plant.png
1.1-1.4		10-Wall Photo 1.png
1.1-1.4		11-Wall Photo 2.png
1.1-1.4		12-Wall Photo 3.png
2.1		13-Wall Photo 4.png
2.1		14-Wall Photo 5.png
2.1		15-Wall Photo 6.png









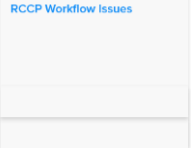

2.1		15-Desk Binders.png
2.1		16-Computer Monitor.png
2.1		17-Desk Plant.png
2.1		18-Cup Holder.png
2.1		19-Cell.png
2.1		20-Office Desk.png
2.1		21-Blue Chair.png
2.1		22-Trash Can.png
2.1		24-Wall Background.png
2.3	This is an	10-Loading Animation.gif





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	image of a loading animation.	
2.3		11-Doors_Logo.png
2.3		15-Dashboard_Icon.png
2.3		16-Folder_Icon.png
2.3		17-Internet_Icon.png
2.3		18-Video_Icon.png
2.3		19-Calculator_Icon.png
2.3		20-Keybaord_Icon.png
3.2		25-Phone_Screen_Saver_v.2.png
3.3		26-Phone_Scene_Blank.Texted.png
2.3-2.4		27-

		East_Liberty_Bridge_University.png
2.4		28-Chat_Bubble_Icon.png
2.4		29-Checklist_Icon.png
2.4		30-Groups_Orange_Icon.png
2.4		31-Groups_White_Icon.png
2.4		32-Menu_Icon.png
2.4		33-Microphone_Icon.png
2.4		34-New_Messages_Icon.png
2.4		35-Task_Icon.png
2.4		36-Video_Icon.png
2.4		37-Education_Icon.png
5.1,6.1,7.1,8.1		38-Recording_Icon.png
2.4		41-RCCP_Group.png
2.2,2.4		07-Homescreen_User.png
5.1,6.1,7.1,8.1		42-Smiling_Emoji.png

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5.1,6.1,7.1,8.1		43-Smiling_Halo_Emoji.png
5.1,6.1,7.1,8.1		44-Hug_Emoji.png
5.1,6.1,7.1,8.1		45-Smiling_Hearts_Emoji.png
5.1,6.1,7.1,8.1		46-User_Icon.png
5.1,6.1,7.1,8.1		47-Hand_Waving_1.png
5.1,6.1,7.1,8.1		48-Hand_Waving_2.png
5.1,6.1,7.1,8.1		49-Hand_Waving_3.png
5.1,6.1,7.1,8.1		50-Handshake.png
2.4		52-Join_Meeting_Popup.png
2.4		53-Helpful Article 1.png

2.4		59-Helpful Article 3.png
2.2		54-MLP_Screen_Saver.png
2.2		55-MLP_Screen_Saver_Blurred.png
2.3		56-MLP_Homescreen.png

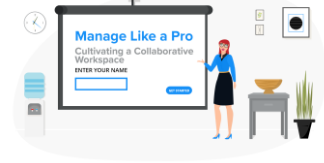
MANAGE LIKE A PRO STORYBOARD DEMO

QUICK TEXT FORMATTING

Text Type	Case	Font Name	Font Weight	Font Size	Font Color	Effect
Main Title	All Caps	Proxima Nova	Bold	72 px	#1690F7, #86C7FD	None
Main Subtitle	All Caps	Proxima Nova	Bold	56 px	#DAA151, #DCB67F	None
Section Title	Regular, Upper to Lower	Proxima Nova	Bold	72 px	#000000	None
Section Heading	Regular, Upper to Lower	Proxima Nova	Bold	40 px	#000000; #F8F8F8	None
Trainer Dialogue	Regular, Upper to Lower	Open Sans	Semi bold Italic	32 px	#000000	None
Dialogue Copy	Regular, Upper to Lower	Open Sans	Regular	32 px	#000000	None
Scenario Based Answer	Regular, Upper to Lower	Open Sans	Regular	24 px	#000000	None
Buttons	All Caps	Proxima Nova	Bold	32 px	#F8F8F8	Drop Shadow

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SCENE 01-INTRODUCTION


Title/No.	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen) & Graphics	Audio File Narration
Slide-1.1 Welcome Page (Title) <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	01- Welcome Scene 1.png 03-Joy Intro.png 04 Water Fountain.png	(Image) Enter in main background image at 0 seconds [<i>no animation</i>].		
	05 Clock.png 06 Projector.png 07-Decorative Bowl.png 08-Table.png 09-Standing Plant.png	(Main Title) Enter in at 0 seconds [<i>no animation</i>]. Aligned left and center Proxima Nova; bold; 72 px; ##1690F7	Manage Like a Pro	Welcome to Manage Like a Pro
	10-Wall Photo 1.png 11-Wall Photo 2.png 12-Wall Photo 3.png	(Main Subtitle) Enter in 0 seconds [<i>no animation</i>]. Aligned left and center Proxima Nova; bold; 56 px; #DAA151	Cultivating a Collaborative Experience	Cultivating a Collaborative Experience

MANAGE LIKE A PRO STORYBOARD DEMO

Title/No.	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen) & Graphics	Audio File Narration
		<p>Get Started (button)</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>[<i>state change on mouse hover</i>].</p> <p>Aligned bottom-left</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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MANAGE LIKE A PRO STORYBOARD DEMO


Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-1.2 Trainer Introduction and Navigation <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	01- Welcome Scene 1.png 03-Joy Intro.png 04 Water Fountain.png 05 Clock.png 06 Projector.png 07-Decorative Bowl.png 08-Table.png 09-Standing Plant.png 10-Wall Photo 1.png 11-Wall Photo 2.png 12-Wall Photo 3.png	(Visuals) Enter in at 0 seconds [<i>no animation</i>].	 <p>Hi there! I'm Joy, a personnel manager. I'm so happy to have you here today! If you need any help, let me know!</p>	Hi there! I'm Joy, a personnel manager. I'm so happy to have you here today! If you need any help, let me know!

MANAGE LIKE A PRO STORYBOARD DEMO

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>[<i>state change on mouse hover</i>].</p> <p>Aligned bottom-left</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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MANAGE LIKE A PRO STORYBOARD DEMO

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-1.3 Course Introduction <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	01-Welcome_Scene_1.png 03-Joy_Intro.png 04_Water_Fountain.png 05_Clock.png 06_Projector.png 07-Decorative_Bowl.png 08-Table.png 09-Standing_Plant.png 10-Wall_Photo_1.png 11-Wall_Photo_2.png 12-Wall_Photo_3.png	(Visuals) Enter in at 0 seconds [<i>no animation</i>].	 <p>You've been working as the head of the Digital Scholarship Service unit at a university. You are two weeks into a cross-organizational project for a new web service with your team. So far, the project is experiencing delays; the work produced by individual team members does not work together, and as a result, team members are not as productive and demoralized.</p>	<p>You've been working as the head of the Digital Scholarship Service unit at a university. You are two weeks into a cross-organizational project for a new web service with your team. So far, the project is experiencing delays; the work produced by individual team members does not work together, and as a result, team members are not as productive and demoralized.</p>


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Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>[<i>state change on mouse hover</i>].</p> <p>Aligned bottom-left</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		

SCENE 02-COURSE LAUNCH

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration

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Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-2.1 Office Animation <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	13-Wall Photo 4.png 14-Wall Photo 5.png 15-Wall Photo 6.png 16-Computer Monitor.png 17-Desk Plant.png 18-Cup Holder.png 19-Cell.png 20-Office Desk.png 21-Blue Chair.png 22-Trash Can.png 23-Standing Lamp.png 24-Wall Background.png	<p>(Visuals)</p> <p>Enter in at 0 seconds [no animation].</p>		

MANAGE LIKE A PRO STORYBOARD DEMO

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds [no animation].</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-left</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		


Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
<p>Slide-2.2</p> <p>Progress Indicator</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p>54-MLP_Screen_Saver.png</p> <p>07-Homescreen_User.png</p>	<p>(Visuals)</p> <p>Enter in at 0 seconds [no animation].</p>	<div data-bbox="1171 967 1509 1157" data-label="Image"> </div> <p>employee user</p> <p>Forget my PIN</p> <p>sign-in options</p>	<p>employee user</p> <p>Forget my PIN</p> <p>sign-in options</p>

MANAGE LIKE A PRO STORYBOARD DEMO

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds [no <i>animation</i>].</p> <p>[<i>state change on mouse hover</i>].</p> <p>Aligned bottom-left</p> <p>Proxima Nova; bold; 32 px;</p> <p>#F8F8F8</p>		

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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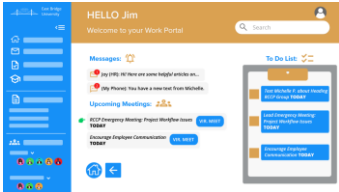
Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-2.3 Home screen <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	56-MLP_Homescreen.png 27-East_Liberty_Bridge_University.png 10-Loading_Animation.gif 15-Dashboard_Icon.png 16-Folder_Icon.png 17-Internet_Icon.png 18-Video_Icon.png 19-Calculator_Icon.png 20-Keyboard_Icon.png	<p>(Visuals)</p> <p>Enter in at 0 seconds [no animation].</p> <p>Jump to slide 2.4 [when animation completes]</p> <p>10-Loading_Animation.gif [plays when user double clicks 27-East_Liberty_Bridge_University.png]</p>		
		<p>East Bridge University Logo (Button)</p> <p>Enter in at 0 seconds [no animation].</p> <p>Play 10-Loading_Animation.gif [when user double clicks 09-Ascend_Hosting_logo]</p> <p>Jump to slide 2.4 [when 10-Loading_Animation.gif completes playing]</p>		

MANAGE LIKE A PRO STORYBOARD DEMO

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-left</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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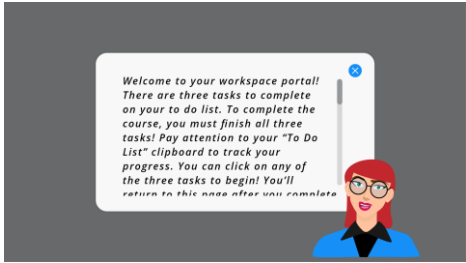
Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-2.4 Workspace (Results Slide) <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	07-Homescreen User.png 28-Chat_Bubble_Icon.png 29-Checklist_Icon.png 30-Groups_Orange_Icon.png 31-Groups_White_Icon.png 32-Menu_Icon.png 34-New_Messages_Icon.png 35-Task_Icon.png 37-Education_Icon.png 39-Group_Favorite.png 40-Reports_Favorite.png 41-RCCP_Group.png	<p>(Visuals)</p> <p>Enter in at 0 seconds [<i>when timeline starts, no animation</i>].</p>		

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Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-left</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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MANAGE LIKE A PRO STORYBOARD DEMO

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
<p>Slide-2.4</p> <p>Workspace (Instructions Layer)</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p>02-Feedback Card.png</p> <p>03-Joy Assisting.png</p>	<p>(Visuals)</p> <p>Enter in at 0 seconds [no animation].</p> <p>Jump to slide 2.3 [<i>when user clicks exit button</i>]</p>	 <p>Welcome to your workspace portal! There are three tasks to complete on your to do list. To complete the course, you must finish all three tasks! Pay attention to your "To Do List" clipboard to track your progress. You can click on any of the three tasks to begin! You'll return to this page after you complete a section.</p> <p>Do you want to extend your learning? Optimize your training with "Helpful Articles!" This is located under "Messages."</p>	<p>Welcome to your workspace portal! There are three tasks to complete on your to do list. To complete the course, you must finish all three tasks! Pay attention to your "To Do List" clipboard to track your progress. You can click on any of the three tasks to begin! You'll return to this page after you complete a section.</p> <p>Do you want to extend your learning? Optimize your training with "Helpful Articles!" This is located under "Messages."</p>

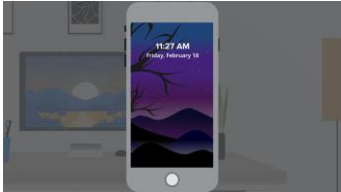
MANAGE LIKE A PRO STORYBOARD DEMO

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
<p>Slide-2.4 Workspace (Helpful Articles Layer)</p> <p><input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz</p>		<p>(Visuals)</p> <p>Enter in at 0 seconds when user clicks "Helpful Articles" [no animation].</p> <p>Jump to slide 2.3 [when user clicks exit]</p>		
<p>Slide-2.4 Workspace (Performan ce Appraisal Layer)</p> <p><input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz</p>		<p>(Visuals)</p> <p>Enter in at 0 seconds [no animation].</p> <p>Jump to slide 2.3 [when clicks exit]</p>		

MANAGE LIKE A PRO STORYBOARD DEMO

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-left</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		

SCENE 03-TEXT EMPATHY SCENARIO

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
<p>Slide-3.1</p> <p>Text-Empathy Section</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p>01-Texting_Scene_3.png</p> <p>25-Phone_Screen_Saver_v.2.png</p>	<p>(Visuals)</p> <p>Enter in at .0 seconds [<i>as overlay on slide 3.1, dim background</i>].</p>		

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		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>	
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SCENE 03-TEXT EMPATHY SCENARIO Q.1

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-3.2 Text: Empathy Q.1 <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	01-Texting_Scene_3.png 26-Phone_Scene_Blank.Texted.png	<p>(Visuals)</p> <p>Enter in at .0 seconds [<i>as overlay on slide 3.1, dim background</i>].</p>		

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		SCENARIO:	Hi %uName%. I am happy to help you with some of the load for the new service we're offering, but I hesitate to be the point person on this project. We're so early on with this new service. There are few but significant unknowns. I don't feel my being a point person would be best for this project.	Hi %uName% I am happy to help you with some of the load for the new service we're offering, but I hesitate to be the point person on this project. We're so early on with this new service. There are few but significant unknowns. I don't feel my being a point person would be best for this project.
		Question:	How would you respond?	How would you respond?
		Choice A	Hi Michelle. I am happy to help you with some of the load for the new service we're offering, but I hesitate to be the point person on this project. We're so early on with this new service. There are few but significant unknowns. I don't feel my being a point person would be best for this project.	Hi Michelle. I am happy to help you with some of the load for the new service we're offering, but I hesitate to be the point person on this project. We're so early on with this new service. There are few but significant unknowns. I don't feel my being a point person would be best for this project.

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		<p>Choice B</p>	<p>Hi Michelle. Thank you for reaching out to me about your concerns. I understand your hesitancy about being a point person. This is a bigger project. I want you to know that I feel very confident in your ability to do this, and I am here to support you along the way! With that said, please tell me about the “few but significant unknowns.” What do you mean exactly?</p>	<p>Hi Michelle. Thank you for reaching out to me about your concerns. I understand your hesitancy about being a point person. This is a bigger project. I want you to know that I feel very confident in your ability to do this, and I am here to support you along the way! With that said, please tell me about the “few but significant unknowns.” What do you mean exactly?</p>
		<p>Choice C</p>	<p>Hi Michelle. You’re right, there are some project unknowns since it is a new service we’re offering. I appreciate your willingness to take on some of the load for this project but dividing this into pieces may create more complexity. How might I make it feel safe for you to take on this responsibility?</p>	<p>Hi Michelle. You’re right, there are some project unknowns since it is a new service we’re offering. I appreciate your willingness to take on some of the load for this project but dividing this into pieces may create more complexity. How might I make it feel safe for you to take on this responsibility?</p>

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		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		
		<p>Send (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to slide 3.4 [<i>when user clicks "A" button and clicks "Send"</i>]</p> <p>Jump to slide 3.5 [<i>when user clicks "B" button and clicks "Send"</i>]</p> <p>Jump to slide 3.6 [<i>when user clicks "C" button and clicks "Send"</i>]</p>		
		<p>Exit (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to 2.4 [<i>when user clicks exit button</i>]</p>		

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SCENE 03-TEXT EMPATHY SCENARIO FEEDBACK A

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-3.3 Feedback A <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	03-Joy_Assisting.png	<p>(Visuals)</p> <p>Enter in at .0 seconds <i>[as overlay on slide 3.1, dim background].</i></p>	 <p>The screenshot shows an 'EMPLOYEE PERFORMANCE REVIEW' form. It includes fields for 'EMPLOYEE NAME', 'SUPERVISOR', 'PERIOD', and 'DATE'. Below these is a 'Comments & Approvals' section with a text area and a 'Submit' button. A cartoon character with red hair and glasses is overlaid on the bottom right of the form.</p>	

MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Comments and Approval</p>	<p>A very strong response! Nice job for attempting to acknowledge your subordinate’s concerns. Your response shows empathy, which helps promote healthy relationships. You were encouraging when you brought up their strengths. You also asked a brilliant question and extended your support! It is good practice to be understanding and respectful but firm with your subordinates and peers. This helps maintain work relationships and prevents ‘reverse delegation.’ Having said that, your point person mentioned that there were “few but significant unknowns” with the new service. You needed to investigate that.</p>	<p>A very strong response! Nice job for attempting to acknowledge your subordinate’s concerns. Your response shows empathy, which helps promote healthy relationships. You were encouraging when you brought up their strengths. You also asked a brilliant question and extended your support! It is good practice to be understanding and respectful but firm with your subordinates and peers. This helps maintain work relationships and prevents ‘reverse delegation.’ Having said that, your point person mentioned that there were “few but significant unknowns” with the new service. You needed to investigate that.</p>
		<p>Goals</p>	<p>Don’t take everything your subordinates or peers say at face value. Make sure you’re paraphrasing or restating and asking probing questions.</p>	<p>Don’t take everything your subordinates or peers say at face value. Make sure you’re paraphrasing or restating and asking probing questions.</p>


MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds <i>[no animation]</i>.</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		
		<p>Exit (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to 2.4 <i>[when user clicks exit button]</i></p>		

SCENE 03-TEXT EMPATHY SCENARIO FEEDBACK B

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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MANAGE LIKE A PRO STORYBOARD DEMO

<p>Slide-3.4 Feedback B</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p>03-Joy_Assisting.png</p>	<p>(Visuals)</p> <p>Enter in at .0 seconds [<i>as overlay on slide 3.1, dim background</i>].</p>	 A screenshot of an 'EMPLOYEE PERFORMANCE REVIEW' form. The form includes fields for 'EMPLOYEE NAME', 'SUPERVISOR', 'PERIOD', and 'DATE'. Below these are sections for 'Comments & Approvals' and 'Signatures'. A cartoon character with red hair and glasses is overlaid on the bottom right of the form. The background of the slide is dimmed.	
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MANAGE LIKE A PRO STORYBOARD DEMO

		Comments and Approval	<p>Excellent work! You acknowledged and validated your subordinate's hesitancy about being a point person. Empathy helps promote healthy relationships. This is especially important when a team is dealing with low morale. You were also encouraging when you mentioned your faith in their ability and extended your support. In addition, you asked probing questions. You can't take everything your subordinates or peers say at face value. The "few but significant unknowns" needed investigation, especially since it was preventing your assigned point person from accepting the position. This is an opportunity to gather intel on potential project issues, better understand your subordinate, or better understand your team. Take these opportunities for clarity or data collection when possible. Great job!</p>	<p>Excellent work! You acknowledged and validated your subordinate's hesitancy about being a point person. Empathy helps promote healthy relationships. This is especially important when a team is dealing with low morale. You were also encouraging when you mentioned your faith in their ability and extended your support. In addition, you asked probing questions. You can't take everything your subordinates or peers say at face value. The "few but significant unknowns" needed investigation, especially since it was preventing your assigned point person from accepting the position. This is an opportunity to gather intel on potential project issues, better understand your subordinate, or better understand your team. Take these opportunities for clarity or data collection when possible. Great job!</p>
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MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		
		<p>Exit (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to 2.4 [<i>when user clicks exit button</i>]</p>		

SCENE 03-TEXT EMPATHY SCENARIO FEEDBACK C

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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MANAGE LIKE A PRO STORYBOARD DEMO

<p>Slide-3.5</p> <p>Feedback C</p> <p><input type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input checked="" type="checkbox"/> Quiz</p>	<p>03-Joy_Assisting.png</p>	<p>(Visuals)</p> <p>Enter in at .0 seconds [as overlay on slide 3.1, dim background].</p>		
		<p>Comments and Approvals</p>	<p>Not bad! You recognized their willingness to contribute to the project. You were also respectfully firm about them taking on the delegated tasks. This is good practice in preventing 'reverse delegation.' With that said, there are areas for improvement. You acknowledged the challenging situation, but not their feelings or concerns. This may communicate apathy or inconsiderateness and may feed into low morale. Let's try to be a bit more empathetic by trying to see it from their perspective.</p>	<p>Not bad! You recognized their willingness to contribute to the project. You were also respectfully firm about them taking on the delegated tasks. This is good practice in preventing 'reverse delegation.' With that said, there are areas for improvement. You acknowledged the challenging situation, but not their feelings or concerns. This may communicate apathy or inconsiderateness and may feed into low morale. Let's try to be a bit more empathetic by trying to see it from their perspective.</p>

MANAGE LIKE A PRO STORYBOARD DEMO

		Goals	Developing your ‘perspective taking’ skills will help combat apathetic communication. Follow these steps when you’re experiencing conflict: 1) momentarily set aside your thoughts, feelings, motives, and intentions; 2) consider the thoughts, feelings, motivations, and intentions of others; 3) decide whether you should change your behavior or stance based on the exchange or information, and 4) make necessary changes.	Developing your ‘perspective taking’ skills will help combat apathetic communication. Follow these steps when you’re experiencing conflict: 1) momentarily set aside your thoughts, feelings, motives, and intentions; 2) consider the thoughts, feelings, motivations, and intentions of others; 3) decide whether you should change your behavior or stance based on the exchange or information, and 4) make necessary changes.
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SCENE 04-TEXT DELEGATION Q.2

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-4.1 Text: Delegation Q.2 <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	01-Texting_Scene 3.png 26-Phone_Scene_Blank.Texted.png	(Visuals) Enter in at .0 seconds <i>[as overlay on slide 3.1, dim background].</i>		

MANAGE LIKE A PRO STORYBOARD DEMO

			<p>I'm not familiar with the new service tech and there are a lot of policies that have yet to be decided. I feel like I'd end up going back to you for every decision, delaying progress. I'm not clear on our policies and I'm not a tech expert and feel that Peter is more equipped as our go-to IT guy, and because of that, I feel I cannot manage the expectations of the client and the Associate Director, let alone properly address their questions.</p>	<p>I'm not familiar with the new service tech and there are a lot of policies that have yet to be decided. I feel like I'd end up going back to you for every decision, delaying progress. I'm not clear on our policies and I'm not a tech expert and feel that Peter is more equipped as our go-to IT guy, and because of that, I feel I cannot manage the expectations of the client and the Associate Director, let alone properly address their questions.</p>
		<p>Question:</p>	<p>How would you respond?</p>	<p>How would you respond?</p>

MANAGE LIKE A PRO STORYBOARD DEMO

		Choice A	<p>I hear what you're saying. The policies are not completely worked out. The fact of the matter is, we need all hands on deck with this project. We're running a little behind and it's important that there's a team effort if we hope to meet our deadline. You're hardworking and very capable! I think this a great opportunity for you to show that you can lead. I am here to support you. My door is always open.</p>	<p>I hear what you're saying. The policies are not completely worked out. The fact of the matter is, we need all hands on deck with this project. We're running a little behind and it's important that there's a team effort if we hope to meet our deadline. You're hardworking and very capable! I think this a great opportunity for you to show that you can lead. I am here to support you. My door is always open.</p>
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MANAGE LIKE A PRO STORYBOARD DEMO

		Choice B	Ah, I see your point. It's extremely important that you have the most accurate information and knowledge regarding the tech and policies so that you can communicate, manage, and address concerns of the client and Associate Director in a timely manner. Reliability and efficiency are crucial for our unit! Here's what I'll do: I'll take point on this project, as I can address questions and concerns more quickly and make the final decisions on the project. I'll have you take point on another project in the future.	Ah, I see your point. It's extremely important that you have the most accurate information and knowledge regarding the tech and policies so that you can communicate, manage, and address concerns of the client and Associate Director in a timely manner. Reliability and efficiency are crucial for our unit! Here's what I'll do: I'll take point on this project, as I can address questions and concerns more quickly and make the final decisions on the project. I'll have you take point on another project in the future.
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MANAGE LIKE A PRO STORYBOARD DEMO


		Choice C	<p>Ah, I see what you're saying! You make some valid points! It is important that you have the accurate information and knowledge regarding the tech and policies so that you can communicate, manage, and address concerns of the client and Associate Director. Here's what we'll do: I'll iron out the policies with my peers ASAP and then you and I will meet afterward to discuss and review to make sure you understand them. I'll have you work with our tech expert. You can learn a bit from him and still refer the client and Associate Director to the tech expert to address questions that may arise. In the meantime, I'll take point on this position and hand it off to you after you learn the policies. After that, you'll have the authority to make final decisions about this project concerning this position from there on. How does that sound?</p>	<p>Ah, I see what you're saying! You make some valid points! It is important that you have the accurate information and knowledge regarding the tech and policies so that you can communicate, manage, and address concerns of the client and Associate Director. Here's what we'll do: I'll iron out the policies with my peers ASAP and then you and I will meet afterward to discuss and review to make sure you understand them. I'll have you work with our tech expert. You can learn a bit from him and still refer the client and Associate Director to the tech expert to address questions that may arise. In the meantime, I'll take point on this position and hand it off to you after you learn the policies. After that, you'll have the authority to make final decisions about this project concerning this position from there on. How does that sound?</p>
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MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds <i>[no animation]</i>.</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		
		<p>Send (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to slide 4.2 <i>[when user clicks "A" button and clicks "Send"]</i></p> <p>Jump to slide 4.3 <i>[when user clicks "B" button and clicks "Send"]</i></p> <p>Jump to slide 4.4 <i>[when user clicks "C" button and clicks "Send"]</i></p>		
		<p>Exit (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to 2.4 <i>[when user clicks exit button]</i></p>		

MANAGE LIKE A PRO STORYBOARD DEMO


SCENE 04-TEXT EMPATHY/DELGATION EOS BAD

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-4.2 EOS Bad <input type="checkbox"/> Section <input checked="" type="checkbox"/> Lesson <input type="checkbox"/> Quiz		(Visuals) Enter in at .0 seconds [<i>as overlay on slide 3.1, dim background</i>].		
		Additional Comments	%uName% is not very considerate of employee concerns. They are goal-focused and not much else seems to matter.	%uName% is not very considerate of employee concerns. They are goal-focused and not much else seems to matter.
		Performance Review (Button) Jump to slide 4.5 [<i>when user clicks "Performance Review" button</i>]		

MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Exit (Button)</p> <p>Jump to slide 2.4 [<i>when user clicks "X" button</i>]</p>		
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SCENE 04-TEXT EMPATHY/DELGATION EOS AVERAGE

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-4.3 EOS Bad <input type="checkbox"/> Section <input checked="" type="checkbox"/> Lesson <input type="checkbox"/> Quiz		<p>(Visuals)</p> <p>Enter in at .0 seconds [<i>as overlay on slide 3.1, dim background</i>].</p>		
		Additional Comments	I feel like not all delegated tasks are necessary for skill development.	I feel like not all delegated tasks are necessary for skill development.
		<p>Performance Review (Button)</p> <p>Jump to slide 4.6 [<i>when user clicks "Performance Review" button</i>]</p>		

MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Exit (Button)</p> <p>Jump to slide 2.4 [<i>when user clicks "X" button</i>]</p>		
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SCENE 04-TEXT EMPATHY/DELGATION EOS GOOD

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-4.4 EOS Good <input type="checkbox"/> Section <input checked="" type="checkbox"/> Lesson <input type="checkbox"/> Quiz		<p>(Visuals)</p> <p>Enter in at .0 seconds [<i>as overlay on slide 3.1, dim background</i>].</p>		
		<p>Additional Comments</p>	<p>%uName% is very encouraging and is considerate of me. %uName% is also very flexible and has faith in my ability to take on responsibility!</p>	<p>%uName% is very encouraging and is considerate of me. %uName% is also very flexible and has faith in my ability to take on responsibility!</p>

MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Performance Review (Button)</p> <p>Jump to slide 4.7 [<i>when user clicks "Performance Review" button</i>]</p>		
		<p>Exit (Button)</p> <p>Jump to slide 2.4 [<i>when user clicks "X" button</i>]</p>		

SCENE 04-TEXT DELEGATION SCENARIO FEEDBACK A

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
<p>Slide-4.5 Feedback A</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p>03-Joy_Assisting.png</p>	<p>(Visuals)</p> <p>Enter in at .0 seconds [<i>as overlay on slide 3.1, dim background</i>].</p>	 <p>The screenshot shows a form titled 'EMPLOYEE PERFORMANCE REVIEW'. It includes fields for 'EMPLOYEE NAME', 'SUPERVISOR NAME', 'PERIOD', and 'DATE'. Below these is a section for 'Comments & Ratings' with a large text area and a 'Comments' field. At the bottom, there are checkboxes for 'EMPLOYEE COMMENTS' and 'SUPERVISOR COMMENTS'. A cartoon character with red hair and glasses is overlaid on the bottom right of the form.</p>	

MANAGE LIKE A PRO STORYBOARD DEMO

Comments and Approval

It is important that your team understand the realities of the project and development. In addition, you were pointedly firm in holding your ground on your subordinate taking up the responsibility as a point person. This is good practice in preventing 'reverse delegation.' There are some good things in your response; however, not delegating is just as important as delegating. You did not address your subordinate's concerns about the tech. There's a lack of education regarding the technology for this service. Could Michelle work with Peter, the tech expert on this project? Would Peter be more appropriate to address questions and concerns regarding technology? Also, Michelle made a valid point about policy. Policies and procedures provide a roadmap for daily operations. It also helps streamline project processes. Understanding the policies seems crucial for decision-making. Does Michelle have the authority to make final decisions regarding this project? Having that authority with responsibility may help her work more efficiently.

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It is important that your team understand the realities of the project and development. In addition, you were pointedly firm in holding your ground on your subordinate taking up the responsibility as a point person. This is good practice in preventing 'reverse delegation.' There are some good things in your response; however, not delegating is just as important as delegating. You did not address your subordinate's concerns about the tech. There's a lack of education regarding the technology for this service. Could Michelle work with Peter, the tech expert on this project? Would Peter be more appropriate to address questions and concerns regarding technology? Also, Michelle made a valid point about policy. Policies and procedures provide a roadmap for daily operations. It also helps streamline project processes. Understanding the policies seems crucial for decision-making. Does Michelle have the authority to make final decisions regarding this project? Having that authority with responsibility may help her work more efficiently.

MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Goals</p>	<p>Here are some questions you can ask yourself to determine the best time to delegate:</p> <ul style="list-style-type: none"> ▪ Is there more than one right way to do things? Yes? Delegate. ▪ Is the employee learning necessary skills? Yes? Delegate. ▪ Is the task a part of your current job? No? Delegate. ▪ Do you have time to touch base on this project with your subordinate? Yes? Delegate. <p>Does the task put your subordinate in an unusual power dynamic with another supervisor? If so, have a discussion with your subordinate before assigning a task and determine whether delegation is appropriate based on the previous questions.</p>	<p>Here are some questions you can ask yourself to determine the best time to delegate:</p> <ul style="list-style-type: none"> ▪ Is there more than one right way to do things? Yes? Delegate. ▪ Is the employee learning necessary skills? Yes? Delegate. ▪ Is the task a part of your current job? No? Delegate. ▪ Do you have time to touch base on this project with your subordinate? Yes? Delegate. <p>Does the task put your subordinate in an unusual power dynamic with another supervisor? If so, have a discussion with your subordinate before assigning a task and determine whether delegation is appropriate based on the previous questions.</p>
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MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds [no animation].</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		
		<p>Exit (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to 2.4 [when user clicks exit button]</p>		

SCENE 04-TEXT DELEGATION SCENARIO FEEDBACK B

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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MANAGE LIKE A PRO STORYBOARD DEMO

<p>Slide-4.6 Feedback B</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p>03-Joy_Assisting.png</p>	<p>(Visuals)</p> <p>Enter in at .0 seconds [as overlay on slide 3.1, dim background].</p>		
		<p>Comments and Approval</p>	<p>Not bad! A good response! Your willingness to be flexible in your delegation is admirable. This response was considerate and respectful; however, is important to avoid 'reverse delegation.' The task is now back in your hands.</p>	<p>Not bad! A good response! Your willingness to be flexible in your delegation is admirable. This response was considerate and respectful; however, is important to avoid 'reverse delegation.' The task is now back in your hands.</p>

MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Goals</p>	<p>Here are some questions you can ask to improve your response to this type of situation:</p> <ul style="list-style-type: none"> ▪ Is there more than one right way to do things? Yes? Delegate. ▪ Is the employee learning necessary skills? Yes? Delegate. ▪ Is the task a part of your current job? No? Delegate. ▪ Do you have time to touch base on this project with your subordinate? Yes? Delegate. <p>Does the task put your subordinate in an unusual power dynamic with another supervisor? If so, have a discussion with your subordinate before assigning a task and determine whether delegation is appropriate based on the previous questions.</p>	<p>Here are some questions you can ask to improve your response to this type of situation:</p> <ul style="list-style-type: none"> ▪ Is there more than one right way to do things? Yes? Delegate. ▪ Is the employee learning necessary skills? Yes? Delegate. ▪ Is the task a part of your current job? No? Delegate. ▪ Do you have time to touch base on this project with your subordinate? Yes? Delegate. <p>Does the task put your subordinate in an unusual power dynamic with another supervisor? If so, have a discussion with your subordinate before assigning a task and determine whether delegation is appropriate based on the previous questions</p>
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MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds [no animation].</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		
		<p>Exit (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to 2.4 [when user clicks exit button]</p>		

SCENE 04-TEXT DELEGATION SCENARIO FEEDBACK C

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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MANAGE LIKE A PRO STORYBOARD DEMO

<p>Slide-4.7 Feedback C</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p>03-Joy_Assisting.png</p>	<p>(Visuals)</p> <p>Enter in at .0 seconds <i>[as overlay on slide 3.1, dim background].</i></p>		
		<p>Comments and Approval</p>	<p>Excellent work! Flexible delegation is important! You realized that there was more than one right way to delegate by adjusting the timing. You gave them authority with responsibility by communicating that they can make final decisions after the handoff. This response was considerate, respectful, and but held firm in that they would take on the responsibility as a point person.</p>	<p>Excellent work! Flexible delegation is important! You realized that there was more than one right way to delegate by adjusting the timing. You gave them authority with responsibility by communicating that they can make final decisions after the handoff. This response was considerate, respectful, and but held firm in that they would take on the responsibility as a point person.</p>

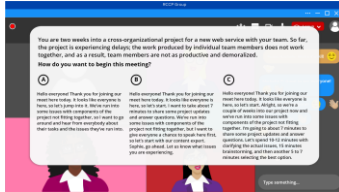
MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Goals</p>	<p>Here are some other things to consider; your subordinates may feel uncomfortable working alongside another supervisor as an equal, as it presents an unusual power dynamic. In addition, not having sufficient experience or knowledge and authority may exacerbate feelings of inadequacy, as no one enjoys feeling incompetent. So, it's wonderful that you allowed your subordinate more time to learn and gave them authority in their position. Keep up the good work.</p>	<p>Here are some other things to consider; your subordinates may feel uncomfortable working alongside another supervisor as an equal, as it presents an unusual power dynamic. In addition, not having sufficient experience or knowledge and authority may exacerbate feelings of inadequacy, as no one enjoys feeling incompetent. So, it's wonderful that you allowed your subordinate more time to learn and gave them authority in their position. Keep up the good work.</p>
		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds [no animation].</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		

MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Exit (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to 2.4 [<i>when user clicks exit button</i>]</p>	
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SCENE 05-GROUP MEETINGS PROCEDURAL STATEMENTS

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
<p>Slide-5.1- Slide-Group Meeting (Procedural Statements)</p> <p><input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz</p>	<p>MLP Media Assets\01- Group Meeting Scene 4.png</p>	<p>(Visuals)</p> <p>Enter in at 5 seconds [<i>as overlay on slide 5.1, dim background</i>].</p> <p>Enter in emoji graphics gradually for a duration of 5 seconds</p>		
			<p>You are two weeks into a cross-organizational project for a new web service with your team. So far, the project is experiencing delays; the work produced by individual team members does not work together, and as a result, team members are not as productive and demoralized.</p>	<p>You are two weeks into a cross-organizational project for a new web service with your team. So far, the project is experiencing delays; the work produced by individual team members does not work together, and as a result, team members are not as productive and demoralized.</p>

MANAGE LIKE A PRO STORYBOARD DEMO

		Question:	How do you want to begin this meeting?	How do you want to begin this meeting?
		Choice A	Hello everyone! Thank you for joining our meet here today. It looks like everyone is here, so let's jump into it. We've run into some issues with components of the project not fitting together, so I want to go around and hear from everybody about their tasks and the issues they've run into.	Hello everyone! Thank you for joining our meet here today. It looks like everyone is here, so let's jump into it. We've run into some issues with components of the project not fitting together, so I want to go around and hear from everybody about their tasks and the issues they've run into.
		Choice B	Hello everyone! Thank you for joining our meet here today. It looks like everyone is here, so let's start. I want to take about 7 minutes to share some project updates and answer questions. We've run into some issues with components of the project not fitting together, but I want to give everyone a chance to speak here first, so let's start with our content expert. Sophie, go ahead. Let us know what issues you are experiencing.	Hello everyone! Thank you for joining our meet here today. It looks like everyone is here, so let's start. I want to take about 7 minutes to share some project updates and answer questions. We've run into some issues with components of the project not fitting together, but I want to give everyone a chance to speak here first, so let's start with our content expert. Sophie, go ahead. Let us know what issues you are experiencing.

MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Choice C</p>	<p>Hello everyone! Thank you for joining our meet here today. It looks like everyone is here, so let's start. Alright, so we're a couple of weeks into our project now and we've run into some issues with components of the project not fitting together. I'm going to take about 7 minutes to share some project updates and answer questions. Let's spend 10-12 minutes with clarifying the actual issues, 15 minutes brainstorming, and then another 5 to 7 minutes selecting the best option.</p>	<p>Hello everyone! Thank you for joining our meet here today. It looks like everyone is here, so let's start. Alright, so we're a couple of weeks into our project now and we've run into some issues with components of the project not fitting together. I'm going to take about 7 minutes to share some project updates and answer questions. Let's spend 10-12 minutes with clarifying the actual issues, 15 minutes brainstorming, and then another 5 to 7 minutes selecting the best option.</p>
		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		


MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Send (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to slide 5.2 [<i>when user clicks "A" button and clicks "Send"</i>]</p> <p>Jump to slide 5.3 [<i>when user clicks "B" button and clicks "Send"</i>]</p> <p>Jump to slide 5.4 [<i>when user clicks "C" button and clicks "Send"</i>]</p>		
		<p>Exit (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to 2.4 [<i>when user clicks exit button</i>]</p>		

SCENE 05-GROUP MEETINGS PROCEDURAL STATEMENTS FEEDBACK A

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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MANAGE LIKE A PRO STORYBOARD DEMO

<p>Slide-5.2 Feedback A</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p>03-Joy_Assisting.png</p>	<p>(Visuals)</p> <p>Enter in at .0 seconds [as overlay on slide 5.1, dim background].</p>		
		<p>Comments and Approval</p>	<p>Nice, getting straight to the problem! You jumped into the meeting wanting to address project issues. No one likes to sit through unnecessarily long meetings. Having said that, there is a more effective way to begin your meetings:</p>	<p>Nice, getting straight to the problem! You jumped into the meeting wanting to address project issues. No one likes to sit through unnecessarily long meetings. Having said that, there is a more effective way to begin your meetings:</p>

MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Goals</p>	<p>Having said that, there is a more effective way to begin your meetings:</p> <ul style="list-style-type: none"> ▪ Begin your meetings with a procedural statement, discussion outline (e.g., “I want to take 5 minutes to discuss the agenda for today and update everyone on the project. Let’s spend 10-12 minutes with clarifying the actual issues. Let’s take 15 minutes for brainstorming, and another 5 to 7 minutes selecting the best option”). ▪ Identify the problem. ▪ Generate some practical solutions. ▪ Select the best solution. <p>This simple procedure makes meetings more effective and allows you to keep track of forward progress in the discussion. It clearly communicates the flow and duration of the meeting and prepares the team for the brainstorming and solution making aspects of the meeting.</p>	<p>Having said that, there is a more effective way to begin your meetings:</p> <ul style="list-style-type: none"> ▪ Begin your meetings with a procedural statement, discussion outline (e.g., “I want to take 5 minutes to discuss the agenda for today and update everyone on the project. Let’s spend 10-12 minutes with clarifying the actual issues. Let’s take 15 minutes for brainstorming, and another 5 to 7 minutes selecting the best option”). ▪ Identify the problem. ▪ Generate some practical solutions. ▪ Select the best solution. <p>This simple procedure makes meetings more effective and allows you to keep track of forward progress in the discussion. It clearly communicates the flow and duration of the meeting and prepares the team for the brainstorming and solution making aspects of the meeting.</p>
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MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds <i>[no animation]</i>.</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		
		<p>Exit (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to 6.1 <i>[when user clicks exit button]</i></p>		

SCENE 05-GROUP MEETINGS PROCEDURAL STATEMENTS FEEDBACK B

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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MANAGE LIKE A PRO STORYBOARD DEMO

<p>Slide-5.3 Feedback B</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p>03-Joy_Assisting.png</p>	<p>(Visuals)</p> <p>Enter in at .0 seconds [as overlay on slide 5.1, dim background].</p>		
		<p>Comments and Approval</p>	<p>You were on the right track! You jumped into the meeting wanting to address project issues. No one likes to sit through unnecessarily long meetings. Also, you did a good job soliciting responses from your team! You have a collaborative mindset. Collaborative leadership helps cultivate employee passion, productivity, participation, employee satisfaction, and goodwill.</p>	<p>You were on the right track! You jumped into the meeting wanting to address project issues. No one likes to sit through unnecessarily long meetings. Also, you did a good job soliciting responses from your team! You have a collaborative mindset. Collaborative leadership helps cultivate employee passion, productivity, participation, employee satisfaction, and goodwill.</p>

MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Goals</p>	<p>With that said, there is a more effective way to begin a meeting:</p> <ul style="list-style-type: none"> ▪ Begin your meetings with a procedural statement, discussion outline (e.g., “I want to take 5 minutes to discuss the agenda for today and update everyone on the project. Let’s spend 10-12 minutes with clarifying the actual issues. Let’s take 15 minutes for brainstorming, and another 5 to 7 minutes selecting the best option”). ▪ Identify the problem. ▪ Generate some practical solutions. ▪ Select the best solution. <p>This simple procedure makes meetings more effective and allows you to keep track of forward progress in the discussion. It clearly communicates the flow and duration of the meeting and prepares the team for the brainstorming and solution making aspects of the meeting.</p>	<p>With that said, there is a more effective way to begin a meeting:</p> <ul style="list-style-type: none"> ▪ Begin your meetings with a procedural statement, discussion outline (e.g., “I want to take 5 minutes to discuss the agenda for today and update everyone on the project. Let’s spend 10-12 minutes with clarifying the actual issues. Let’s take 15 minutes for brainstorming, and another 5 to 7 minutes selecting the best option”). ▪ Identify the problem. ▪ Generate some practical solutions. ▪ Select the best solution. <p>This simple procedure makes meetings more effective and allows you to keep track of forward progress in the discussion. It clearly communicates the flow and duration of the meeting and prepares the team for the brainstorming and solution making aspects of the meeting.</p>
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MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds [no animation].</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		
		<p>Exit (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to 6.1 [when user clicks exit button]</p>		

SCENE 05-GROUP MEETINGS PROCEDURAL STATEMENTS FEEDBACK C

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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MANAGE LIKE A PRO STORYBOARD DEMO

<p>Slide-5.4 Feedback C</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p>03-Joy_Assisting.png</p>	<p>(Visuals)</p> <p>Enter in at .0 seconds [as overlay on slide 5.1, dim background].</p>		
		<p>Comments and Approval</p>	<p>Fantastic work! This is the approach of an effective group leader. You outlined the guidelines of the discussion with a simple yet effective procedural statement. This helps you keep track of forward progress in the discussion. It clearly communicates the flow and duration of the meeting and prepares the team for the brainstorming and solution making aspects of the meeting. Keep up the good work!</p>	<p>Fantastic work! This is the approach of an effective group leader. You outlined the guidelines of the discussion with a simple yet effective procedural statement. This helps you keep track of forward progress in the discussion. It clearly communicates the flow and duration of the meeting and prepares the team for the brainstorming and solution making aspects of the meeting. Keep up the good work!</p>

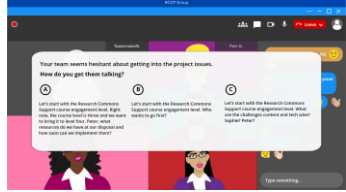
MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds [no animation].</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		
		<p>Exit (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump 6.1 [when user clicks exit button]</p>		

SCENE 06-GROUP MEETINGS LEADERSHIP ROLES

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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MANAGE LIKE A PRO STORYBOARD DEMO

<p>Slide-6.1- Slide-Group Meeting (Leadership Roles)</p> <p><input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz</p>	<p>01- Group Meeting Scene 4.png</p>	<p>(Visuals)</p> <p>Enter in at 5 seconds [<i>as overlay on slide 6.1, dim background</i>].</p> <p>Enter in emoji graphics gradually for a duration of 5 seconds</p>		
			<p>Your team seems hesitant about getting into the project issues. How do you get them talking?</p>	<p>Your team seems hesitant about getting into the project issues. How do you get them talking?</p>
		<p>Question:</p>	<p>How do you get them talking?</p>	<p>How do you get them talking?</p>
		<p>Choice A</p>	<p>Let's start with the Research Commons Support course engagement level. Right now, the course level is three and we want to bring it to level four. Peter, what resources do we have at our disposal and how soon can we implement them?</p>	<p>Let's start with the Research Commons Support course engagement level. Right now, the course level is three and we want to bring it to level four. Peter, what resources do we have at our disposal and how soon can we implement them?</p>
		<p>Choice B</p>	<p>Let's start with the Research Commons Support course engagement level. Who wants to go first?</p>	<p>Let's start with the Research Commons Support course engagement level. Who wants to go first?</p>


MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Choice C</p>	<p>Let's start with the Research Commons Support course engagement level. What are the challenges content and tech wise? Sophie? Peter?</p>	<p>Let's start with the Research Commons Support course engagement level. What are the challenges content and tech wise? Sophie? Peter?</p>
		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		
		<p>Send (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to slide 6.2 [<i>when user clicks "A" button and clicks "Send"</i>]</p> <p>Jump to slide 6.3 [<i>when user clicks "B" button and clicks "Send"</i>]</p> <p>Jump to slide 6.4 [<i>when user clicks "C" button and clicks "Send"</i>]</p>		

MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Exit (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to 2.4 [<i>when user clicks exit button</i>]</p>		
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SCENE 06-GROUP MEETINGS LEADERSHIP ROLES FEEDBACK A

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
<p>Slide-6.2 Feedback A</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p>01- Group Meeting Scene 4.png</p> <p>03-Joy Assisting.png</p>	<p>(Visuals)</p> <p>Enter in at .0 seconds [<i>as overlay on slide 6.1, dim background</i>].</p>		

MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Comments and Approval</p>	<p>Terrific job initiating a topic of discussion and soliciting input from your team! As a leader, you'll have to take on different roles:</p> <ul style="list-style-type: none"> ▪ initiating - idea pitching ▪ soliciting - opinions, perspectives, input ▪ coordinating - helping team members see connections and relationships ▪ orienting - clarifying, synthesizing, and summarizing ▪ encouraging - affirming team member participation, skills, successes (e.g., "That's a great point." "Thanks for bringing that up."). ▪ harmonizing - make connections and reduce tension ▪ gatekeeping - create space for everyone to speak and contribute (e.g., "We heard from a few people. Let's hear some new voices now." "(name here), you looked like you were going to say something"). <p style="text-align: center;">© 2022 JAIMIE TERRY</p> <p>These roles help you bring</p>	<p>Terrific job initiating a topic of discussion and soliciting input from your team! As a leader, you'll have to take on different roles:</p> <ul style="list-style-type: none"> ▪ initiating - idea pitching ▪ soliciting - opinions, perspectives, input ▪ coordinating - helping team members see connections and relationships ▪ orienting - clarifying, synthesizing, and summarizing ▪ encouraging - affirming team member participation, skills, successes (e.g., "That's a great point." "Thanks for bringing that up."). ▪ harmonizing - make connections and reduce tension ▪ gatekeeping - create space for everyone to speak and contribute (e.g., "We heard from a few people. Let's hear some new voices now." "(name here), you looked like you were going to say something"). <p>These roles help you bring balance to your team's discussion.</p>
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MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds <i>[no animation]</i>.</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		
		<p>Exit (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to 7.1 [<i>when user clicks exit button</i>]</p>		

SCENE 06-GROUP MEETINGS LEADERSHIP ROLES FEEDBACK B

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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MANAGE LIKE A PRO STORYBOARD DEMO

<p>Slide-6.3 Feedback B</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p>01- Group Meeting Scene 4.png</p> <p>03-Joy Assisting.png</p>	<p>(Visuals)</p> <p>Enter in at .0 seconds [<i>as overlay on slide 6.1, dim background</i>].</p>	 <p>The image shows a screenshot of an 'EMPLOYEE PERFORMANCE REVIEW' form. The form has several sections: 'EMPLOYEE INFORMATION' with fields for name, title, department, and location; 'PERFORMANCE PERIOD' with fields for start and end dates; 'Comments & Progression' with a text area; and 'Goals' with a list of objectives. A cartoon character with red hair and glasses is overlaid on the right side of the form. The form is displayed on a dark background.</p>	
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MANAGE LIKE A PRO STORYBOARD DEMO


		<p>Comments and Approval</p>	<p>You were on the right path trying to solicit input from your team. As a leader, you'll have to take on different roles, 'solicitor' being one of them:</p> <ul style="list-style-type: none"> ▪ initiating - idea pitching ▪ soliciting - opinions, perspectives, input ▪ coordinating - helping team members see connections and relationships ▪ orienting - clarifying, synthesizing, and summarizing ▪ encouraging - affirming team member participation, skills, successes (e.g., "That's a great point." "Thanks for bringing that up."). ▪ harmonizing - make connections and reduce tension ▪ gatekeeping - create space for everyone to speak and contribute (e.g., "We heard from a few people. Let's hear some new voices now." "(name here), you looked like you were going to say something."). <p>© 2022 JAIME TERRY</p> <p>These roles help you bring balance to your team's discussion</p>	<p>You were on the right path trying to solicit input from your team. As a leader, you'll have to take on different roles, 'solicitor' being one of them:</p> <ul style="list-style-type: none"> ▪ initiating - idea pitching ▪ soliciting - opinions, perspectives, input ▪ coordinating - helping team members see connections and relationships ▪ orienting - clarifying, synthesizing, and summarizing ▪ encouraging - affirming team member participation, skills, successes (e.g., "That's a great point." "Thanks for bringing that up."). ▪ harmonizing - make connections and reduce tension ▪ gatekeeping - create space for everyone to speak and contribute (e.g., "We heard from a few people. Let's hear some new voices now." "(name here), you looked like you were going to say something"). <p>These roles help you bring balance to your team's discussion.</p>
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MANAGE LIKE A PRO STORYBOARD DEMO

			These roles help you bring balance to your team’s discussion. To improve your soliciting skills, try initiating a topic and then solicit a specific individual.	These roles help you bring balance to your team’s discussion. To improve your soliciting skills, try initiating a topic and then solicit a specific individual.
		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds <i>[no animation]</i>.</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		
		<p>Exit (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to 7.1 [<i>when user clicks exit button</i>]</p>		

MANAGE LIKE A PRO STORYBOARD DEMO

SCENE 06-GROUP MEETINGS LEADERSHIP ROLES FEEDBACK C

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-6.4 Feedback C <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	01-Group Meeting Scene 4.png 03-Joy Assisting.png	(Visuals) Enter in at .0 seconds [<i>as overlay on slide 6.1, dim background</i>].	 <p>The screenshot shows an 'EMPLOYEE PERFORMANCE REVIEW' form. It includes fields for 'EMPLOYEE NAME', 'SUPERVISOR', 'PERIOD', 'DATE', 'RATING', and 'COMMENTS'. Below the form, there is a list of 'Comments & Approvals' with a 'Comments' section containing several bullet points. A cartoon character with red hair and glasses is overlaid on the right side of the form.</p>	

MANAGE LIKE A PRO STORYBOARD DEMO

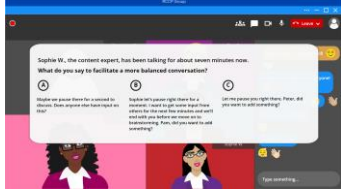
		<p>Comments and Approval</p>	<p>So close! You were on the right path trying to solicit input from your team. As a leader, you'll have to take on different roles, 'solicitor' being one of them:</p> <ul style="list-style-type: none"> ▪ initiating - idea pitching ▪ soliciting - opinions, perspectives, input ▪ coordinating - helping team members see connections and relationships ▪ orienting - clarifying, synthesizing, and summarizing ▪ encouraging - affirming team member participation, skills, successes (e.g., "That's a great point." "Thanks for bringing that up."). ▪ harmonizing - make connections and reduce tension ▪ gatekeeping - create space for everyone to speak and contribute (e.g., "We heard from a few people. Let's hear some new voices now." "(name here), you looked like you were going to say something."). <p>© 2022 JAIME TERRY</p> <p>These roles help you bring balance to your team's discussion</p>	<p>So close! You were on the right path trying to solicit input from your team. As a leader, you'll have to take on different roles, 'solicitor' being one of them:</p> <ul style="list-style-type: none"> ▪ initiating - idea pitching ▪ soliciting - opinions, perspectives, input ▪ coordinating - helping team members see connections and relationships ▪ orienting - clarifying, synthesizing, and summarizing ▪ encouraging - affirming team member participation, skills, successes (e.g., "That's a great point." "Thanks for bringing that up."). ▪ harmonizing - make connections and reduce tension ▪ gatekeeping - create space for everyone to speak and contribute (e.g., "We heard from a few people. Let's hear some new voices now." "(name here), you looked like you were going to say something."). <p>These roles help you bring balance to your team's discussion.</p>
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MANAGE LIKE A PRO STORYBOARD DEMO

			These roles help you bring balance to your team’s discussion. To improve your soliciting skills, try initiating a topic and then solicit a specific individual.	These roles help you bring balance to your team’s discussion. To improve your soliciting skills, try initiating a topic and then solicit a specific individual.
		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds <i>[no animation]</i>.</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		
		<p>Exit (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to 7.1 [<i>when user clicks exit button</i>]</p>		

MANAGE LIKE A PRO STORYBOARD DEMO

SCENE 07-GROUP MEETINGS 80:20 RATIO

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-7.1- Slide- Group Meeting (80:20) <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	01- Group Meeting Scene 4.png	<p>(Visuals)</p> <p>Enter in at 5 seconds [<i>as overlay on slide 7.1, dim background</i>].</p> <p>Enter in emoji graphics gradually for a duration of 5 seconds</p>		
			Sophie W., the content expert, has been talking for about seven minutes now.	Sophie W., the content expert, has been talking for about seven minutes now.
		<p>Question:</p>	What do you say to facilitate a more balanced conversation?	What do you say to facilitate a more balanced conversation?
		<p>Choice A</p>	Maybe we pause there for a second to discuss. Does anyone else have input on this?	Maybe we pause there for a second to discuss. Does anyone else have input on this?

MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Choice B</p>	<p>Sophie let's pause right there for a moment. I want to get some input from others for the next few minutes and we'll end with you before we move on to brainstorming. Pam, did you want to add something?</p>	<p>Sophie let's pause right there for a moment. I want to get some input from others for the next few minutes and we'll end with you before we move on to brainstorming. Pam, did you want to add something?</p>
		<p>Choice C</p>	<p>Let me pause you right there. Peter, did you want to add something?</p>	<p>Let me pause you right there. Peter, did you want to add something?</p>
		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		


MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Send (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to slide 7.2 [<i>when user clicks "A" button and clicks "Send"</i>]</p> <p>Jump to slide 7.3 [<i>when user clicks "B" button and clicks "Send"</i>]</p> <p>Jump to slide 7.4 [<i>when user clicks "C" button and clicks "Send"</i>]</p>		
		<p>Exit (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to 2.4 [<i>when user clicks exit button</i>]</p>		

SCENE 07-GROUP MEETINGS 80:20 RATIO EOS BAD

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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MANAGE LIKE A PRO STORYBOARD DEMO

Slide-7.2 EOS Bad <input type="checkbox"/> Section <input checked="" type="checkbox"/> Lesson <input type="checkbox"/> Quiz		(Visuals) Enter in at .0 seconds [<i>as overlay on slide 3.1, dim background</i>].		
		Additional Comments	Meetings are not productive and %uName% doesn't seem to have the leadership skills to head a meeting or keep projects on track.	Meetings are not productive and %uName% doesn't seem to have the leadership skills to head a meeting or keep projects on track.
		Performance Review (Button) Jump to slide 7.5 [<i>when user clicks "Performance Review" button</i>]		
		Exit (Button) Jump to slide 8.1 [<i>when user clicks "X" button</i>]		

SCENE 07-GROUP MEETINGS 80:20 RATIO EOS GOOD

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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MANAGE LIKE A PRO STORYBOARD DEMO

<p>Slide-7.3 EOS Good</p> <p><input type="checkbox"/> Section</p> <p><input checked="" type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>		<p>(Visuals)</p> <p>Enter in at .0 seconds [<i>as overlay on slide 3.1, dim background</i>].</p>		
		<p>Additional Comments</p>	<p>%uName% is great at leading projects; however, they encourage employee autonomy and facilitating opportunities for everyone to contribute.</p>	<p>%uName% is great at leading projects; however, they encourage employee autonomy and facilitating opportunities for everyone to contribute.</p>
		<p>Performance Review (Button)</p> <p>Jump to slide 7.6 [<i>when user clicks "Performance Review" button</i>]</p>		
		<p>Exit (Button)</p> <p>Jump to slide 8.1 [<i>when user clicks "X" button</i>]</p>		

SCENE 07-GROUP MEETINGS 80:20 RATIO EOS AVERAGE


Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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MANAGE LIKE A PRO STORYBOARD DEMO

<p>Slide-7.4 EOS Average</p> <p><input type="checkbox"/> Section</p> <p><input checked="" type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>		<p>(Visuals)</p> <p>Enter in at .0 seconds [<i>as overlay on slide 3.1, dim background</i>].</p>		
		<p>Additional Comments</p>	<p>I sometimes feel like our meetings are not very productive. %uName% tries to keep the meetings on track, but it takes too long to define root project issues and some members are more outspoken than others.</p>	<p>I sometimes feel like our meetings are not very productive. %uName% tries to keep the meetings on track, but it takes too long to define root project issues and some members are more outspoken than others.</p>
		<p>Performance Review (Button)</p> <p>Jump to slide 7.7 [<i>when user clicks "Performance Review" button</i>]</p>		
		<p>Exit (Button)</p> <p>Jump to slide 8.1 [<i>when user clicks "X" button</i>]</p>		

MANAGE LIKE A PRO STORYBOARD DEMO

SCENE 07-GROUP MEETINGS 80:20 FEEDBACK A

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-7.5 Feedback A <input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz	01-Group Meeting Scene 4.png 03-Joy Assisting.png	(Visuals) Enter in at .0 seconds <i>[as overlay on slide 7.1, dim background].</i>		
		Comments and Approval	<p>You're headed in the right direction; you politely interrupted a team member to make room for others. You can improve this interaction by singling out a team member. Some of your members may be more reserved and reluctant to initiate in a discussion and it's your job to facilitate space for everyone, gatekeeping. Remember, you have several roles as a leader, and you'll have to code switch depending on the situation.</p>	<p>You're headed in the right direction; you politely interrupted a team member to make room for others. You can improve this interaction by singling out a team member. Some of your members may be more reserved and reluctant to initiate in a discussion and it's your job to facilitate space for everyone, gatekeeping. Remember, you have several roles as a leader, and you'll have to code switch depending on the situation.</p>


MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds <i>[no animation]</i>.</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		
		<p>Exit (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to 2.4 <i>[when user clicks exit button]</i></p>		

SCENE 07-GROUP MEETINGS 80:20 FEEDBACK B

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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MANAGE LIKE A PRO STORYBOARD DEMO

<p>Slide-7.6 Feedback B</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p>01- Group Meeting Scene 4.png</p> <p>03-Joy Assisting.png</p>	<p>(Visuals)</p> <p>Enter in at .0 seconds [as overlay on slide 7.1, dim background].</p>		
		<p>Comments and Approval</p>	<p>Superb work! You politely interrupted a team member to make room for others and you singled out an individual to facilitate space for them. Nice gatekeeping! You also incorporated a procedural statement, setting guidelines for the flow and nature of the conversation.</p>	<p>Superb work! You politely interrupted a team member to make room for others and you singled out an individual to facilitate space for them. Nice gatekeeping! You also incorporated a procedural statement, setting guidelines for the flow and nature of the conversation.</p>


MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds <i>[no animation]</i>.</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		
		<p>Exit (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to 7.1 [<i>when user clicks exit button</i>]</p>		

SCENE 07-GROUP MEETINGS 80:20 FEEDBACK C

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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MANAGE LIKE A PRO STORYBOARD DEMO

<p>Slide-7.7 Feedback C</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p>01- Group Meeting Scene 4.png</p> <p>03-Joy Assisting.png</p>	<p>(Visuals)</p> <p>Enter in at .0 seconds [as overlay on slide 7.1, dim background].</p>	 <p>The image shows a screenshot of an 'EMPLOYEE PERFORMANCE REVIEW' form. The form includes fields for 'EMPLOYEE NAME', 'EMPLOYEE ID', 'SUPERVISOR', 'PERIOD START', 'PERIOD END', and 'PERIOD END'. Below these is a 'Comments & Approvals' section with a 'Goals' sub-section. A cartoon character with red hair and glasses is overlaid on the right side of the form. The background of the slide is dimmed.</p>	
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MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Comments and Approval</p>	<p>Great job! You politely interrupted a team member to make room for others and you singled out an individual to facilitate space for them. Nice gatekeeping! Some of your members may be more reserved and reluctant to initiate in a discussion, so good work there. To make this interaction even better, try incorporating a simple procedural statement to set guidelines for the flow and nature of the conversation. For example, you could say “Let me pause you right there. I want to get some new voices in here and I want to come back to you for the last two minutes before we move on to the next thing. (Name here) did you want to add something?” This response facilitates space for others, sets guidelines for the rest of the conversation, and reaffirms the importance of your talkative team member’s contribution.</p>	<p>Great job! You politely interrupted a team member to make room for others and you singled out an individual to facilitate space for them. Nice gatekeeping! Some of your members may be more reserved and reluctant to initiate in a discussion, so good work there. To make this interaction even better, try incorporating a simple procedural statement to set guidelines for the flow and nature of the conversation. For example, you could say “Let me pause you right there. I want to get some new voices in here and I want to come back to you for the last two minutes before we move on to the next thing. (Name here) did you want to add something?” This response facilitates space for others, sets guidelines for the rest of the conversation, and reaffirms the importance of your talkative team member’s contribution.</p>
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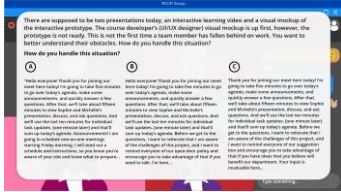
MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds <i>[no animation]</i>.</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		
		<p>Exit (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to 2.4 <i>[when user clicks exit button]</i></p>		

SCENE 08-GROUP MEETINGS UPWARD FEEDBACK

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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MANAGE LIKE A PRO STORYBOARD DEMO

<p>Slide-8.1- Slide- Group Meeting Upward Feedback</p> <p><input checked="" type="checkbox"/> Section <input type="checkbox"/> Lesson <input type="checkbox"/> Quiz</p>	<p>01- Group Meeting Scene 4.png</p>	<p>(Visuals)</p> <p>Enter in at 5 seconds [<i>as overlay on slide 8.1, dim background</i>].</p> <p>Enter in emoji graphics gradually for a duration of 5 seconds</p>		
			<p>There are supposed to be two presentations today, an interactive learning video and a visual mockup of the interactive prototype. The course developer's (UI/UX designer) visual mockup is up first, however, the prototype is not ready. This is not the first time a team member has fallen behind on work. You want to better understand their obstacles.</p>	<p>There are supposed to be two presentations today, an interactive learning video and a visual mockup of the interactive prototype. The course developer's (UI/UX designer) visual mockup is up first, however, the prototype is not ready. This is not the first time a team member has fallen behind on work. You want to better understand their obstacles.</p>
		<p>Question:</p>	<p>How do you handle this situation?</p>	<p>How do you handle this situation?</p>

MANAGE LIKE A PRO STORYBOARD DEMO

		Choice A	<p>“Hello everyone! Thank you for joining our meet here today! I’m going to take five minutes to go over today’s agenda, make some announcements, and quickly answer a few questions. After that, we’ll take about fifteen minutes to view Sophie and Michelle’s presentation, discuss, and ask questions. And we’ll use the last ten minutes for individual task updates. [one minute later] and that’ll sum up today’s agenda. Announcements! I am going to schedule one-on-one meetings starting Friday morning. I will send out a schedule and instructions, so you’re aware of your slot and know what to prepare...</p>	<p>“Hello everyone! Thank you for joining our meet here today! I’m going to take five minutes to go over today’s agenda, make some announcements, and quickly answer a few questions. After that, we’ll take about fifteen minutes to view Sophie and Michelle’s presentation, discuss, and ask questions. And we’ll use the last ten minutes for individual task updates. [one minute later] and that’ll sum up today’s agenda. Announcements! I am going to schedule one-on-one meetings starting Friday morning. I will send out a schedule and instructions, so you’re aware of your slot and know what to prepare...</p>
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MANAGE LIKE A PRO STORYBOARD DEMO

		Choice B	<p>Hello everyone! Thank you for joining our meet here today! I'm going to take five minutes to go over today's agenda, make some announcements, and quickly answer a few questions. After that, we'll take about fifteen minutes to view Sophie and Michelle's presentation, discuss, and ask questions. And we'll use the last ten minutes for individual task updates. [one minute later] and that'll sum up today's agenda. Before we get to the questions, I want to reiterate that I am aware of the challenges of this project, and I want to remind everyone of our open-door policy and encourage you to take advantage of that if you need to talk. I'm here...</p>	<p>Hello everyone! Thank you for joining our meet here today! I'm going to take five minutes to go over today's agenda, make some announcements, and quickly answer a few questions. After that, we'll take about fifteen minutes to view Sophie and Michelle's presentation, discuss, and ask questions. And we'll use the last ten minutes for individual task updates. [one minute later] and that'll sum up today's agenda. Before we get to the questions, I want to reiterate that I am aware of the challenges of this project, and I want to remind everyone of our open-door policy and encourage you to take advantage of that if you need to talk. I'm here...</p>
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MANAGE LIKE A PRO STORYBOARD DEMO


		Choice C	<p>Thank you for joining our meet here today! I'm going to take five minutes to go over today's agenda, make some announcements, and quickly answer a few questions. After that, we'll take about fifteen minutes to view Sophie and Michelle's presentation, discuss, and ask questions. And we'll use the last ten minutes for individual task updates. [one minute later] and that'll sum up today's agenda. Before we get to the questions, I want to reiterate that I am aware of the challenges of this project, and I want to remind everyone of our suggestion box and encourage you to take advantage of that if you have ideas that you believe will benefit our department. Your input is invaluable here...</p>	<p>Thank you for joining our meet here today! I'm going to take five minutes to go over today's agenda, make some announcements, and quickly answer a few questions. After that, we'll take about fifteen minutes to view Sophie and Michelle's presentation, discuss, and ask questions. And we'll use the last ten minutes for individual task updates. [one minute later] and that'll sum up today's agenda. Before we get to the questions, I want to reiterate that I am aware of the challenges of this project, and I want to remind everyone of our suggestion box and encourage you to take advantage of that if you have ideas that you believe will benefit our department. Your input is invaluable here...</p>
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MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds [<i>no animation</i>].</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		
		<p>Send (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to slide 8.2 [<i>when user clicks "A" button and clicks "Send"</i>]</p> <p>Jump to slide 8.3 [<i>when user clicks "B" button and clicks "Send"</i>]</p> <p>Jump to slide 4.4 [<i>when user clicks "C" button and clicks "Send"</i>]</p>		
		<p>Exit (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to 2.4 [<i>when user clicks exit button</i>]</p>		


MANAGE LIKE A PRO STORYBOARD DEMO

SCENE 08-GROUP MEETINGS UPWARD FEEDBACK EOS GOOD

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-8.2 EOS Good <input type="checkbox"/> Section <input checked="" type="checkbox"/> Lesson <input type="checkbox"/> Quiz		(Visuals) Enter in at 0 seconds [<i>as overlay on slide 3.1, dim background</i>].		
		Additional Comments	%uName% invests in improving their leadership skills and cares about employee feedback.	%uName% invests in improving their leadership skills and cares about employee feedback.
		Performance Review (Button) Jump to slide 8.5 [<i>when user clicks "Performance Review" button</i>]		
		Exit (Button) Jump to slide 2.4 [<i>when user clicks "X" button</i>]		

MANAGE LIKE A PRO STORYBOARD DEMO


SCENE 08-GROUP MEETINGS UPWARD FEEDBACK EOS AVERAGE

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-8.3 EOS Average <input type="checkbox"/> Section <input checked="" type="checkbox"/> Lesson <input type="checkbox"/> Quiz		(Visuals) Enter in at 0 seconds [<i>as overlay on slide 3.1, dim background</i>].		
		Additional Comments	%uName% seems very sincere in improving their leadership skills and creating a more collaborative space; however, I'm not sure if they're skilled enough as a manager to head those efforts.	%uName% seems very sincere in improving their leadership skills and creating a more collaborative space; however, I'm not sure if they're skilled enough as a manager to head those efforts.
		Performance Review (Button) Jump to slide 8.6 [<i>when user clicks "Performance Review" button</i>]		

MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Exit (Button)</p> <p>Jump to slide 2.4 [<i>when user clicks "X" button</i>]</p>		
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SCENE 08-GROUP MEETINGS UPWARD FEEDBACK EOS BAD

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
Slide-8.4 EOS Bad <input type="checkbox"/> Section <input checked="" type="checkbox"/> Lesson <input type="checkbox"/> Quiz		<p>(Visuals)</p> <p>Enter in at 0 seconds [<i>as overlay on slide 3.1, dim background</i>].</p>		
		<p>Additional Comments</p>	<p>There are ways to make suggestions and provide feedback, but I feel those avenues are ineffective and there is rarely in follow-up.</p>	<p>There are ways to make suggestions and provide feedback, but I feel those avenues are ineffective and there is rarely in follow-up.</p>
		<p>Performance Review (Button)</p> <p>Jump to slide 8.7 [<i>when user clicks "Performance Review" button</i>]</p>		

MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Exit (Button)</p> <p>Jump to slide 2.4 [<i>when user clicks "X" button</i>]</p>		
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SCENE 08-GROUP MEETINGS UPWARD FEEDBACK A

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
<p>Slide-8.5 Feedback A</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p>01- Group Meeting Scene 4.png</p> <p>03-Joy Assisting.png</p>	<p>(Visuals)</p> <p>Enter in at .0 seconds [<i>as overlay on slide 8.1, dim background</i>].</p>	 <p>The image shows a screenshot of an 'EMPLOYEE PERFORMANCE REVIEW' form. The form has sections for 'EMPLOYEE INFORMATION', 'COMMENTS & ASSESSMENT', and 'GOALS'. A cartoon character of a woman with red hair and glasses is overlaid on the bottom right of the form. The background of the form is dimmed.</p>	

MANAGE LIKE A PRO STORYBOARD DEMO

		Comments and Approval	Terrific work! The most effective communication happens face-to-face. Not only is there an opportunity for more effective communication, but one-on-one meetings offer opportunities for leadership development. Leaders can leverage these meetings for data collection. Good intel is invaluable in good decision making.	Terrific work! The most effective communication happens face-to-face. Not only is there an opportunity for more effective communication, but one-on-one meetings offer opportunities for leadership development. Leaders can leverage these meetings for data collection. Good intel is invaluable in good decision making.
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MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Goals</p>	<p>Here are some steps you can take to optimize your one-on-one meetings:</p> <ul style="list-style-type: none"> ▪ commit to regularly scheduling one-on-one meetings ▪ prepare yourself and your subordinates for the meeting in advance with questions, concerns, and feedback (e.g., “How are things going for you on the team? What are some of your concerns regarding the team? What can we do to address these issues?”) ▪ use 25-30% of the meeting for leader feedback (e.g., “I want to improve my leadership skills, what areas of improvement can you identify for me?”) ▪ take feedback notes ▪ follow up 	<p>Here are some steps you can take to optimize your one-on-one meetings:</p> <ul style="list-style-type: none"> ▪ commit to regularly scheduling one-on-one meetings ▪ prepare yourself and your subordinates for the meeting in advance with questions, concerns, and feedback (e.g., “How are things going for you on the team? What are some of your concerns regarding the team? What can we do to address these issues?”) ▪ use 25-30% of the meeting for leader feedback (e.g., “I want to improve my leadership skills, what areas of improvement can you identify for me?”) ▪ take feedback notes ▪ follow up
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MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds <i>[no animation]</i>.</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		
		<p>Exit (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to 2.4 <i>[when user clicks exit button]</i></p>		

SCENE 08-GROUP MEETINGS UPWARD FEEDBACK B

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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MANAGE LIKE A PRO STORYBOARD DEMO

<p>Slide-8.6 Feedback B</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p>01- Group Meeting Scene 4.png</p> <p>03-Joy Assisting.png</p>	<p>(Visuals)</p> <p>Enter in at .0 seconds [as overlay on slide 8.1, dim background].</p>	 A screenshot of an 'EMPLOYEE PERFORMANCE REVIEW' form. The form includes fields for 'EMPLOYEE NAME', 'SUPERVISOR', 'PERIOD OF REVIEW', and 'DATE'. Below these are sections for 'Comments & Appraisal', 'Rating', and 'Signature'. A cartoon character with red hair and glasses is overlaid on the right side of the form. The background of the slide is dimmed.	
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MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Comments and Approval</p>	<p>Not bad! Great job with your procedural statements. Open-door policies can be beneficial; however, there are a lot of downsides:</p> <ul style="list-style-type: none"> ☐ some employees may be too afraid to speak up ☐ open-door policies put the burden of initiation on the employee ☐ open-door policies may disrupt supervisors and negatively impact productivity ☐ may blur boundaries (e.g., supervisors become therapists) ☐ may undermine mediation efforts (e.g., employees bypass mediation for a chat with the boss) <p>The most effective communication happens face-to-face. Not only is there an opportunity for more effective communication, but one-on-one meetings offer opportunities for leadership development. Leaders can leverage these meetings for data collection. Good intel is invaluable in good decision making.</p>	<p>Not bad! Great job with your procedural statements. Open-door policies can be beneficial; however, there are a lot of downsides:</p> <ul style="list-style-type: none"> ☐ some employees may be too afraid to speak up ☐ open-door policies put the burden of initiation on the employee ☐ open-door policies may disrupt supervisors and negatively impact productivity ☐ may blur boundaries (e.g., supervisors become therapists) ☐ may undermine mediation efforts (e.g., employees bypass mediation for a chat with the boss) <p>The most effective communication happens face-to-face. Not only is there an opportunity for more effective communication, but one-on-one meetings offer opportunities for leadership development. Leaders can leverage these meetings for data collection. Good intel is invaluable in good decision making.</p>
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MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Goals</p>	<p>Here are some steps you can take to optimize your one-on-one meetings:</p> <ul style="list-style-type: none"> ▪ commit to regularly scheduling one-on-one meetings ▪ prepare yourself and your subordinates for the meeting in advance with questions, concerns, and feedback (e.g., “How are things going for you on the team? What are some of your concerns regarding the team? What can we do to address these issues?”) ▪ use 25-30% of the meeting for leader feedback (e.g., “I want to improve my leadership skills, what areas of improvement can you identify for me?”) ▪ take feedback notes ▪ follow up 	<p>Here are some steps you can take to optimize your one-on-one meetings:</p> <ul style="list-style-type: none"> ▪ commit to regularly scheduling one-on-one meetings ▪ prepare yourself and your subordinates for the meeting in advance with questions, concerns, and feedback (e.g., “How are things going for you on the team? What are some of your concerns regarding the team? What can we do to address these issues?”) ▪ use 25-30% of the meeting for leader feedback (e.g., “I want to improve my leadership skills, what areas of improvement can you identify for me?”) ▪ take feedback notes ▪ follow up
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MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds <i>[no animation]</i>.</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		
		<p>Exit (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to 2.4 <i>[when user clicks exit button]</i></p>		

SCENE 08-GROUP MEETINGS UPWARD FEEDBACK C

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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MANAGE LIKE A PRO STORYBOARD DEMO

<p>Slide-8.7 Feedback C</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p>01- Group Meeting Scene 4.png</p> <p>03-Joy Assisting.png</p>	<p>(Visuals)</p> <p>Enter in at .0 seconds [as overlay on slide 8.1, dim background].</p>	 A screenshot of an 'EMPLOYEE PERFORMANCE REVIEW' form. The form includes fields for 'EMPLOYEE NAME', 'SUPERVISOR', 'PERIOD', 'RATING', and 'COMMENTS'. A cartoon character with red hair and glasses is overlaid on the right side of the form. The form is titled 'EMPLOYEE PERFORMANCE REVIEW' and has a blue header. The text on the form is partially obscured by the character.	
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MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Comments and Approval</p>	<p>Not bad! Great job with your procedural statements. Suggestion boxes are not very effective in improving the workplace environment or engaging employees. There are a lot of downsides:</p> <ul style="list-style-type: none"> ▪ doesn't promote engagement ▪ most employees don't take it seriously ▪ no employee recognition or reward involved ▪ doesn't change behavior ▪ doesn't offer a structure for identifying ideas, idea implementation, or broadcasting <p>The most effective communication happens face-to-face. One-on-one meetings offer opportunities for leadership development. Not only is there an opportunity for more effective communication, but leaders can also leverage these meetings for data collection. Good intel is invaluable in good decision making.</p>	<p>Not bad! Great job with your procedural statements. Suggestion boxes are not very effective in improving the workplace environment or engaging employees. There are a lot of downsides:</p> <ul style="list-style-type: none"> ▪ doesn't promote engagement ▪ most employees don't take it seriously ▪ no employee recognition or reward involved ▪ doesn't change behavior ▪ doesn't offer a structure for identifying ideas, idea implementation, or broadcasting <p>The most effective communication happens face-to-face. One-on-one meetings offer opportunities for leadership development. Not only is there an opportunity for more effective communication, but leaders can also leverage these meetings for data collection. Good intel is invaluable in good decision making.</p>
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MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Goals</p>	<p>Here are some steps you can take to optimize your one-on-one meetings:</p> <ul style="list-style-type: none"> ▪ commit to regularly scheduling one-on-one meetings ▪ prepare yourself and your subordinates for the meeting in advance with questions, concerns, and feedback (e.g., “How are things going for you on the team? What are some of your concerns regarding the team? What can we do to address these issues?”) ▪ use 25-30% of the meeting for leader feedback (e.g., “I want to improve my leadership skills, what areas of improvement can you identify for me?”) ▪ take feedback notes ▪ follow up 	<p>Here are some steps you can take to optimize your one-on-one meetings:</p> <ul style="list-style-type: none"> ▪ commit to regularly scheduling one-on-one meetings ▪ prepare yourself and your subordinates for the meeting in advance with questions, concerns, and feedback (e.g., “How are things going for you on the team? What are some of your concerns regarding the team? What can we do to address these issues?”) ▪ use 25-30% of the meeting for leader feedback (e.g., “I want to improve my leadership skills, what areas of improvement can you identify for me?”) ▪ take feedback notes ▪ follow up
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MANAGE LIKE A PRO STORYBOARD DEMO

		<p>Main Navigation (button)</p> <p>Enter in at 0 seconds <i>[no animation]</i>.</p> <p>[state change on mouse hover and click]</p> <p>Aligned bottom-right</p> <p>Proxima Nova; bold; 32 px; #F8F8F8</p>		
		<p>Exit (Button)</p> <p>Enter in at .0 seconds</p> <p>Jump to 2.4 <i>[when user clicks exit button]</i></p>		

JAVASCRIPT GENERATED PDF-COMPLETION CERTIFICATE

Title, #	Media Files	Visual Instructions Developer Notes	Page/Media Text (On Screen)	Audio File Narration
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MANAGE LIKE A PRO STORYBOARD DEMO

<p>2.4-Slide Workspace Completion Certificate (Layer)</p> <p><input checked="" type="checkbox"/> Section</p> <p><input type="checkbox"/> Lesson</p> <p><input type="checkbox"/> Quiz</p>	<p>MLP_Certificate.png</p>	<p>(Visuals)</p>	 <p>Certificate of Achievement Presented to For Successful Completion of Enriching Customer Service at Ascend Hosting Date</p>	
		<p>Exit (Button)</p> <p>Jump back to slide 1.1 <i>[when user clicks the exit button]</i></p>		

QUICK TEST OVERVIEW

3.1 TEXT EMPATHY Q.1

Details	Question Text	Choices	Answer/Feedback
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MANAGE LIKE A PRO STORYBOARD DEMO

Details	Question Text	Choices	Answer/Feedback
<p>SLIDE NO: 3.1</p> <p>Type: Multiple Choice</p> <p>Title: Text Empathy Q.1</p> <p>Force Answer: YES</p> <p>Randomize: NO</p> <p>Weight: N/A</p> <p>Choice Labels: A, B, C...</p> <p>Objective ID:</p> <p>Associated Topic:</p> <p>Score by:</p> <p><input type="checkbox"/> Question</p> <p><input checked="" type="checkbox"/> Choice</p>	<p>Hi %uName% I am happy to help you with some of the load for the new service we're offering, but I hesitate to be the point person on this project. We're so early on with this new service. There are few but significant unknowns. I don't feel my being a point person would be best for this project.</p> <p>How would you respond?</p>	<p>A. Hi Michelle! Thank you for reaching out to me about your concerns. I understand your concerns about being point person, but I know you can do this! You've had the leadership training, you're extremely competent, and very smart! Please let me know how I can support you.</p> <p>AVERAGE ANSWER: 3 PTS</p>	<p>A very strong response! Nice job for attempting to acknowledge your subordinate's concerns. Your response shows empathy, which helps promote healthy relationships. You were encouraging when you brought up their strengths. You also asked a brilliant question and extended your support! It is good practice to be understanding and respectful but firm with your subordinates and peers. This helps maintain work relationships and prevents 'reverse delegation.' Having said that, your point person mentioned that there were "few but significant unknowns" with the new service. You needed to investigate that. Don't take everything your subordinates or peers say at face value. Make sure you're paraphrasing or restating and asking probing questions.</p>

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		<p>B. Hi Michelle. Thank you for reaching out to me about your concerns. I understand your hesitancy about being a point person. This is a bigger project. I want you to know that I feel very confident in your ability to do this, and I am here to support you along the way! With that said, please tell me about the “few but significant unknowns.” What do you mean exactly?</p> <p>GOOD ANSWER: 5 PTS</p>	<p>Excellent work! You acknowledged and validated your subordinate’s hesitancy about being a point person. Empathy helps promote healthy relationships. This is especially important when a team is dealing with low morale. You were also encouraging when you mentioned your faith in their ability and extended your support. In addition, you asked probing questions. You can’t take everything your subordinates or peers say at face value. The “few but significant unknowns” needed investigation, especially since it was preventing your assigned point person from accepting the position. This is an opportunity to gather intel on potential project issues, better understand your subordinate, or better understand your team. Take these opportunities for clarity or data collection when possible. Great job!</p>

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Details	Question Text	Choices	Answer/Feedback
		<p>C. Hi Michelle. You're right, there are some project unknowns since it is a new service we're offering. I appreciate your willingness to take on some of the load for this project but dividing this into pieces may create more complexity. How might I make it feel safe for you to take on this responsibility?</p> <p>BAD ANSWER: 2 PTS</p>	<p>Not bad! You recognized their willingness to contribute to the project. You were also respectfully firm about them taking on the delegated tasks. This is good practice in preventing 'reverse delegation.' With that said, there are areas for improvement. You acknowledged the challenging situation, but not their feelings or concerns. This may communicate apathy or inconsiderateness and may feed into low morale. Let's try to be a bit more empathetic by trying to see it from their perspective. Developing your 'perspective taking' skills will help combat apathetic communication. Follow these steps when you're experiencing conflict: 1) momentarily set aside your thoughts, feelings, motives, and intentions; 2) consider the thoughts, feelings, motivations, and intentions of others; 3) decide whether you should change your behavior or stance based on the exchange or information, and 4) make necessary changes.</p>

4.1 TEXT EMPATHY Q.2

Details	Question Text	Choices	Answer/Feedback

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Details	Question Text	Choices	Answer/Feedback
<p>SLIDE NO: 4.1</p> <p>Type: Multiple Choice</p> <p>Title: Text Delegation Q.2</p> <p>Force Answer: YES</p> <p>Randomize: NO</p> <p>Weight: N/A</p> <p>Choice Labels: A, B, C...</p> <p>Objective ID:</p> <p>Associated Topic:</p> <p>Score by:</p> <p><input type="checkbox"/> Question</p> <p><input checked="" type="checkbox"/> Choice</p>	<p>I'm not familiar with the new service tech and there are a lot of policies that have yet to be decided. I feel like I'd end up going back to you for every decision, delaying progress. I'm not clear on our policies and I'm not a tech expert and feel that Peter is more equipped as our go-to IT guy, and because of that, I feel I cannot manage the expectations of the client and the Associate Director, let alone properly address their questions.</p> <p>How would you respond?</p>	<p>A. I hear what you're saying. The policies are not completely worked out. The fact of the matter is, we need all hands on deck with this project. We're running a little behind and it's important that there's a team effort if we hope to meet our deadline. You're hardworking and very capable! I think this a great opportunity for you to show that you can lead. I am here to support you. My door is always open.</p> <p>BAD ANSWER: 2 PTS</p> <p>© 2022 JAIMIE TERRY</p>	<p>It is important that your team understand the realities of the project and development. In addition, you were pointedly firm in holding your ground on your subordinate taking up the responsibility as a point person. This is good practice in preventing 'reverse delegation.' There are some good things in your response; however, not delegating is just as important as delegating. You did not address your subordinate's concerns about the tech. There's a lack of education regarding the technology for this service. Could Michelle work with Peter, the tech expert on this project? Would Peter be more appropriate to address questions and concerns regarding technology? Also, Michelle made a valid point about policy. Policies and procedures provide a roadmap for daily operations. It also helps streamline project processes. Understanding the policies seems crucial for decision-making. Does Michelle have the authority to make final decisions regarding this project? Having that authority with responsibility may help her work more efficiently.</p> <p>Here are some questions you can ask to improve your response to this type of situation:</p> <ul style="list-style-type: none"> ▪ Is there more than one right way to do things? Yes? Delegate. ▪ Is the employee learning necessary skills? Yes? Delegate. ▪ Is the task a part of your current job?

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		<p>B. Ah, I see your point. It's extremely important that you have the most accurate information and knowledge regarding the tech and policies so that you can communicate, manage, and address concerns of the client and Associate Director in a timely manner. Reliability and efficiency are crucial for our unit! Here's what I'll do: I'll take point on this project, as I can address questions and concerns more quickly and make the final decisions on the project. I'll have you take point on another project in the future.</p> <p>AVERAGE: 3 PTS</p>	<p>Not bad! A good response! Your willingness to be flexible in your delegation is admirable. This response was considerate and respectful; however, is important to avoid 'reverse delegation.' The task is now back in your hands.</p> <ul style="list-style-type: none"> ▪ Here are some questions you can ask to improve your response to this type of situation: ▪ Is there more than one right way to do things? Yes? Delegate. ▪ Is the employee learning necessary skills? Yes? Delegate. ▪ Is the task a part of your current job? No? Delegate. ▪ Do you have time to touch base on this project with your subordinate? Yes? Delegate. ▪ Does the task put your subordinate in an unusual power dynamic with another supervisor? If so, have a discussion with your subordinate before assigning a task and determine whether delegation is appropriate based on the previous questions.

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Details	Question Text	Choices	Answer/Feedback
		<p>C. Hi Michelle. You're right, there are some project unknowns since it is a new service we're offering. I appreciate your willingness to take on some of the load for this project but dividing this into pieces may create more complexity. How might I make it feel safe for you to take on this responsibility?</p> <p>GOOD ANSWER: 5 PTS</p>	<p>Excellent work! Flexible delegation is important! You realized that there was more than one right way to delegate by adjusting the timing. You gave them authority with responsibility by communicating that they can make final decisions after the handoff. This response was considerate, respectful, and but held firm in that they would take on the responsibility as a point person.</p> <p>Here are some other things to consider; your subordinates may feel uncomfortable working alongside another supervisor as an equal, as it presents an unusual power dynamic. In addition, not having sufficient experience or knowledge and authority may exacerbate feelings of inadequacy, as no one enjoys feeling incompetent. So, it's wonderful that you allowed your subordinate more time to learn and gave them authority in their position. Keep up the good work.</p>

5.1 TEXT PROCEDURAL STATEMENTS Q.3

Details	Question Text	Choices	Answer/Feedback
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Details	Question Text	Choices	Answer/Feedback
<p>SLIDE NO: Type: Multiple Choice</p> <p>Title: Procedural Statement Q.3</p> <p>Force Answer: YES</p> <p>Randomize: NO</p> <p>Weight: N/A</p> <p>Choice Labels: A, B, C...</p> <p>Objective ID:</p> <p>Associated Topic:</p> <p>Score by:</p> <p><input type="checkbox"/> Question</p> <p><input checked="" type="checkbox"/> Choice</p>	<p>You are two weeks into a cross-organizational project for a new web service with your team. So far, the project is experiencing delays; the work produced by individual team members does not work together, and as a result, team members are not as productive and demoralized.</p> <p>How do you want to begin this meeting?</p>	<p>A. Hello everyone! Thank you for joining our meet here today. It looks like everyone is here, so let's jump into it. We've run into some issues with components of the project not fitting together, so I want to go around and hear from everybody about their tasks and the issues they've run into.</p> <p style="text-align: center;">© 2022 JAIMIE TERRY</p>	<p>Nice, getting straight to the problem! You jumped into the meeting wanting to address project issues. No one likes to sit through unnecessarily long meetings. Having said that, there is a more effective way to begin your meetings:</p> <p>Having said that, there is a more effective way to begin your meetings:</p> <ol style="list-style-type: none"> 1. Begin your meetings with a procedural statement, discussion outline (e.g., "I want to take 5 minutes to discuss the agenda for today and update everyone on the project. Let's spend 10-12 minutes with clarifying the actual issues. Let's take 15 minutes for brainstorming, and another 5 to 7 minutes selecting the best option"). 2. Identify the problem. 3. Generate some practical solutions. 4. Select the best solution. <p>This simple procedure makes meetings more effective and allows you to keep track of forward progress in the discussion. It clearly communicates the flow and duration of the meeting and prepares the team for the brainstorming and solution making aspects of the meeting.</p>

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Details	Question Text	Choices	Answer/Feedback
		<p>B. Hello everyone! Thank you for joining our meet here today. It looks like everyone is here, so let's start. I want to take about 7 minutes to share some project updates and answer questions. We've run into some issues with components of the project not fitting together, but I want to give everyone a chance to speak here first, so let's start with our content expert. Sophie, go ahead. Let us know what issues you are experiencing.</p> <p style="text-align: center;">© 2022 JAIMIE TERRY</p>	<p>You were on the right track! You jumped into the meeting wanting to address project issues. No one likes to sit through unnecessarily long meetings. Also, you did a good job soliciting responses from your team! You have a collaborative mindset. Collaborative leadership helps cultivate employee passion, productivity, participation, employee satisfaction, and goodwill.</p> <p>With that said, there is a more effective way to begin a meeting:</p> <p>Begin your meetings with a procedural statement, discussion outline (e.g., "I want to take 5 minutes to discuss the agenda for today and update everyone on the project. Let's spend 10-12 minutes with clarifying the actual issues. Let's take 15 minutes for brainstorming, and another 5 to 7 minutes selecting the best option").</p> <ol style="list-style-type: none"> 1. Identify the problem. 2. Generate some practical solutions. 3. Select the best solution. <p>This simple procedure makes meetings more effective and allows you to keep track of forward progress in the discussion. It clearly communicates the flow and duration of the meeting and prepares the team for the brainstorming and solution making aspects of</p>

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Details	Question Text	Choices	Answer/Feedback
		<p>C. Hello everyone! Thank you for joining our meet here today. It looks like everyone is here, so let's start. Alright, so we're a couple of weeks into our project now and we've run into some issues with components of the project not fitting together. I'm going to take about 7 minutes to share some project updates and answer questions. Let's spend 10-12 minutes with clarifying the actual issues, 15 minutes brainstorming, and then another 5 to 7 minutes selecting the best option.</p>	<p>Fantastic work! This is the approach of an effective group leader. You outlined the guidelines of the discussion with a simple yet effective procedural statement. This helps you keep track of forward progress in the discussion. It clearly communicates the flow and duration of the meeting and prepares the team for the brainstorming and solution making aspects of the meeting. Keep up the good work!</p>

6.1 TEXT LEADERSHIP ROLES Q.4

Details	Question Text	Choices	Answer/Feedback

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Details	Question Text	Choices	Answer/Feedback
<p>SLIDE NO: Type: Multiple Choice</p> <p>Title: Leadership Roles Q.4</p> <p>Force Answer: YES</p> <p>Randomize: NO</p> <p>Weight: N/A</p> <p>Choice Labels: A, B, C...</p> <p>Objective ID:</p> <p>Associated Topic:</p> <p>Score by:</p> <p><input type="checkbox"/> Question</p> <p><input checked="" type="checkbox"/> Choice</p>	<p>Your team seems hesitant about getting into the project issues.</p> <p>How do you get them talking?</p>	<p>A. Let's start with the Research Commons Support course engagement level. Right now, the course level is three and we want to bring it to level four. Peter, what resources do we have at our disposal and how soon can we implement them?</p>	<p>Terrific job initiating a topic of discussion and soliciting input from your team! As a leader, you'll have to take on different roles:</p> <ul style="list-style-type: none"> ▪ initiating - idea pitching ▪ soliciting - opinions, perspectives, input ▪ coordinating - helping team members see connections and relationships ▪ orienting - clarifying, synthesizing, and summarizing ▪ encouraging - affirming team member participation, skills, successes (e.g., "That's a great point." "Thanks for bringing that up."). ▪ harmonizing - make connections and reduce tension ▪ gatekeeping - create space for everyone to speak and contribute (e.g., "We heard from a few people. Let's hear some new voices now." "(name here), you looked like you were going to say something."). <p>These roles help you bring balance to your team's discussion.</p>

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Details	Question Text	Choices	Answer/Feedback
		<p>B. Let's start with the Research Commons Support course engagement level. Who wants to go first?</p>	<p>You were on the right path trying to solicit input from your team. As a leader, you'll have to take on different roles, 'solicitor' being one of them:</p> <ul style="list-style-type: none"> ▪ initiating - idea pitching ▪ soliciting - opinions, perspectives, input ▪ coordinating - helping team members see connections and relationships ▪ orienting - clarifying, synthesizing, and summarizing ▪ encouraging - affirming team member participation, skills, successes (e.g., "That's a great point." "Thanks for bringing that up."). ▪ harmonizing - make connections and reduce tension ▪ gatekeeping - create space for everyone to speak and contribute (e.g., "We heard from a few people. Let's hear some new voices now." "(name here), you looked like you were going to say something"). <p>These roles help you bring balance to your team's discussion. To improve your soliciting skills, try initiating a topic and then solicit a specific individual.</p>

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Details	Question Text	Choices	Answer/Feedback
		<p>C. Let's start with the Research Commons Support course engagement level. What are the challenges content and tech wise? Sophie? Peter?</p>	<p>So close! You were on the right path trying to solicit input from your team. As a leader, you'll have to take on different roles, 'solicitor' being one of them:</p> <ul style="list-style-type: none"> ▪ initiating - idea pitching ▪ soliciting - opinions, perspectives, input ▪ coordinating - helping team members see connections and relationships ▪ orienting - clarifying, synthesizing, and summarizing ▪ encouraging - affirming team member participation, skills, successes (e.g., "That's a great point." "Thanks for bringing that up."). ▪ harmonizing - make connections and reduce tension ▪ gatekeeping - create space for everyone to speak and contribute (e.g., "We heard from a few people. Let's hear some new voices now." "(name here), you looked like you were going to say something"). <p>These roles help you bring balance to your team's discussion.</p>

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7.1 TEXT 80:20 Q.5

Details	Question Text	Choices	Answer/Feedback
<p>SLIDE NO: Type: Multiple Choice</p> <p>Title: Ratio 80:20 Q.5</p> <p>Force Answer: YES</p> <p>Randomize: NO</p> <p>Weight: N/A</p> <p>Choice Labels: A, B, C...</p> <p>Objective ID:</p> <p>Associated Topic:</p> <p>Score by:</p> <p><input type="checkbox"/> Question</p> <p><input checked="" type="checkbox"/> Choice</p>	<p>Sophie W., the content expert, has been talking for about seven minutes now.</p> <p>What do you say to facilitate a more balanced conversation?</p> <p>Let me pause you right there. Peter, did you want to add something?</p>	<p>A. Maybe we pause there for a second to discuss. Does anyone else have input on this?</p>	<p>You're headed in the right direction; you politely interrupted a team member to make room for others. You can improve this interaction by singling out a team member. Some of your members may be more reserved and reluctant to initiate in a discussion and it's your job to facilitate space for everyone, gatekeeping. Remember, you have several roles as a leader, and you'll have to code switch depending on the situation.</p>

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Details	Question Text	Choices	Answer/Feedback
		<p>B. Sophie let's pause right there for a moment. I want to get some input from others for the next few minutes and we'll end with you before we move on to brainstorming. Pam, did you want to add something?</p>	<p>Great job! You politely interrupted a team member to make room for others and you singled out an individual to facilitate space for them. Nice gatekeeping! Some of your members may be more reserved and reluctant to initiate in a discussion, so good work there. To make this interaction even better, try incorporating a simple procedural statement to set guidelines for the flow and nature of the conversation. For example, you could say "Let me pause you right there. I want to get some new voices in here and I want to come back to you for the last two minutes before we move on to the next thing. (Name here) did you want to add something?" This response facilitates space for others, sets guidelines for the rest of the conversation, and reaffirms the importance of your talkative team member's contribution.</p>

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Details	Question Text	Choices	Answer/Feedback
		<p>C. Let me pause you right there. Peter, did you want to add something?</p>	<p>Great job! You politely interrupted a team member to make room for others and you singled out an individual to facilitate space for them. Nice gatekeeping! Some of your members may be more reserved and reluctant to initiate in a discussion, so good work there. To make this interaction even better, try incorporating a simple procedural statement to set guidelines for the flow and nature of the conversation. For example, you could say “Let me pause you right there. I want to get some new voices in here and I want to come back to you for the last two minutes before we move on to the next thing. (Name here) did you want to add something?” This response facilitates space for others, sets guidelines for the rest of the conversation, and reaffirms the importance of your talkative team member’s contribution.</p>

8.1 TEXT UPWARD FEEDBACK Q.6

Details	Question Text	Choices	Answer/Feedback

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Details	Question Text	Choices	Answer/Feedback
<p>SLIDE NO: Type: Multiple Choice</p> <p>Title: Upward Feedback Q.6</p> <p>Force Answer: YES</p> <p>Randomize: NO</p> <p>Weight: N/A</p> <p>Choice Labels: A, B, C...</p> <p>Objective ID:</p> <p>Associated Topic:</p> <p>Score by:</p> <p><input type="checkbox"/> Question</p> <p><input checked="" type="checkbox"/> Choice</p>	<p>There are supposed to be two presentations today, an interactive learning video and a visual mockup of the interactive prototype. The course developer's (UI/UX designer) visual mockup is up first, however, the prototype is not ready. This is not the first time a team member has fallen behind on work. You want to better understand their obstacles.</p> <p>How do you handle this situation?</p>	<p>A. "Hello everyone! Thank you for joining our meet here today! I'm going to take five minutes to go over today's agenda, make some announcements, and quickly answer a few questions. After that, we'll take about fifteen minutes to view Sophie and Michelle's presentation, discuss, and ask questions. And we'll use the last ten minutes for individual task updates. [one minute later] and that'll sum up today's agenda. Announcements! I am going to schedule one-on-one meetings starting Friday morning. I will send out a schedule and instructions, so you're aware of your slot and know what to prepare..."</p> <p style="text-align: center;">© 2022 JAIMIE TERRY</p>	<p>Terrific work! The most effective communication happens face-to-face. Not only is there an opportunity for more effective communication, but one-on-one meetings offer opportunities for leadership development. Leaders can leverage these meetings for data collection. Good intel is invaluable in good decision making.</p> <p>Here are some steps you can take to optimize your one-on-one meetings:</p> <ul style="list-style-type: none"> ▪ commit to regularly scheduling one-on-one meetings ▪ prepare yourself and your subordinates for the meeting in advance with questions, concerns, and feedback (e.g., "How are things going for you on the team? What are some of your concerns regarding the team? What can we do to address these issues?") ▪ use 25-30% of the meeting for leader feedback (e.g., "I want to improve my leadership skills, what areas of improvement can you identify for me?") ▪ take feedback notes ▪ follow up

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		<p>B. Hello everyone! Thank you for joining our meet here today! I'm going to take five minutes to go over today's agenda, make some announcements, and quickly answer a few questions. After that, we'll take about fifteen minutes to view Sophie and Michelle's presentation, discuss, and ask questions. And we'll use the last ten minutes for individual task updates. [one minute later] and that'll sum up today's agenda. Before we get to the questions, I want to reiterate that I am aware of the challenges of this project, and I want to remind everyone of our open-door policy and encourage you to take advantage of that if you need to talk. I'm here...</p>	<p>Not bad! Great job with your procedural statements. Open-door policies can be beneficial; however, there are a lot of downsides:</p> <ul style="list-style-type: none"> ▪ some employees may be too afraid to speak up ▪ open-door policies put the burden of initiation on the employee ▪ open-door policies may disrupt supervisors and negatively impact productivity ▪ may blur boundaries (e.g., supervisors become therapists) ▪ may undermine mediation efforts (e.g., employees bypass mediation for a chat with the boss) <p>The most effective communication happens face-to-face. Not only is there an opportunity for more effective communication, but one-on-one meetings offer opportunities for leadership development. Leaders can leverage these meetings for data collection. Good intel is invaluable in good decision making.</p>

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		<p>C. Thank you for joining our meet here today! I'm going to take five minutes to go over today's agenda, make some announcements, and quickly answer a few questions. After that, we'll take about fifteen minutes to view Sophie and Michelle's presentation, discuss, and ask questions. And we'll use the last ten minutes for individual task updates. [one minute later] and that'll sum up today's agenda. Before we get to the questions, I want to reiterate that I am aware of the challenges of this project, and I want to remind everyone of our suggestion box and encourage you to take advantage of that if you have ideas that you believe will benefit our department. Your input is invaluable here...</p>	<p>Not bad! Great job with your procedural statements. Open-door policies can be beneficial; however, there are a lot of downsides:</p> <ul style="list-style-type: none"> ▪ some employees may be too afraid to speak up ▪ open-door policies put the burden of initiation on the employee ▪ open-door policies may disrupt supervisors and negatively impact productivity ▪ may blur boundaries (e.g., supervisors become therapists) ▪ may undermine mediation efforts (e.g., employees bypass mediation for a chat with the boss) <p>The most effective communication happens face-to-face. Not only is there an opportunity for more effective communication, but one-on-one meetings offer opportunities for leadership development. Leaders can leverage these meetings for data collection. Good intel is invaluable in good decision making.</p>