

Design Document

<i>Business Purpose</i>	<p>ABC Company is experiencing problems with customer satisfaction ratings after customer service interactions. In order to raise their customer satisfaction ratings, the employees need to be trained in mindset to help boost employee morale and in turn, improve customer service interactions and ratings. All employees must take and pass an eLearning module on mindset within the next month.</p> <ul style="list-style-type: none">● Provide awareness of what mindset is & the different types of mindset.● Explain the benefits of a growth mindset in the workplace.● Explain how to transition from a fixed mindset to a growth mindset.● Raise company morale by providing information on growth mindset to learners.
<i>Target Audience</i>	All employees at ABC Company (retail store)
<i>Training Time</i>	30 minutes
<i>Training Recommendation</i>	<ul style="list-style-type: none">● 1 e-Learning course<ul style="list-style-type: none">○ eLearning allows the employees to access the training module on their own time while they simultaneously maintain their job functions● Course will have a storyline that includes explanations as well as an interactive scenario.● Audio voiceover narration is included on all slides.● 2 knowledge checks.● Learners will be pre-assessed on mindset.● Questions of different types will assess learners' knowledge of mindset.● Informal knowledge check in a scenario interaction.● Various interactions to learn about growth mindset benefits.● 5 graded quiz questions where learners must score an 80% to pass.● Summary slide at the end of the module.● A congratulations slide & an exit button included at the end of the module.
<i>Deliverables</i>	<ul style="list-style-type: none">● 1 e-Learning course<ul style="list-style-type: none">○ Developed in Articulate Storyline○ Includes voice-over narration using Wellsaid Labs○ Includes 1 mini scenario○ Includes drag and drop, accordion, and click-to-reveal interactions○ 2 knowledge checks○ Final evaluation consisting of 5 questions

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	<ul style="list-style-type: none">• Job aid (cheat sheet w/mindset information & examples)
<i>Learning Objectives</i>	<ul style="list-style-type: none">• Define mindset.• Explain fixed mindsets.• Identify examples of growth mindset.• Explain how to transform a fixed mindset into a growth mindset.• Identify the benefits of using a growth mindset in the workplace & in everyday life.
<i>Training Outline</i>	<p>Introduction</p> <ul style="list-style-type: none">• Opening video depicting mindset that transitions into the course welcome page• Buttons to start immediately and to go to the navigation page are included <p>Learning Objectives</p> <ul style="list-style-type: none">• One slide that contains the learning objectives and rationale for taking the course <p>Mindset Definition & Examples</p> <ul style="list-style-type: none">• Information about defining mindset and explaining growth mindset• Definition of mindset explained• Interactive slide where users learn about fixed & growth mindset definitions & examples <p>Knowledge Check</p> <ul style="list-style-type: none">• Multiple choice question to check for understanding of a growth mindset• Drag and drop interaction to check for understanding of fixed mindset <p>Interactive Scenario</p> <ul style="list-style-type: none">• Scenario with characters to simulate a fixed mindset <p>Benefits of Growth Mindset</p> <ul style="list-style-type: none">• Interactions to aid in learning about the benefits of a growth mindset in the workplace and in everyday life <p>Graded Assessment</p> <ul style="list-style-type: none">• Contains 5 questions of varying types• Learners must obtain at least 80% passing score• Learners have 2 attempts <p>Summary</p> <ul style="list-style-type: none">• Interaction to summarize the main highlights of the module <p>Conclusion</p>

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	<ul style="list-style-type: none">● Video of confetti to congratulate the learner on their achievement.● Exit course button to allow learners to conclude the module
<i>Assessment Plan</i>	<ul style="list-style-type: none">● 2 knowledge check questions<ul style="list-style-type: none">○ Learner must score 100% to continue○ Learners have 2 attempts● 5 graded quiz questions at the end of the module. Learner must score an 80% to pass.<ul style="list-style-type: none">○ Learners have unlimited attempts