

<i>Business Purpose</i>	<p>Create an e-Learning solution with discrete lessons to:</p> <ol style="list-style-type: none"> 1. Provide employees the necessary tools to effectively interact with different workplace communicators. 2. Enhance effective communication among employees to accomplish the aims and objectives of the organization. 3. Build a culture of adaptation and appreciation of one another's thoughts, ideas, and contributions to maintain an efficient flow of information.
<i>Target Audience</i>	<p>Employees, managers, supervisors, senior leadership members, and other staff members who need to improve their ability to communicate effectively with varied styles of communicators.</p>
<i>Training Time</i>	<p>30 minutes</p>
<i>Training Recommendation</i>	<ul style="list-style-type: none"> • One eLearning course that provides the best methods of dealing with different styles of workplace communication to ensure a proper flow of information. • Since the culture of the company is depreciating due to ineffective communication among the staff, this training is the beginning of a monthly training to be an ongoing staple of the organizations training repertoire.
<i>Deliverables</i>	<p>1 eLearning Course</p> <ul style="list-style-type: none"> • Developed in Storyline Rise • Storyline Articulate slides included • Camtasia Video included • Storyboard
<i>Learning Objectives</i>	<ul style="list-style-type: none"> • Identify the different styles of workplace communication. • Adapt communication style to eliminate workplace communication barriers. • List the advantages and disadvantages of each workplace communicator.
<i>Training Outline</i>	<p>Welcome</p> <p>Course Objectives</p> <p>Introduction</p> <ul style="list-style-type: none"> • Communicator Quiz – What is your workplace communication style? • Video: The 4 Types of Workplace Communicators

Introduce Scenario: A Day in the Life of Will

- Will Smith, a Personal communicator, is a team lead at Tech Solutions who has been employed by the organization for 20 years. Due to Will's ability to communicate with varied communication styles, he is well respected by his colleagues. Today, he must speak with four Web Designers about a questionable design. You will select solutions to four scenarios in which Will has the same conversation with each Web Designer. Remember, each will have a distinct style of workplace communication. As you take this journey, ask yourself: What would Will do? Spend the day with Will and witness his ability to support an efficient flow of information and gain tips to reduce communication barriers.

Topic 1: Intuitive Scenario

- Today, Will has a meeting with George Clooney, an intuitive communicator. Though he is one of the senior designers on the team and usually has rave reviews, a recent design was not received well by a client. The client believes that the design is outdated. Help Will communicate the problem to George in a way that honors the intuitive communicator's style.
 - 4 questions are asked where the learner must provide a solution.

Topic 2: Analytical Scenario

- Will is meeting with Angela Bassett, an analytical communicator who is truly data-driven. On her most recent project, she focused on the analytical side of the design negating the visual appeal. As a result, she overused stock images and icons. Help Will communicate the problem to Angela in a way that honors the analytical communicator's style.
 - 4 questions are asked where the learner must provide a solution.

Topic 3: Functional Scenario

- Jennifer Lawrence, a functional communicator, is next on Will's schedule. Even though she has a great deal of expertise in graphic design, a long-time client voiced that the website is very detailed but not practical. This is an ongoing problem with the more traditional customers of the firm. Help Will communicate the problem to Jennifer in a way that honors the functional communicator's style.
 - 4 questions are asked where the learner must provide a solution.

	<p>Topic 4: Personal Scenario</p> <ul style="list-style-type: none"> • Will’s final meeting for the day is with Tom Holland, a personal communicator who is new to the team. Though he graduated at the top of his class with a Computer Information Systems degree from The University of Texas, his designs can be a bit abstract. The feedback from his most recent design proved to have no clear path. Help Will communicate the problem to Tom in a way that honors the personal communicator’s style. <ul style="list-style-type: none"> ○ 4 questions are asked where the learner must provide a solution. <p>Quiz</p> <p>Conclusion</p>
<p><i>Evaluation Plan</i></p>	<ul style="list-style-type: none"> • Each scenario or topic requires an activity of knowledge or critical thinking to be completed by the learner. • Learner will complete a 10-question quiz at a minimum 80% passing rate. • Data is to be compiled on the employees’ effectiveness as a communicator at the 30-day, 60-day and 90-day marks. After receiving the results at each benchmark, the leadership team will create groups that represent the following: <ol style="list-style-type: none"> 1. Master Communicators – These communicators can maintain efficient flow of information at least 90% of the time. 2. Protege Communicators – These communicators can maintain efficient flow of information at least 80% of the time. 3. Apprentice Communicators – These communicators can maintain efficient flow of information at least 70% of the time. 4. Intern Communicators – These communicators can maintain efficient flow of information 69% or less of the time. • The groups will then be used to create a mentorship program and determine next-steps training for the monthly lessons. • If an employee continues to struggle with communicating effectively, the employee will be placed on a 30-day communication plan where mentors will provide intense one-on-one training to reach specific milestones.