

**Module Title:** World Outreach Alliance: Cultural Adaptability and Collaborative Communication for Project Success

**Target Audience:** World Outreach Alliance international community project volunteers (ages 25–40) preparing to be stationed globally. Volunteers are diverse in background, have at least some post-secondary education, and are in pre-deployment training. Most have limited experience navigating complex cultural dynamics in project work.

**Learning Objectives:**

**Terminal LOs:**

1. LO1: Apply cultural frameworks to navigate cultural differences.
2. LO2: Adapt communication styles to align with local cultural norms.
3. LO3: Facilitate participatory planning that aligns volunteer efforts with locally defined needs.
4. LO4: Resolve cross-cultural conflicts using respectful, collaborative techniques.

**Enabling LOs:**

ELO1:

- Understand the Cultural Iceberg Model and Hofstede’s Dimensions.
- Identify how cultural norms impact communication and project planning.

ELO2:

- Differentiate between high-context and low-context communication styles.
- Use culturally appropriate non-verbal communication cues.

ELO3:

- Use inclusive methods to engage diverse community stakeholders.
- Encourage collaborative discussions to foster community ownership of projects.

ELO4:

- Identify the root causes of cultural misunderstandings.
- Use active listening and empathy to de-escalate conflicts.

**Seat Time:** 25-30 minute e-learning course

**Outline:**

- Welcome / Navigation
- Initial Scenario – “Missing Voices”
  - Learners are introduced to Amina, a local partner, through a single scenario where the learner will be referred back to throughout the course
  - Ungraded Knowledge Check

- Learning Objectives
- Lesson 1: Understanding Culture through New Lenses
  - Topic 1.2: Understanding Culture: Hofstede's Cultural Framework
  - Topic 1.1: The Cultural Iceberg Model
  - Ungraded Knowledge Check
- Lesson 2: Adapting Communication Styles
  - Topic 2.1: Communication Styles Across Cultures
- Lesson 3: Partnering with Communities
  - Topic 3.1: Key Strategies for Inclusive Decision Making
  - Ungraded Knowledge Check
- Lesson 4: Resolving Cross-Cultural Conflicts
  - Topic 4.1: Conflict Resolution Techniques
- Course Summary
- Final Quiz [5 questions]
  - Intro to Quiz
  - Question 1
  - Question 2
  - Question 3
  - Question 4
  - Question 5
  - Quiz Results
- Congratulations

**Logo [on header of each slide]:**

[https://www.canva.com/design/DAGnpBcR-Uo/ioHKhjLGWFw72qMplzP3QQ/edit?utm\\_content=DAGnpBcR-Uo&utm\\_campaign=designshare&utm\\_medium=link2&utm\\_source=sharebutton](https://www.canva.com/design/DAGnpBcR-Uo/ioHKhjLGWFw72qMplzP3QQ/edit?utm_content=DAGnpBcR-Uo&utm_campaign=designshare&utm_medium=link2&utm_source=sharebutton)

**Font:** Montserrat



**Global Comments:**

1. Every slide will have the same themed header and footer framing w/ logo in the top right corner.
2. All custom made buttons will have a hover state and visited state.

3. Text in brackets [ ] is not shown on slide

Slide: 1.1 / Menu Title: Welcome			LO: N/A
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Header/footer bars using color theme with title in header on the left side and logo on the right side</p> <p>Background: video plays a rotating arc of international flags curves across a world map background, symbolizing global diversity. The flags scroll smoothly from left to right, adding motion and reinforcing the theme of cross-cultural connection [from Articulate 360 content library].</p> <p>2 custom buttons w/ text centered; color theme; in footer</p>	<p><b>[Slide Title]:</b> Cultural Adaptability and Collaborative Communication for Project Success</p> <p><b>[Custom Button 1]:</b> Begin Course</p> <p><b>[Custom Button 2]:</b> Navigate</p>	<p><b>[Narrator]:</b> “Welcome to the training on Cultural Adaptability and Collaborative Communication for Project Success. This program is designed specifically for volunteers like you, dedicated individuals working to make a meaningful impact in diverse and multicultural environments. Whether you’re new to international volunteering or have years of experience. This training will equip you with the tools to build trust, adapt to cultural differences and create sustainable, community-driven projects. Together, we’ll explore how cultural understanding and effective communication can turn challenges into opportunities for collaboration and success. Click the course navigation button to learn more about how to proceed through the course. If you are already familiar with the course features, click begin course when you are ready to get started!”</p>	<p>Background video is on a loop and continues to play until the learner selects the Navigation or Begin Course button.</p> <p>Navigation and Begin Course buttons fade in to sync w/ v/o narration</p> <p>Jumps to slide 2.1 when user clicks ‘Navigation’ [custom button]</p> <p>Jumps to slide 3.1 when user click ‘Begin Course’ custom button</p> <p>Next/Prev buttons on player are disabled</p>
Notes:			

Slide: 2.1 / Menu Title: Navigation			LO: N/A
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background is a custom made image containing a screenshot of the current elearning course's navigation slide made smaller. Image background is an photo of slightly transparent globe outline offset to the right with a yellow text box in the center that states 'learn how to navigate through this course'.</p> <p>9 animated box frames the menu, slide title [on menu], play/pause, seek bar, restart button, volume control, accessibility control, and prev/next. Last box frame outlines the next button towards the end of the timeline.</p> <p>Semi-transparent color theme box w/ in the center of the slide</p> <p>Directions text in center of semi-transparent box</p>	<p><b>[Slide Title]:</b> Course Navigation</p> <p><b>[Direction Text]:</b> Learn how to navigate through this course</p>	<p><b>[Narrator]:</b> "Let's take a minute to learn how to navigate this course. On the left is the <b>menu</b>. which covers the topics within this course. The <b>title</b> highlighted on the menu indicates the slide that you are currently on. At the bottom and to the right of the menu you will see the <b>play and pause</b> button. Next to that is the <b>seek bar</b> which shows your progress through a particular slide. You can drag the seek bar to go forward or backward on the timeline of the current slide. You can also use the <b>restart button</b> to go back to the beginning of the slide. Click on <b>volume control</b> to adjust the volume. Select the <b>accessibility control</b> to personalize your learning experience. The <b>previous and next</b> buttons will allow you to go backwards and forward in the course. Now select the <b>next</b> button at the bottom right of your screen to continue".</p>	<p>Each box frame fades in, one at a time, framing all 8 corresponding [bolded text in script] player features and fades out, syncs w/ v/o</p> <p>Last box frame of next button fades in w/ narrator v/o and does not fade out</p> <p>Next button is enabled at end of timeline on this slide</p> <p>Next button jumps to Slide 3.1</p>
Notes:			

Slide: 3.1 / Menu Title: Missing Voices Scenario	LO: N/A
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Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background is a slightly transparent image of a group of locals within an African community [from Articulate 360 content library].</p> <p>Avatar Amina [local community liaison] on right side of slide, using single pose [smiling/hands down].</p> <p>Avatar are set in foreground, closer to learner</p> <p>Gradient color theme text box fades in on the top left corner of the slide with directions text</p>	<p><b>[Slide Title]:</b> Missing Voices Scenario</p> <p><b>[Directions Text]:</b> Select Next to hear from Amina</p>	<p><b>[Narrator]:</b> “You’ve just arrived in Kasimba to begin community outreach for a new water sanitation initiative. You’ve held a couple of early information sessions and have shared the proposed schedule for upcoming trainings. As you walk back from your first outreach day, Amina, your local liaison, asks to speak to you privately. Select Next to hear from Amina”.</p>	<p><b>[Scenario]</b> The narrator describes in v/o a scenario taken place in a project planning meeting where Amina will aide as the liaison to help emphasize the importance of cultural understanding</p> <p>Gradient text box fades in on top left corner of slide with directions “select next...”, syncs w/ v/o</p> <p>Next button is normal at end of timeline on this slide</p> <p>Next button jumps to Slide 3.2 when user clicks next</p>
<b>Notes:</b>			

Slide: 3.2 / Menu Title: Missing Voices Scenario Continued- hidden from menu			LO: N/A
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background is a semi-transparent image of traditional huts within an African community [from Articulate 360 content library]. Change in scenery to depict privacy.</p> <p>Avatar Amina [local community liaison] slightly to the right side of the slide, using two poses [talking w/ hands out wide &amp; talking with hands clasped].</p>	<p><b>[Slide Title]:</b> No title</p> <p><b>[Amina’s Captions Text]:</b> Peace be upon you. May I share something with you before we go further?</p> <p>Some of the elders and younger leaders have quietly expressed concern.</p> <p>They weren’t asked to help shape</p>	<p><b>[Avatar liaison Amina]:</b> “Peace be upon you. May I share something with you before we go further? Some of the elders and younger leaders have quietly expressed concern. They weren’t asked to help shape the schedule, and the first few sessions have been set during prayer or market time. There’s also some hesitation. A few people are asking if this project is</p>	<p>Avatar Amina changes poses to talking w/ hands clasped during v/o, at “some of the elders..”; back again to smiling with hands open at “...if it’s already...”</p> <p>Amina speech captions/text are synced to fade in/out w/v/o</p> <p>Next button is disabled</p> <p>Slide auto-advances to slide 4.1</p>

<p>Avatar are set in foreground, closer to learner</p> <p>Gradient color theme rectangular speech caption to the left of Amina as she speaks</p>	<p>the schedule, and the first few sessions have been set during prayer or market time.</p> <p>There's also some hesitation. A few people are asking if this project is meant to involve them or...</p> <p>...if it's already been decided for them.</p> <p>We are just beginning. But how we begin matters deeply.</p>	<p>meant to involve them or if it's already been decided for them. We are just beginning. But how we begin matters deeply".</p>	<p>when the timeline ends on this slide</p>
<p><b>Notes:</b></p>			

Slide: 4.1 / Menu Title: Knowledge Check			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background is a photo of a slightly transparent globe outline offset to the right [from Articulate 360 content library].</p> <p>Three gradient color theme boxes lined up horizontally across the slide. Boxes will contain each answer choice text [3 total; sequential left to right]; boxes have hover &amp; selected states</p>	<p><b>[Slide Title]:</b> Knowledge Check</p> <p><b>[KC Question]:</b> What is the most effective way to move forward from here to ensure community engagement? Select the option that you think is best.</p> <p><b>[Box 1 Text]:</b> Ask Amina to gather more feedback <i>[Incorrect]</i></p> <p><b>[Box 2 Text]:</b> Add feedback sessions after each training <i>[Incorrect]</i></p>	<p><b>[Narrator]:</b> "Consider the feedback Amina provided when deciding the most effective way to move forward from here ensuring community engagement. Select the option that you think is best".</p>	<p>*See note</p> <p><b>[Click to reveal interaction]:</b> Learner selects a answer choice and each answer has its own feedback layer that it revealed when selected [two incorrect/1 correct]</p> <p>Next button disabled until selects the correct answer feedback box</p> <p>Show layer 4.1a Answer 1 feedback layer when user clicks first [left to right] answer box</p>

	<b>[Box 3 Text]:</b> Invite local leaders to co-design the process <i>[Correct]</i>		<p>Show layer 4.1b Answer 2 feedback layer when user clicks second [left to right] answer box</p> <p>Show layer 4.1c Answer 3 feedback layer when user clicks third [left to right] answer box</p>
<b>Notes: Each answer will have it's own layer with v/o audio</b>			

Slide: 4.1a / Menu Title: Answer 1 Feedback Layer- hidden from menu			LO: 4
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Base layer shows</p> <p>Answer 1 box is now in its selected state [change in color] w/ text</p>	<p><b>[Slide Title]:</b> Knowledge Check</p> <p><b>[KC Question]:</b> What is the most effective way to move forward from here to ensure community engagement? Select the option that you think is best.</p> <p><b>[Box 1 Text]:</b> Incorrect</p> <p><b>[Box 2 Text]:</b> Add feedback sessions after each training</p> <p><b>[Box 3 Text]:</b> Invite local leaders to co-design the process</p>	<p><b>[Narrator]:</b> “Gathering feedback is important, but deferring it to Amina doesn’t address the core issue the community wasn’t involved at the start. This is the moment to shift from informing to inviting”.</p>	<p>*See note</p> <p><b>[Click to reveal interaction layer]</b></p> <p>Learner may select other answer choice and audio on current layer will pause and play audio on the newly selected layer</p> <p>Next button is disabled</p>
<b>Notes: The other answer choice boxes may or may not be in their selected state dependent on the order in which the learner selected answers</b>			

Slide: 4.1b / Menu Title: Answer 2 Feedback Layer- hidden from menu	LO: 3
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Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Base layer shows</p> <p>Answer 2 box is now in its selected state [change in color] w/ text</p>	<p><b>[Slide Title]:</b> Knowledge Check</p> <p><b>[KC Question]:</b> What is the most effective way to move forward from here to ensure community engagement? Select the option that you think is best.</p> <p><b>[Box 1 Text]:</b> Ask Amina to gather more feedback</p> <p><b>[Box 2 Text]:</b> Incorrect</p> <p><b>[Box 3 Text]:</b> Invite local leaders to co-design the process</p>	<p><b>[Narrator]:</b> “Not quite it’s a helpful adjustment, but it’s reactive. If the community already feels left out late-stage feedback won’t rebuild trust. True collaboration means inviting people into planning before decisions are made”.</p>	<p><b>[Click to reveal interaction layer]</b></p> <p>*See note</p> <p>Learner may select other answer choice and audio on current layer will pause and play audio on the newly selected layer</p> <p>Next button is disabled</p>
<p><b>Notes:</b> The other answer choice boxes may or may not be in their selected state dependent on the order in which the learner selected answers</p>			

Slide: 4.1c / Menu Title: Answer 3 Feedback Layer- hidden from menu			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Base layer shows</p> <p>Answer 3 box is now in its selected state [change in color] w/ text</p>	<p><b>[Slide Title]:</b> Knowledge Check</p> <p><b>[KC Question]:</b> What is the most effective way to move forward from here to ensure community engagement? Select the option that you think is best.</p> <p><b>[Box 1 Text]:</b> Ask Amina to gather more feedback <i>[Incorrect]</i></p> <p><b>[Box 2 Text]:</b> Add feedback sessions after each training</p>	<p><b>[Narrator]:</b> “That’s correct, this demonstrates strong cultural awareness and inclusive leadership. Starting now with co-creation not only corrects the course...it sets a tone for mutual respect and shared ownership. Early collaboration builds long-term engagement”.</p>	<p><b>[Click to reveal interaction layer]</b></p> <p>*See note</p> <p>Learner may select other answer choice and audio on current layer will pause and play audio on the newly selected layer</p> <p>Next button is normal</p> <p>Next button jumps to Slide 5.1 when user clicks next</p>



	<p><i>[Incorrect]</i></p> <p><b>[Box 3 Text]:</b> Correct</p>		
<p><b>Notes:</b> The other answer choice boxes may or may not be in their selected state dependent on the order in which the learner selected answers</p>			

Slide: 4.2 / Menu Title: Post KC Check-in w/ Amina- hidden from menu			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background: Same as slide 3.2</p> <p>Avatar Amina [local community liaison] slightly to the right side of the slide, using one pose [talking w/ hands out wide</p> <p>Avatar are set in foreground, closer to learner</p> <p>Gradient color theme rectangular speech caption to the left of Amina as she speaks</p>	<p><b>[Slide Title]: No title</b></p> <p><b>[Amina Captions Text]:</b> That is a wise way forward. When people feel invited to share in the process, they bring not only their time...</p> <p>but their trust, their ideas, and their strength.</p> <p>We still have much work ahead. But starting with listening...</p> <p>... that is the strongest foundation you can lay.</p> <p>You will learn more about how we build these bridges well.</p> <p>Starting with the foundations of cultural understanding. Select next to continue.</p>	<p><b>[Amina liaison avatar]:</b> “That is a wise way forward. When people feel invited to share in the process, they bring not only their time but their trust, their ideas, and their strength. We still have much work ahead. But starting with listening that is the strongest foundation you can lay. You will learn more about how we build these bridges well. Starting with the foundations of cultural understanding. Select next to continue”.</p>	<p>Amina speech captions/text are synced to fade in/out w/vo</p> <p>Next button is normal at end of timeline on this slide</p> <p>Next button jumps to Slide 5.1 when user clicks next</p>
<p><b>Notes:</b></p>			

Slide: 5.1 / Menu Title: Learning Objectives			LO: [All LOs]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Video of volunteer dancing with locals plays in background for 6 seconds [from Articulate 360 content library].</p> <p>Background transitions into a semi-transparent photo of volunteer and locals posing together [from Articulate 360 content library].</p> <p>4 rectangle text boxes in color theme, listing each objective</p> <p>Directions text on footer bar</p>	<p><b>[Slide Title]: Learning Objectives</b></p> <p><b>[L/O 1 Box]:</b> Apply cultural frameworks to navigate cultural differences</p> <p><b>[L/O 2 Box]:</b> Adapt communication styles to align with local cultural norms</p> <p><b>[L/O 3 Box]:</b> Facilitate participatory planning that aligns volunteer efforts with locally defined needs</p> <p><b>[L/O 4 Box]:</b> Resolve cross-cultural conflicts using respectful, collaborative techniques</p> <p><b>[Footer bar text:]</b> Click next to continue</p>	<p><b>[Narrator]:</b> “In this training you’ll develop the skills needed to enhance collaboration and build trust in culturally diverse environments. By the end of the course you will be able to Apply cultural frameworks to navigate cultural differences in collaboration. Adapt communication styles to align with local cultural norms.</p> <p>Facilitate participatory planning that aligns volunteer efforts with locally defined needs. And resolve cross-cultural conflicts using respectful, collaborative techniques. This training will empower you to approach each project with cultural awareness, effective communication, and a collaborative mindset, ensuring impactful and sustainable outcomes”.</p>	<p>Video of volunteer dancing with locals plays in background for 6 seconds; video fades out and background fades into a semi-transparent photo of volunteer and locals posing together</p> <p>Each 4 rectangle text boxes in color theme, listing each objective floats up from the bottom to sync w/ v/o</p> <p>Directions text on footer bar fades in when v/o completes</p> <p>Next button is normal at end of timeline on this slide</p> <p>Next button jumps to Slide 6.1 when user clicks next</p>
<b>Notes:</b>			

Slide: 6.1 / Menu Title: Understanding Culture: The Cultural Iceberg Model	LO: 1
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Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background is a photo of an iceberg graphic towards the right that displays the entire iceberg below and above the water surface</p> <p>Transparent text box to the left of the iceberg graphic</p> <p>Transparent text box on iceberg above water surface [drop zone]</p> <p>Transparent text box on iceberg below water surface [drop zone]</p> <p>5 rectangular shapes color theme, stacked vertically to left of iceberg; w/ each trait text[drag items] [drag items]</p> <p>Interaction directions text to top left side of slide</p>	<p><b>[Slide Title]:</b> Understanding Culture: The Cultural Iceberg</p> <p><b>[Transparent box text to the left of iceberg]:</b> Cultural traits are like an iceberg- what you see above the surface represents only a small portion of a culture.</p> <p>Most of its critical elements lie below the surface, unseen but deeply influential.</p> <p><b>[Transparent box text above iceberg]:</b> Visible Traits</p> <p><b>[Transparent text below iceberg]:</b> Invisible Traits</p> <p><b>[Drag Item Text 1]:</b> Beliefs About Time</p> <p><b>[Drag Item Text 2]:</b> Language</p> <p><b>[Drag Item Text 3]:</b> Leadership Style</p> <p><b>[Drag Item Text 4]:</b> Clothing</p> <p><b>[Drag Item Text 5]:</b> Spiritual Beliefs</p> <p><b>[Transparent text top left]:</b> Drag and drop each trait into the appropriate iceberg layer.</p>	<p><b>[Narrator]:</b> “Culture can be thought of as an iceberg, what’s visible above the surface, these are traits that are easy to observe in your interactions such as a person’s race or age, however they are just a small portion of what defines a culture. Below the surface are the deep invisible traits, these traits shape behavior and decision-making but are not immediately apparent such as a person’s values. To collaborate effectively it’s crucial to understand and navigate these hidden elements of culture. Now, let’s put this understanding into practice. In the activity below sort the following traits into either the top layer labeled...Visible Cultural traits or the bottom layer labeled Invisible Cultural traits. Think carefully about which traits are immediately observable and which require deeper cultural understanding. When you have finished correctly sorting all of the traits, you may click next to continue”.</p>	<p>*See note</p> <p>Transparent text box on iceberg above water surface <b>[drop zone]</b> fades in; syncs w/ v/o</p> <p>Transparent text box on iceberg below water surface <b>[drop zone]</b> fades in; syncs w/ v/o</p> <p>Transparent text box to the left of the iceberg graphic fades out at 27 seconds</p> <p>All 5 drag items fade in together at 27.50 seconds</p> <p>Interaction directions text fades in when v/o begins “In the activity...”</p> <p>Next button is disabled until each of the 5 traits CORRECT layers are visited</p> <p>Next button jumps to slide 7.1</p>
<p><b>Notes:</b> This is the base layer for a custom drag and drop interaction. *Create correct/incorrect call outs for each cultural trait/drag item on individual CORRECT and INCORRECT layers [10 layers total] to provide real-time feedback to the learner as they drop each trait in either drop zone, but this effect can be achieved in different ways with fewer layers.</p>			

Slide: 6.1a / Menu Title: Beliefs About Time Layer- hidden from menu			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Base layer shows</p> <p>White square w/ rounded edges with green border w/ feedback text &amp; an X icon in corner; square is over center of iceberg</p>	<p><b>[Correct Feedback Text]:</b> Correct! beliefs about time are invisible because they reflect internalized cultural values.</p>	<p>None</p>	<p>Feedback text box fades in providing corresponding drop zone feedback each time learner drops a drag item</p> <p>"X" icon appears in the top right corner of each feedback text box to exit layer</p>
<b>Notes: This layer appears when drag item is dropped in correct drop zone [invisible traits]</b>			

Slide: 6.1b / Menu Title: Beliefs About Time Layer- hidden from menu			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>Base layer shows</p> <p>White square w/ rounded edges with red border w/ feedback text &amp; an X icon over center of iceberg</p>	<p><b>[Incorrect Feedback Text]:</b> Time perception is an internal value that isn't immediately observable.</p>	<p>None</p>	<p>Feedback text box fades in providing corresponding drop zone feedback each time learner drops a drag item</p> <p>"X" icon appears in the top right corner of each feedback text box to exit layer</p>
<b>Notes: This layer appears when drag item is dropped in incorrect drop zone [visible traits]</b>			

Slide: 6.1c / Menu Title: Language Layer- hidden from menu			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>White square w/ rounded edges with green border w/ feedback</p>	<p><b>[Correct Feedback Text]:</b> Yes, language is part of visible</p>	<p>None</p>	<p>Feedback text box fades in providing corresponding drop</p>

text & an X icon in corner; square is over center of iceberg	culture- it's observable during communication.		<p>zone feedback each time learner drops a drag item</p> <p>"X" icon appears in the top right corner of each feedback text box to exit layer</p>
<b>Notes: This layer appears when drag item is dropped in correct drop zone [visible traits]</b>			

Slide: 6.1d / Menu Title: Language Layer- hidden from menu			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>Base layer shows</p> <p>White square w/ rounded edges with red border w/ feedback text &amp; an X icon in corner; square is over center of iceberg</p>	<p><b>[Incorrect Feedback Text]:</b> Not quite, language is part of visible culture because it's easily noticeable in interactions.</p>	<p>None</p>	<p>Feedback text box fades in providing corresponding drop zone feedback each time learner drops a drag item</p> <p>"X" icon appears in the top right corner of each feedback text box to exit layer</p>
<b>Notes: This layer appears when drag item is dropped in incorrect drop zone [invisible traits]</b>			

Slide: 6.1e / Menu Title: Leadership Style Layer- hidden from menu			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>White square w/ rounded edges with green border w/ feedback text &amp; an X icon in corner; square is over center of iceberg</p>	<p><b>[Correct Feedback Text]:</b> Good job! Leadership is an invisible trait as it;s tied to cultural norms about authority and hierarchy.</p>	<p>None</p>	<p>Feedback text box fades in providing corresponding drop zone feedback each time learner drops a drag item</p> <p>"X" icon appears in the top right corner of each feedback text box to exit layer</p>
<b>Notes: This layer appears when drag item is dropped in correct drop zone [invisible traits]</b>			

Slide: 6.1f / Menu Title: Leadership Style Layer- hidden from menu			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>Base layer shows</p> <p>White square w/ rounded edges with red border w/ feedback text &amp; an X icon in corner; square is over center of iceberg</p>	<p><b>[Incorrect Feedback Text]:</b> Leadership style is invisible because it reflects how authority is structured, which isn't always obvious.</p>	<p>None</p>	<p>Feedback text box fades in providing corresponding drop zone feedback each time learner drops a drag item</p> <p>"X" icon appears in the top right corner of each feedback text box to exit layer</p>
<b>Notes: This layer appears when drag item is dropped in incorrect drop zone [visible traits]</b>			

Slide: 6.1g / Menu Title: Clothing Layer- hidden from menu			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>White square w/ rounded edges with green border w/ feedback text &amp; an X icon in corner; square is over center of iceberg</p>	<p><b>[Correct Feedback Text]:</b> Great! Clothing is part of visible culture-it's something you can see and experience</p>	<p>None</p>	<p>Feedback text box fades in providing corresponding drop zone feedback each time learner drops a drag item</p> <p>"X" icon appears in the top right corner of each feedback text box to exit layer</p>
<b>Notes: This layer appears when drag item is dropped in correct drop zone [visible traits]</b>			

Slide: 6.1h / Menu Title: Clothing Layer- hidden from menu			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>Base layer shows</p> <p>White square w/ rounded edges with red border w/ feedback text</p>	<p><b>[Incorrect Feedback Text]:</b> Not quite! Clothing is considered part of visible culture since it's easily recognizable</p>	<p>None</p>	<p>Feedback text box fades in providing corresponding drop zone feedback each time learner drops a drag item</p>

& an X icon in corner; square is over center of iceberg			"X" icon appears in the top right corner of each feedback text box to exit layer
<b>Notes: This layer appears when drag item is dropped in incorrect drop zone [invisible traits]</b>			

Slide: 6.1i / Menu Title: Spiritual Beliefs Layer- hidden from menu			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
White square w/ rounded edges with green border w/ feedback text & an X icon in corner; square is over center of iceberg	<b>[Correct Feedback Text]:</b> Great work! Spiritual beliefs are invisible because they reflect internalized cultural values.	<i>None</i>	Feedback text box fades in providing corresponding drop zone feedback each time learner drops a drag item  "X" icon appears in the top right corner of each feedback text box to exit layer
<b>Notes: This layer appears when drag item is dropped in correct drop zone [invisible traits]</b>			

Slide: 6.1j / Menu Title: Spiritual Beliefs Layer- hidden from menu			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	
Base layer shows  White square w/ rounded edges with red border w/ feedback text & an X icon in corner; square is over center of iceberg	<b>[Incorrect Feedback Text]:</b> Not quite! Spiritual beliefs is an internal value that isn't outwardly visible.	<i>None</i>	Feedback text box fades in providing corresponding drop zone feedback each time learner drops a drag item  "X" icon appears in the top right corner of each feedback text box to exit layer
<b>Notes: This layer appears when drag item is dropped in incorrect drop zone [visible traits]</b>			

Slide: 7.1 / Menu Title: Understanding Culture: Hofstede's Cultural Dimensions Framework	LO: 1
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Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background is a slightly transparent photo of top of globe w/ dark background [from Articulate 360 content library].</p> <p>Transparent box w/ text to the top right of the globe</p> <p>3 right arrow banner shapes, aligned vertically on the left of the slide [pointing right]; gradient color themed; all have a color change visited state</p> <p>Each shape has text centered on it</p> <p>Directions in footer</p>	<p><b>[Slide Title]:</b> Understanding Culture: Hofstede's Cultural Dimensions Framework</p> <p><b>[Text label on each right arrow banner shape, from top to bottom]:</b></p> <p>High vs. Low Power Distance</p> <p>Individualism vs. Collectivism</p> <p>Uncertainty vs. Certainty Avoidance</p> <p><b>[Transparent box text]:</b> Hofstede's dimensions help us understand cultural differences and adapt our approaches.</p> <p>By recognizing cultural norms around authority, individuality, and risk tolerance, we can build stronger teams and align projects with community values.</p> <p><b>[Footer directions]:</b> When finished, click next to continue.</p>	<p><b>[Narrator]:</b> "Hofstede's was the founder of the cultural dimensions theory, which identifies key ways cultures differ in their values and behaviors. His six cultural dimensions, including Power Distance, Individualism versus Collectivism, and Uncertainty Avoidance., these help to explain how societies approach leadership, teamwork, communication, and decision-making. By recognizing these cultural tendencies, volunteers can adapt their communication styles and build stronger cross-cultural relationships. Click on each dimension below to learn more. When you are finished, you may click next to continue".</p>	<p>*See note</p> <p>Next button is hidden when timeline starts on this slide</p> <p>3 right arrow banner shapes [buttons] float down from the top of slide synced w/ v/o</p> <p>Transparent box texts fades out when v/o says, "Click on each...."</p> <p>Footer directions fade in after v/o completes</p> <p>Jump to slide 7.2- high vs. low PD when user clicks first right arrow banner shape/icon</p> <p>Jump to slide-7.3 Individualism vc. Collectivism when user clicks second right arrow banner shape/icon</p> <p>Jump to slide 7.4 uncertainty vs. certainty avoidance when user clicks third right arrow banner shape/icon</p> <p>Next button is enabled when all three slides have been visited</p> <p>Next button jumps to Slide 8.1 when user clicks next</p>
<b>Notes: This is the base slide for a branching scenario to slides 7.2, 7.3, 7.4.</b>			



Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background: Same as slide 7.1</p> <p>1 right arrow banner shape left aligned left of the slide [pointing right]; gradient color themed</p> <p>Transparent box w/ text below right arrow banner shape</p> <p>2 rounded rectangle shapes [custom buttons] w/ text centered; with hover &amp; visited states</p> <p>Each shape has text centered on it</p> <p>Triangle shape aligned on the right side of the slide; gradient color themed</p> <p>Interaction directions text</p>	<p><b>[Slide Title]:</b> Understanding Culture: Hofstede's Cultural Dimensions Framework</p> <p><b>[Text label on right arrow banner shape]:</b> High vs. Low Power Distance</p> <p><b>[Transparent box text]:</b> Power distance reflects how authority and hierarchy are perceived in a culture.</p> <p><b>[Custom Button 1 Text]:</b> High Power Distance</p> <p><b>[Custom Button 2 Text]:</b> Low Power Distance</p> <p><b>[Directions Text]:</b> Click on each power distance to learn more</p>	<p><b>[Narrator]:</b> “Power distances describe the ways that societies and organizations perceive and handle power dynamics among members. There is high power distance and low power distance these dynamics will vary immensely by cultures around the world. It is important for you to understand the dynamics of these two power distance structures and how to adapt your leadership style and tailor communication through a cultural awareness lens. Select each power distance to learn more”.</p>	<p>Next button is disabled at start of timeline</p> <p>All of the following are positioned on slide when learner arrives; no animations: Right arrow banner shape, text below banner shape; and 2 custom buttons.</p> <p>High power distance custom button follows motion path 1 from left to right to top of triangle when timeline reaches 00.09 seconds</p> <p>Low power distance custom button follows motion path 2 from left to right to top of triangle when timeline reaches 00.11 seconds</p> <p>Custom buttons disabled until end of timeline on slide</p> <p>Interaction directions text fades in above triangle when v/o says “Click on each...”</p> <p>Show layer High Power Distance when learner clicks High PD button</p> <p>Show layer Low Power Distance when learner clicks Low PD button</p> <p>Next button enabled when both layers are visited</p> <p>Jumps to slide 7.1 when learner clicks next</p>

Slide: 7.2a / Menu Title: High Power Distance Layer- hidden from menu			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Base layer shows displaying only background image and triangle shape with High Power Distance custom button still placed at the top of triangle</p> <p>5 transparent text boxes to the left center of triangle shape; left aligned light colored text; boxes stacked vertically</p> <p>2 rounded rectangle shapes with text centered</p> <p>Photo image of an elders of African culture [from Articulate 360 content library] in oval soft edged frame to the left side of slide</p>	<p><b>[Slide Title]:</b> Understanding Culture: Hofstede's Cultural Dimensions Framework</p> <p><b>[Rounded rectangle shape 1]:</b> Leaders/Elders</p> <p><b>[Rounded rectangle shape 2]:</b> Community Members</p> <p><b>[Transparent box text 1]:</b> There is a strong emphasis on respecting seniority and rank.</p> <p><b>[Transparent box text 2]:</b> Decisions are made by those in authority with little input from the lower levels.</p> <p><b>[Transparent box text 3]:</b> Communicate with formality and respect.</p> <p><b>[Transparent box text 4]:</b> Show deference to hierarchy.</p> <p><b>[Transparent box text 5]:</b> Seek permission before acting.</p>	<p><b>[Narrator]:</b> "High-power distance cultures tend to value hierarchical structures where power differences are clear, accepted, and respected. Leadership is often centralized, and decision-making tends to rest in the hands of a few. In high power distance cultures, like Kenya, respect for hierarchy is essential, decisions often come from elders or formal leaders, and it's important to follow established channels. Use titles, greetings, and traditional etiquette. Acknowledge elders, chiefs, or formal leaders before introducing project plans. Even small decisions may require consultation with authority figures".</p>	<p>Next button disabled</p> <p>1 transparent text box to the left of triangle shape floats up from button when v/o says "tend to value..."</p> <p>2 transparent text box to the left of triangle shape floats up from button and positioned under first text box [left aligned] when v/o says "leadership is often..."</p> <p>Rounded rectangle shape 1 follows motion path 1 from top to bottom [positioned below HPD button on triangle] when timeline reaches 00.06 seconds</p> <p>Rounded rectangle shape 2 follows motion path 2 from top to bottom [positioned below Leaders/Elders button on triangle] when timeline reaches 00.07 seconds</p> <p>Photo image of an elders of African culture in oval soft edged frame to the left side of slide fades in when v/o says "In high power distance cultures, like in Kenya..."</p> <p>Transparent text boxes 1 &amp; 2 fade out &amp; replaced w/ text 3 fading in when v/o says "use titles..."</p>

			<p>Transparents text box 4 floats up from bottom positioned under text box 3 when v/o says “acknowledge elders...”</p> <p>Transparents text box 5 floats up from bottom positioned under text box 4 when v/o says “even small decisions may...”</p> <p>Layer auto hides at end of timeline</p> <p>Learner is taken back to base slide [slide 7.2]</p>
<b>Notes:</b>			

Slide: 7.2b / Menu Title: Low Power Distance Layer- hidden from menu			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Base layer shows displaying only background image and triangle shape with Low Power Distance custom button still placed at the base of triangle</p> <p>5 transparent text boxes to the left center of triangle shape; left aligned light colored text; boxes stacked vertically</p> <p>2 rounded rectangle shapes with text centered</p> <p>Photo image of authority figure of Swedish culture [from Articulate 360 content library] in</p>	<p><b>[Slide Title]:</b> Understanding Culture: Hofstede’s Cultural Dimensions Framework</p> <p><b>[Rounded rectangle shape 1]:</b> Community Members</p> <p><b>[Rounded rectangle shape 2]:</b> Leaders</p> <p><b>[Transparent box text 1]:</b> Authority is distributed more evenly, and leaders are seen as team members.</p> <p><b>[Transparent box text 2]:</b> Seniority may matter less than</p>	<p><b>[Narrator]:</b> “Low power distance cultures emphasize equality and shared decision-making. Leaders tend to be more accessible, and team members feel comfortable challenging ideas or offering feedback. Low power distance cultures like in Sweden, decision-making is often decentralized and a shared decision-making approach is more prioritized. When working with a low power distance cultures...you might involve the entire group equally in decision-making and maintaining open and two-way</p>	<p>Next button disabled</p> <p>Rounded rectangle shape 1 follows motion path 1 from bottom to top [positioned at top of triangle above Low PD button] when timeline reaches 00.03 seconds</p> <p>Rounded rectangle shape 2 follows motion path 2 from bottom to top [positioned below Community Members button on triangle] when timeline reaches 00.05 seconds</p> <p>1 transparent text box to the left</p>

<p>oval soft edged frame to the left side of slide</p>	<p>competence or collaboration.</p> <p><b>[Transparent box text 3]:</b> Invite open discussion and feedback.</p> <p><b>[Transparent box text 4]:</b> Treat everyone equally in meetings and planning sessions.</p> <p><b>[Transparent box text 5]:</b> Be transparent in your leadership.</p>	<p>communication is encouraged. Titles may be less important than contributions and sure to share reasoning behind decisions and build consensus”.</p>	<p>of triangle shape floats up from top when v/o says “leaders tend to...”</p> <p>2 transparent text box to the left of triangle shape floats up from top and positioned under first text box [left aligned] when v/o says “and team members...”</p> <p>Photo image of authority figure of Swedish culture in oval soft edged frame to the left side of slide fades in when v/o says “Low power distance cultures, like in Sweden...”</p> <p>Transparent text boxes 1 &amp; 2 fade out &amp; replaced w/ text 3 fading in when v/o says “when working with....”</p> <p>Transparents text box 4 floats up from bottom positioned under text box 3 when v/o says “titles may be less...”</p> <p>Transparents text box 5 floats up from bottom positioned under text box 4 when v/o says “than contributions and...”</p> <p>Layer auto hides at end of timeline</p> <p>Learner is taken back to base slide [slide 7.2]</p>
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Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background: Same as slide 7.1</p> <p>1 right arrow banner shape left aligned left of the slide [pointing right]; gradient color themed</p> <p>Transparent box w/ text to the right of right arrow banner shape</p> <p>2 rounded rectangle shapes [custom buttons] w/ text centered; with hover &amp; visited states at bottom of slide [1 on right; 1 on left]</p> <p>Each shape has text centered on it</p> <p>Icon of individual silhouette; gradient color themed centered over rounded rectangle shape on left</p> <p>Icon of group silhouette; gradient color themed centered over rounded rectangle shape on right</p> <p>Interaction directions text</p>	<p><b>[No title]</b></p> <p><b>[Text label on right arrow banner shape]:</b> Individualism vs. Collectivism</p> <p><b>[Transparent box text]:</b> This dimension highlights the balance between prioritizing individual goals versus group harmony.</p> <p><b>[Custom Button 1 Text]:</b> Individualism</p> <p><b>[Custom Button 2 Text]:</b> Collectivism</p> <p><b>[Directions Text]:</b> Click on each cultural dimension to learn more</p>	<p><b>[Narrator]:</b> “Individualism versus Collectivism is another component from the cultural dimensions theory that examines how societies value the relationship between individuals and the group. It reflects the extent to which personal goals are prioritized over group goals and vice versa. In individualistic cultures., people tend to focus on personal freedom and individual achievements. In contrast, in collectivistic cultures, people see themselves as part of a larger group, such as a community”.</p>	<p>Next button is disabled at start of timeline</p> <p>Right arrow banner shape positioned on slide when learner arrives; no animation.</p> <p>Transparent box w/ text to the right of right arrow banner shape fades in synced when v/o says “cultural dimensions theory...”</p> <p>Individual custom button grows in/ sync when v/o says “Individualism...”</p> <p>Collectivism custom button grows in/ sync when v/o says “Collectivism...”</p> <p>Custom buttons disabled until end of timeline on slide</p> <p>Icon of individual silhouette spins in counterclockwise, syncs when v/o says “In individualistic cultures...”</p> <p>Icon of group silhouette spins in counterclockwise, syncs when v/o says “In contrast...”</p> <p>Interaction directions text fades in next to right arrow banner [replaces previous text] when v/o says “Click on each...”</p> <p>Show layer Individualism when learner clicks Individualism custom button</p>

			<p>Show layer Collectivism when learner clicks Collectivism custom button</p> <p>Next button enabled when both layers are visited</p> <p>Jumps to slide 7.1 when learner clicks next</p>
<b>Notes:</b>			

Slide: 7.3a / Menu Title: Individualism Layer- hidden from menu			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Base layer shows displaying only background image, right arrow banner shape left aligned left of the slide [pointing right]; gradient color themed, and Icon of individual silhouette; gradient color themed centered over rounded rectangle shape on left</p> <p>6 transparent text boxes to the left center of triangle shape; left aligned light colored text; boxes stacked vertically</p> <p>Photo image of people of American culture [from Articulate 360 content library] in oval soft edged frame to the right side of slide</p>	<p><b>[Slide Title]:</b> None</p> <p><b>[Right Arrow Banner Shape]:</b> Individualism vs. Collectivism</p> <p><b>[Rounded rectangle shape 1]:</b> Individualism</p> <p><b>[Transparent box text 1]:</b> Personal goals are prioritized over group goals.</p> <p><b>[Transparent box text 2]:</b> Success is measured by individual achievement.</p> <p><b>[Transparent box text 3]:</b> "I" and personal traits matter most.</p> <p><b>[Transparent box text 4]:</b> Recognize personal contributions.</p>	<p><b>[Narrator]:</b> "In individualistic cultures personal goals, autonomy, and independence come first. People are expected to take care of themselves and prioritize their own success. In individualistic cultures like in The United States of America, people define themselves by their personal traits, achievements, and choices. Individualistic leaders may focus on recognizing personal contributions so give credit and acknowledge individual successes. Let people take ownership of specific tasks or responsibilities. And be open about goals, roles, and expectations".</p>	<p>Next button disabled</p> <p>1 transparent text box to the left of icon floats down from top when v/o says "personal goals..."</p> <p>Transparent text box 2 to the left of triangle shape floats up from bottom and positioned under first text box [left aligned] when v/o says "independence comes first..."</p> <p>Photo image of people of American culture in oval soft edged frame to the right side of slide fades in when v/o says "In individualistic cultures like in U.S.A..."</p> <p>Transparent text box 3 floats down from top and positioned under second text box when v/o</p>

	<p><b>[Transparent box text 5]:</b> Offer autonomy.</p> <p><b>[Transparent box text 6]:</b> Communicate directly and clearly.</p>		<p>says “people define themselves...”</p> <p>Transparent text boxes 1 - 3 fade out &amp; replaced w/ text box 4 floating down from top when v/o says “individualistic leaders....”</p> <p>Transparents text box 5 floats up from bottom positioned under text box 4 when v/o says “let people take...”</p> <p>Transparents text box 6 floats up from bottom positioned under text box 5 when v/o says “And be open about goals...”</p> <p>Layer auto hides at end of timeline</p> <p>Learner is taken back to base slide [slide 7.3]</p>
<b>Notes:</b>			

Slide: 7.3b / Menu Title: Collectivism Layer- hidden from menu			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer shows displaying only background image, right arrow banner shape left aligned left of the slide [pointing right]; gradient color themed, and Icon of group silhouette; gradient color themed centered over rounded rectangle shape on right	<p><b>[Slide Title]:</b> None</p> <p><b>[Right Arrow Banner Shape]:</b> Individualism vs. Collectivism</p> <p><b>[Rounded rectangle shape 1]:</b> Collectivism</p> <p><b>[Transparent box text 1]:</b> “We” and group membership matter</p>	<p><b>[Narrator]:</b> “In collectivist cultures, they focus on group harmony, loyalty, and shared responsibility. Success is defined by the well-being of the family, team, or community. In a collectivist culture like in Japan, people define themselves by their relationships and roles within the group they belong to.</p>	<p>Next button disabled</p> <p>1 transparent text box to the left of icon floats down from top when v/o says “collectivist cultures...”</p> <p>2 transparent text box icon floats up from bottom and positioned under first text box [left aligned]</p>

<p>5 transparent text boxes to the left center of triangle shape; left aligned light colored text; boxes stacked vertically</p> <p>Photo image of people of Japanese culture [from Articulate 360 content library] in oval soft edged frame to the right side of slide</p>	<p>most.</p> <p><b>[Transparent box text 2]:</b> Group goals are prioritized over personal goals.</p> <p><b>[Transparent box text 3]:</b> Prioritize group harmony.</p> <p><b>[Transparent box text 4]:</b> Consult with community groups and families.</p> <p><b>[Transparent box text 5]:</b> Acknowledge the group over the individual.</p>	<p>Collectivistic leaders often foster a sense of unity and prioritize group cohesion where teamwork is critical. Make decisions that reflect community values and interests. Recognize that decisions may involve broader networks. And don't forget to celebrate success as a shared achievement".</p>	<p>when v/o says ""they focus on group..."</p> <p>Photo image of people of Japanese culture in oval soft edged frame to the right side of slide fades in when v/o says "collectivist culture like in Japan..."</p> <p>Transparent text boxes 1 &amp; 2 fade out &amp; replaced w/ text box 3 floating down from top when v/o says "collectivistic leaders...."</p> <p>Transparents text box 4 floats up from bottom positioned under text box 3 when v/o says "Recognize that decisions..."</p> <p>Transparents text box 4 floats up from bottom positioned under text box 4 when v/o says "And don't forget to celebrate..."</p> <p>Layer auto hides at end of timeline</p> <p>Learner is taken back to base slide [slide 7.3]</p>
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Slide: 7.4 / Menu Title: Uncertainty vs. Certainty Avoidance- hidden from menu			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background: Same as slide 7.1</p> <p>1 right arrow banner shape left aligned left of the slide [pointing right]; gradient color themed</p>	<p><b>[No title]</b></p> <p><b>[Text label on right arrow banner shape]:</b> Uncertainty vs. Certainty Avoidance</p>	<p><b>[Narrator]:</b> "The Uncertainty Avoidance dimension measures a culture's tolerance for ambiguity and risk. In high uncertainty avoidance cultures prefer</p>	<p>Next button is disabled at start of timeline</p> <p>Right arrow banner shape positioned on slide when learner</p>



<p>Transparent box w/ text to the right of right arrow banner shape</p> <p>Image of risk dial [from Articulate 360 content library]; gradient color themed in center of slide</p> <p>2 rounded rectangle shapes [custom buttons] w/ text centered; with hover &amp; visited states at center of slide [1 on right; 1 on left]</p> <p>Each shape has text centered on it</p> <p>Icon 1 of low alert meter; gradient color themed centered under rounded rectangle shape [button] on left</p> <p>Icon 2 of high alert meter; gradient color themed centered under rounded rectangle shape [button] on right</p> <p>Interaction directions text</p>	<p><b>[Transparent box text]:</b> Describes a culture's preferences for structure and risk tolerance.</p> <p><b>[Custom Button 1 Text]:</b> High Uncertainty Avoidance</p> <p><b>[Custom Button 2 Text]:</b> Low Uncertainty Avoidance</p> <p><b>[Directions Text]:</b> Click on each cultural dimension to learn more</p>	<p>structure and clear rules, minimizing ambiguity. Low uncertainty avoidance cultures however, embrace flexibility and change. Adapting to these preferences ensures smoother communication and collaboration. Now let's take a more in depth look at each".</p>	<p>arrives; no animation.</p> <p>Transparent box text 1 to the right of right arrow banner shape fades in synced when v/o says "The Uncertainty avoidance dimension..."</p> <p>Icon of risk dial; gradient color themed in center of slide spins in clockwise</p> <p>Individual custom button 1 &amp; Icon 1 of low alert meter fades in sync when v/o says "In high uncertainty avoidance cultures..."</p> <p>Individual custom button 2 &amp; Icon 2 of high alert meter fades in sync when v/o says "Low uncertainty avoidance cultures..."</p> <p>Custom buttons disabled until end of timeline on slide</p> <p>Interaction directions text fades in next to right arrow banner [replaces previous text] when v/o says "Now let's take a more..."</p> <p>Show layer High Uncertainty Avoidance when learner clicks HUA custom button</p> <p>Show layer Low Uncertainty Avoidance when learner clicks LUA custom button</p> <p>Next button enabled when both layers are visited</p> <p>Jumps to slide 7.1 when learner clicks next</p>
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Slide: 7.4a / Menu Title: High Uncertainty Avoidance Layer- hidden from menu			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Base layer shows displaying only background image, right arrow banner shape left aligned left of the slide [pointing right]; gradient color themed; Icon 1 of low alert meter; gradient color themed centered under rounded rectangle shape [button] on left</p> <p>6 transparent text boxes to the left center of triangle shape; left aligned light colored text; boxes stacked vertically</p> <p>Photo image of people of Greek culture [from Articulate 360 content library] in oval soft edged frame to the right side of slide</p>	<p><b>[Slide Title]:</b> None</p> <p><b>[Right Arrow Banner Shape]:</b> Uncertainty vs. Certainty Avoidance</p> <p><b>[Rounded rectangle shape 1]:</b> High Uncertainty Avoidance</p> <p><b>[Transparent box text 1]:</b> Rules are rigid and strictly enforced.</p> <p><b>[Transparent box text 2]:</b> Slow to adopt change and cautious with innovation.</p> <p><b>[Transparent box text 3]:</b> Risk adverse, prefers security.</p> <p><b>[Transparent box text 4]:</b> Provide clear steps and timelines.</p> <p><b>[Transparent box text 5]:</b> Respect rules, costumes, and traditions.</p> <p><b>[Transparent box text 6]:</b> Build trust gradually.</p>	<p><b>[Narrator]:</b> “In high uncertainty avoidance cultures, people prefer structure, detailed rules, and predictable outcomes. Change can feel threatening, and risk is minimized. In high uncertainty avoidance cultures, such as Greece, they prefer stability, predictability, and strict rules to minimize ambiguity. Leaders are expected to provide clear direction, rules, and long-term plans. These may be seen as essential for stability because sudden changes or surprises may be unsettling so avoid ambiguous goals or last-minute adjustments”.</p>	<p>Next button disabled</p> <p>Transparent text box 1 to the left of icon floats down from top when v/o says “people prefer structure...”</p> <p>Transparent text box 2 floats up from bottom and positioned under first text box [left aligned] when v/o says “change can feel...”</p> <p>Transparent text box 3 floats down from top and positioned under second text box when v/o says “risk is minimized...”</p> <p>Photo image of people of Greek culture in oval soft edged frame to the right side of slide fades in when v/o says “In high uncertainty avoidance cultures...”</p> <p>Transparent text boxes 1 -3 fade out &amp; replaced w/ text box 4 floating down from top when v/o says “leaders are expected to....”</p> <p>Transparents text box 5 floats up from bottom positioned under text box 4 when v/o says “rules, and long-term...”</p> <p>Transparent text box 6 floats up from bottom positioned under text box 5 when v/o says “These</p>

			<p>may be seen..."</p> <p>Layer auto hides at end of timeline</p> <p>Learner is taken back to base slide [slide 7.4]</p>
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Slide: 7.4b / Menu Title: Low Uncertainty Avoidance Layer- hidden from menu			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Base layer shows displaying only background image, right arrow banner shape left aligned left of the slide [pointing right]; gradient color themed; Icon 1 of high alert meter; gradient color themed centered under rounded rectangle shape [button] on right</p> <p>5 transparent text boxes to the left center of triangle shape; left aligned light colored text; boxes stacked vertically</p> <p>Photo image of people of Singapore culture [from Articulate 360 content library] in oval soft edged frame to the right side of slide</p>	<p><b>[Slide Title]:</b> None</p> <p><b>[Right Arrow Banner Shape]:</b> Uncertainty vs. Certainty Avoidance</p> <p><b>[Rounded rectangle shape 1]:</b> Low Uncertainty Avoidance</p> <p><b>[Transparent box text 1]:</b> Risk-tolerant, open to taking chances.</p> <p><b>[Transparent box text 2]:</b> Embrace change, encourages experimenting.</p> <p><b>[Transparent box text 3]:</b> Be flexible and open to improvisation.</p> <p><b>[Transparent box text 4]:</b> Encourage innovation and dialogue.</p> <p><b>[Transparent box text 5]:</b> Adapt as needed.</p>	<p><b>[Narrator]:</b> In low uncertainty avoidance cultures, flexibility is the norm. Innovation is embraced, and trial-and-error approaches are welcomed. In low uncertainty avoidance cultures, such as in Singapore, leaders are expected to be flexible, encourage innovation, and empower team members to take risks. When working with low uncertainty avoidance cultures it is important to be flexible in your approach. People may welcome experimentation and change and there's often room for creative problem-solving. Plans can evolve as long as the project stays on track so avoid over-planning or pushing unnecessary rules that limit adaptability".</p>	<p>Next button disabled</p> <p>Transparent text box 1 to the left of icon floats down from top when v/o says "flexibility is the norm..."</p> <p>Transparent text box 2 floats up from bottom and positioned under first text box when v/o says "Innovation is embraced..."</p> <p>Photo image of people of Singapore culture in oval soft edged frame to the right side of slide fades in when v/o says "In low uncertainty avoidance cultures..."</p> <p>Transparent text boxes 1 &amp; 2 fade out &amp; replaced w/ text box 3 floating down from top when v/o says "and empower team members...."</p> <p>Transparents text box 4 floats up from bottom positioned under text box 3 when v/o says "people</p>

			<p>may welcome..."</p> <p>Transparent text box 5 floats up from bottom positioned under text box 4 when v/o says "plans can evolve..."</p> <p>Layer auto hides at end of timeline</p> <p>Jumps to next slide 8.1</p>
<b>Notes:</b>			

Slide: 8.1 / Menu Title: Pre KC Check-in w/ Amina- hidden from menu			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background is same as slide 3.2</p> <p>Avatar Amina [local community liaison] slightly to the right side of the slide, using one pose [talking w/ hands out wide].</p> <p>Avatar are set in foreground, closer to learner</p> <p>Gradient color theme rectangular speech caption to the left of Amina as she speaks</p>	<p><b>[Slide Title]:</b> No title</p> <p><b>[Amina Speech Caption]:</b></p> <p>Nice work getting through the first section!</p> <p>Before we move on, let's pause for a quick knowledge check</p> <p>You've explored how cultural adaptability starts with understanding key frameworks—</p> <p>like how power is viewed, how people relate to the group, and how they respond to uncertainty.</p> <p>Let's see how well you can apply those ideas in real-world situations.</p>	<p><b>[Avatar liaison Amina]:</b> Nice work getting through the first section! Before we move on, let's pause for a quick knowledge check. You've explored how cultural adaptability starts with understanding key frameworks—like how power is viewed, how people relate to the group, and how they respond to uncertainty. Let's see how well you can apply those ideas in real-world situations. This is just a chance to reflect and reinforce what you've learned.</p>	<p>Amina speech captions/text are synced to fade in/out w/vo</p> <p>Next button is disabled</p> <p>Slide auto-advances to slide 8.2 when the timeline ends on this slide</p>

	This is just a chance to reflect and reinforce what you've learned.		
<b>Notes:</b>			

Slide: 8.2 / Menu Title: Knowledge Check			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background is a photo of a slightly transparent globe outline offset to the right [from Articulate 360 content library].</p> <p>Select all that apply question is centered at top of slide above answer choices, left aligned</p> <p>5 answer choices arranged below question; aligned left/vertically</p>	<p><b>[Slide Title]:</b> Knowledge Check</p> <p><b>[Quiz question]:</b> You are preparing to work in a new community and want to adapt your approach based on Hofstede's Cultural Dimensions. Which of the following statements accurately reflect cultural tendencies according to his framework? Select all that apply.</p> <p><b>[Answer Choices]:</b></p> <p>In collectivist cultures, individual achievement is prioritized over group harmony.</p> <p>Low uncertainty avoidance cultures are more comfortable with ambiguity and change.</p> <p><b>[Correct]</b></p> <p>In high power distance cultures, decisions are often made by leaders without consulting subordinates. <b>[Correct]</b></p>	<p>None</p>	<p>*See note</p> <p>Select all that apply quiz question [answers will auto shuffle]</p> <p>Learner clicks submit to receive feedback.</p>

	<p>Lo power distance cultures encourage participatory decision-making and open communication. <b>[Correct]</b></p> <p>High uncertainty avoidance cultures prefer flexibility over structured rules and routines.</p>		
<b>Notes:</b> Storyline 'select all that apply' quiz question template; Learner gets 2 attempts on KC; 3 different feedback layers created: Try Again, Incorrect, & Correct].			

Slide: 8.2a / Menu Title: KC: Try Again Feedback layer- hidden from menu			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Feedback Layer Box:</p> <p>White background</p> <p>Yellow check mark in circle in center of slide</p> <p>Incorrect feedback text in center of slide below yellow checkmark</p> <p>Try Again [Button]</p>	<p><b>[Feedback layer Box Text]:</b></p> <p>Incorrect</p> <p>Not quite! Please try again</p> <p><b>[Button]</b> Try Again</p>	<p>None</p>	<p>Learner clicks Try Again [button] closes feedback layer and allows learner second attempt</p>
<b>Notes:</b>			

Slide: 8.2b / Menu Title: KC: Incorrect Layer- hidden from menu			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Feedback Layer Box:</p>	<p><b>[Feedback layer Box Text]:</b></p>	<p>None</p>	<p>Jumps to slide 9.1 when learner</p>

<p>White background</p> <p>Yellow check mark in circle in center of slide</p> <p>Incorrect feedback text in center of slide below yellow checkmark</p> <p>Continue [Button]</p>	<p>Incorrect</p> <p>High power distance cultures rely on hierarchical decision-making, while low power distance cultures encourage participation. Collectivist cultures prioritize group harmony, and high uncertainty avoidance cultures prefer structured rule over flexibility.</p> <p><b>[Button]</b> Continue</p>		<p>clicks continue [button]</p>
<p><b>Notes:</b></p>			

Slide: 8.2c / Menu Title: KC: Correct Feedback Layer- hidden from menu			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>White background</p> <p>Green check mark in circle in center of slide</p> <p>Correct feedback text in center of slide below green checkmark</p> <p>Continue [Button]</p>	<p><b>[Feedback layer Box Text]:</b></p> <p>Correct</p> <p>“Great job! You have correctly identified each of the cultural dimensions based on Hofstede’s framework”.</p> <p><b>[Button]</b> Continue</p>	<p>None</p>	<p>Jumps to slide 9.1 when learner clicks continue [button]</p>
<p><b>Notes:</b></p>			

Slide: 9.1 / Menu Title: Adapting Communication Styles			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:

<p>Background is an image of a slightly transparent flat world map in the center of a dark background; map contains an interconnected web graphic illustrating connection [from Articulate 360 content library].</p> <p>4 map pin icons depicting the flags of four different countries; they all have a hover &amp; visited state</p> <p>Directions text aligned top and center of slide</p> <p>Directions text in footer</p>	<p><b>[Slide Title]:</b> Adapting Communication Styles</p> <p><b>[Top directions text]:</b> Click on each flag pin to learn more.</p> <p><b>[Directions footer]:</b> When finished, click next to continue.</p>	<p><b>[Narrator]:</b> “Communication varies across cultures from direct and explicit to subtle and indirect. Understanding and adapting to these differences ensures effective collaboration. Click on each flag pin to explore how communication styles differ across cultures and learn best practices for adjusting your approach. When you have finished, you may select next to continue”.</p>	<p>*See note</p> <p>Each 4 flag pin icons fade in when v/o says, “Click on each...” from left to right of the slide w/ .50 seconds in between each</p> <p>Top directions text fades when v/o says, “Click on each...”</p> <p>Directions text on footer bar fades in when v/o says, “When you have...”</p> <p>Show U.S.A layer when learner clicks U.S.A flag pin</p> <p>Show Ghana layer when learner clicks Ghana flag pin</p> <p>Show India layer when learner clicks India flag pin</p> <p>Show Australia layer when learner clicks Australia flag pin</p> <p>Next button set to normal when the state of all flag pin icons is set to visited</p> <p>Jumps to slide 10.1 when learners clicks next</p>
<p><b>Notes: This is the base slide for layers, 9.1a, 9.1b, 9.1c, &amp; 9.1d.</b></p>			

Slide: 9.1a / Menu Title: United States Layer- hidden from menu			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer shows displaying only background image & layer flag	<b>[Slide Title]:</b> Adapting Communication Styles	<b>[Narrator]:</b> “Direct communicators prioritize clarity,	Next button disabled



<p>pin</p> <p>Large square call out shape in center of slide w/ title text; white background w/ color theme dark border</p> <p>'X' icon in top right corner of call out shape</p> <p>6 transparent text boxes w/ text displayed in center of call out shape; left aligned; stacked vertically</p>	<p><b>[Call-out Shape Title]:</b> Direct Communication</p> <p><b>[Transparent Text Box 1]:</b> <i>"This timeline doesn't make sense. We need to rethink it."</i></p> <p><b>[Transparent Text Box 2]:</b> Critique is often framed as a way to improve performance, not a personal attack.</p> <p><b>[Transparent Text Box 3]:</b> Values direct, assertive feedback.</p> <p><b>[Transparent Text Box 4]:</b> Be clear and specific.</p> <p><b>[Transparent Text Box 5]:</b> Avoid vague language</p> <p><b>[Transparent Text Box 6]:</b> Feedback should focus on ideas, not people, and be delivered respectfully but plainly.</p>	<p>efficiency, and open expression. Imagine that during a team check-in, your American colleague says to you..."</p> <p><b>[American Male Voiceover]:</b> "This timeline doesn't make sense. We need to rethink it."</p> <p><b>[Narrator]:</b> "You may be caught off guard and it may feel blunt even critical. In direct communication cultures like the United States, Israel, and Canada, honesty and efficiency are prioritized over politeness. Speaking up is expected so silence may be seen as disengagement.</p> <p>Be clear and concise when communicating with partners from cultures that value direct communication. If offering feedback focus on the idea not the person and don't be afraid to be respectfully direct".</p>	<p>Large squared call out shape w/title fades in sync when v/o says "Direct communication prioritizes..."</p> <p>Transparent text box 1 fades in when American male v/o says "This timeline..."</p> <p>Transparent text box 2 fades in replacing text box 1 when Narrator v/o says "may feel blunt even..."</p> <p>Transparent text box 3 fades in positioned under text box 2 when Narrator v/o says "honesty and efficiency..."</p> <p>Transparent text box 4 fades in positioned under text box 3 when Narrator v/o says "speaking up is..."</p> <p>Transparent text box 4 fades in replacing text boxes 1-3 when Narrator v/o says "be clear and concise..."</p> <p>Transparent text box 5 fades in positioned under text box 4 when Narrator v/o says "when communicating with..."</p> <p>Transparent text box 6 fades in positioned under text box 5 when Narrator v/o says "and don't be afraid..."</p> <p>'X' icon fades in at end of timeline on layer</p> <p>Learner click 'X' icon to hide layer</p>
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			Learner is taken back to base layer [slide 9.1]
<b>Notes:</b>			

Slide: 9.1b / Menu Title: Ghana Layer- hidden from menu			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>Base layer shows displaying only background image &amp; layer flag pin</p> <p>Large square call out shape in center of slide w/ title text; white background w/ color theme dark border</p> <p>'X' icon in top right corner of call out shape</p> <p>5 transparent text boxes w/ text displayed in center of call out shape; left aligned; stacked vertically</p>	<p><b>[Slide Title]:</b> Adapting Communication Styles</p> <p><b>[Call-out Shape Title]:</b> High-Context Communication</p> <p><b>[Transparent Text Box 1]:</b> <i>"They didn't agree...they were just being polite."</i></p> <p><b>[Transparent Text Box 2]:</b> Relationships are key to communication.</p> <p><b>[Transparent Text Box 3]:</b> Communication relies heavily on nonverbal cues and tone, rather than explicit wording.</p> <p><b>[Transparent Text Box 4]:</b> To work most effectively, build trust first, observe body language and follow up to ensure mutual understanding.</p> <p><b>[Transparent Text Box 5]:</b> Ask more open ended reflective questions to elicit more open feedback.</p>	<p><b>[Narrator]:</b> "High-context culture is about how messages are understood, through shared background knowledge and relationships. For instance, you propose a plan during a community meeting in Ghana. No one objects, but several elders glance at each other and remain silent. Later, a local partner says..."</p> <p><b>[Amina Voiceover]:</b> "They didn't agree...they were just being polite."</p> <p><b>[Narrator]:</b> "You realize the silence wasn't consent, it was a signal of discomfort that wasn't voiced aloud. In various regions throughout West and East Africa, high-context communication is deeply rooted in social norms respect and storytelling. In high-context settings, don't just listen to words watch for tone, silence, or hesitation. Ask reflective questions like..."What do you think about this"?"</p>	<p>Next button disabled</p> <p>Large squared call out shape w/ title fades in sync when v/o says "High Context culture..."</p> <p>Transparent text box 1 fades in when Amina v/o says "They didn't agree..."</p> <p>Transparent text box 2 fades in replacing text box 1 when Narrator v/o says "high-context communication is..."</p> <p>Transparent text box 3 fades in positioned under text box 2 when Narrator v/o says "deeply rooted in..."</p> <p>Transparent text box 4 fades in replacing text boxes 2 &amp; 3 when Narrator v/o says "respect and storytelling..."</p> <p>Transparent text box 5 fades in positioned under text box 4 when Narrator v/o says "watch for tone..."</p> <p>'X' icon fades in at end of timeline</p>

			<p>on layer</p> <p>Learner click 'X' icon to hide layer</p> <p>Learner is taken back to base layer [slide 9.1]</p>
<b>Notes:</b>			

Slide: 9.1c / Menu Title: India Layer- hidden from menu			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>Base layer shows displaying only background image &amp; layer flag pin</p> <p>Large square call out shape in center of slide w/ title text; white background w/ color theme dark border</p> <p>'X' icon in top right corner of call out shape</p> <p>6 transparent text boxes w/ text displayed in center of call out shape; left aligned; stacked vertically</p>	<p><b>[Slide Title]:</b> Adapting Communication Styles</p> <p><b>[Call-out Shape Title]:</b> Indirect Communication</p> <p><b>[Transparent Text Box 1]:</b> It prioritizes preserving harmony, showing respect, and saving face over delivering a blunt message.</p> <p><b>[Transparent Text Box 2]:</b> "Yes, yes...we will see how it goes."</p> <p><b>[Transparent Text Box 3]:</b> Disagreement is softened or deferred through polite phrases.</p> <p><b>[Transparent Text Box 4]:</b> People may avoid direct "no" response to maintain relationships.</p> <p><b>[Transparent Text Box 5]:</b> Be patient– insight often comes after trust is built.</p> <p><b>[Transparent Text Box 6]:</b> Don't</p>	<p><b>[Narrator]:</b> "Indirect communication involves subtle, polite, and context-driven ways of expressing thoughts, especially disagreement. Imagine that you are working with a team in India and you propose a plan and ask the group if it works. A senior participant nods and replies..."</p> <p><b>[Indian Woman Voiceover]:</b> "Yes, yes...we will see how it goes."</p> <p><b>[Narrator]:</b> "Later, your local partner explains the response was a polite way of saying the timing wouldn't work but no one wanted to disagree directly. In many cultures around the world, particularly in Asia, Africa, and Latin America, people may choose politeness and diplomacy over direct disagreement. Clarity often comes from trust built through relationships and careful listening. Ask open-ended and reflective questions. Give people</p>	<p>Next button disabled</p> <p>Large squared call out shape w/ title fades in sync when v/o says "Indirect communication involves..."</p> <p>Transparent text box 1 fades in sync when narrator v/o says "communication involves subtle..."</p> <p>Transparent text box 2 fades in replacing text box 1 when Indian Woman v/o says "Yes, yes..."</p> <p>Transparent text box 3 fades in replacing text box 2 when Narrator v/o says "timing wouldn't work..."</p> <p>Transparent text box 4 fades in positioned under text box 3 when Narrator v/o says "particularly in Asia..."</p> <p>Transparent text box 5 fades in</p>

	treat a polite 'yes' as confirmation–look for tone, hesitation, or body language.	space to respond on their own terms. Don't rush or expect immediate yes or no answers".	<p>replacing text boxes 3 &amp; 4 when Narrator v/o says "over direct disagreement..."</p> <p>Transparent text box 6 fades in positioned under text box 5 when Narrator v/o says "clarity often comes..."</p> <p>'X' icon fades in at end of timeline on layer</p> <p>Learner click 'X' icon to hide layer</p> <p>Learner is taken back to base layer [slide 9.1]</p>
<b>Notes:</b>			

Slide: 9.1d / Menu Title: Australia Layer- hidden from menu			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>Base layer shows displaying only background image &amp; layer flag pin</p> <p>Large square call out shape in center of slide w/ title text; white background w/ color theme dark border</p> <p>'X' icon in top right corner of call out shape</p> <p>5 transparent text boxes w/ text displayed in center of call out shape; left aligned; stacked vertically</p>	<p><b>[Slide Title]:</b> Adapting Communication Styles</p> <p><b>[Call-out Shape Title]:</b> Low-Context Communication</p> <p><b>[Transparent Text Box 1]:</b> <i>"What's the exact timeline, including sign-offs and contingency steps?"</i></p> <p><b>[Transparent Text Box 2]:</b> Directness is expected, especially in planning and analysis.</p> <p><b>[Transparent Text Box 3]:</b> Meaning is in the words–not in</p>	<p><b>[Narrator]:</b> "Low-context cultures rely on explicit verbal communication. Imagine that in a planning meeting, an Australian partner asks..."</p> <p><b>[Australian Woman Voiceover]:</b> "What's the exact timeline, including sign-offs and contingency steps?"</p> <p><b>[Narrator]:</b> "You may feel pressured as things haven't been finalized yet. Direct feedback is considered a normal part of professional interactions, comments may appear blunt. In</p>	<p>Next button disabled</p> <p>Large squared call out shape w/ title fades in sync when v/o says "Low-context cultures..."</p> <p>Transparent text box 1 fades in when Australian Woman v/o says "What's the exact..."</p> <p>Transparent text box 2 fades in replacing text box 1 when Narrator v/o says "direct feedback is..."</p> <p>Transparent text box 3 fades in positioned under text box 2 when</p>

	<p>body language, tone, or shared assumptions.</p> <p><b>[Transparent Text Box 4]:</b> Focus on fact-based discussions and avoid unnecessary embellishments.</p> <p><b>[Transparent Text Box 5]:</b> Be clear and direct with feedback, not relying on tone or other context to assign meaning to your message.</p>	<p>low-context cultures, like those in Australia, Germany, and the Netherlands, people tend to rely on explicit language rather than shared assumptions. When working with partners in these cultures be prepared with details. Spell out expectations and deadlines clearly. Don't assume shared understanding".</p>	<p>Narrator v/o says "Germany and the..."</p> <p>Transparent text box 4 fades in replacing text boxes 2 &amp; 3 when Narrator v/o says "when working with..."</p> <p>Transparent text box 5 fades in positioned under text box 4 when Narrator v/o says "be prepared with..."</p> <p>'X' icon fades in at end of timeline on layer</p> <p>Learner click 'X' icon to hide layer</p> <p>Learner is taken back to base layer [slide 9.1]</p>
<b>Notes:</b>			

Slide: 10.1 / Menu Title: Key Strategies for Inclusive Decision Making			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	

<p>Background is an image of a slightly transparent photo of a multi-generational and diverse group of people of the Sikh culture [from Articulate 360 content library].</p> <p>4 zoom regions for each person representing the community w/in the background image</p> <p>4 circle shapes [custom button] layered on background image [1 representing each community member/layer]; they all have a hover &amp; visited state</p> <p>Directions text aligned top right of slide</p> <p>Directions text in footer</p>	<p><b>[Slide Title]:</b> Key Strategies for Inclusive Decision-Making</p> <p><b>[Top directions text]:</b> Click on each circle to learn more.</p> <p><b>[Directions footer]:</b> When finished, click next to continue.</p>	<p><b>[Narrator]:</b> “In every community, decision-making is shaped by tradition, trust, and shared values. To be truly inclusive, we must listen closely and engage those who guide, live out and carry the impact of change. We begin with community elders, whose wisdom often leads the way. Then, notice the presence of women, whose voices are vital yet sometimes overlooked. Look to the youth, bringing fresh ideas and energy. And finally, observe the group as a whole, practicing shared dialogue and consensus. Click each area to explore how these groups contribute to inclusive, community-driven collaboration. When you have finished, you may click next to continue”.</p>	<p>*See note</p> <p>Zoom region 1 zooms in on male elder in background photo, syncs when v/o says “community elders whose...”</p> <p>Zoom region 2 zooms in on female in background photo, syncs when v/o says “then notice the presence of women...”</p> <p>Zoom region 3 zooms in on youth member in background photo, syncs when v/o says “look to the youth...”</p> <p>Zoom region 4 zooms in on entire group in background photo, syncs when v/o says “finally, observing the group...”</p> <p>Each 4 circle shapes [custom button] fade in and pulsate when v/o says, “Click on each...” from left to right of the slide w/ .50 seconds in between each</p> <p>Top directions text fades when v/o says, “Click on each...”</p> <p>Directions text on footer bar fades in when v/o says, “When you have...”</p> <p>Show Youth when learner clicks Youth button</p> <p>Show Elder layer when learner clicks Elder button</p> <p>Show Woman layer when learner clicks Woman button</p>
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			<p>Show Group layer when learner clicks Group button</p> <p>Next button set to normal when the state of all circle shapes is set to visited</p> <p>Jumps to slide 11.1 when learners clicks next</p>
<b>Notes: This is the base slide for layers, 10.1a, 10.1b, 10.1c, &amp; 10.1d.</b>			

Slide: 10.1a / Menu Title: Elders Layer- hidden from menu			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>Base layer shows</p> <p>Large square call out shape in center of slide w/ text; semi-transparent dark color theme color; white text</p> <p>2 bulleted text boxes stacked vertically; left aligned in large square call out shape</p>	<p><b>[Slide Title]:</b> Key Strategies for Inclusive Decision-Making</p> <p><b>[Bullet Text 1]:</b> Respect local authority and wisdom.</p> <p><b>[Bullet Text 2]:</b> Involve elders in early project planning.</p>	<p><b>[Narrator]:</b> “In many cultures, elders are not only respected, they are central to guiding community decisions. They hold historical knowledge, understand social dynamics, and often serve as gatekeepers to community participation. Involving them early builds trust and honors tradition”.</p>	<p>Next button disabled</p> <p>Layer auto hides at end of timeline</p> <p>Learner is taken back to base slide [slide 10.1]</p>
<b>Notes:</b>			

Slide: 10.1b / Menu Title: Women Layer- hidden from menu			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>Base layer shows</p> <p>Large square call out shape in center of slide w/ text;</p>	<p><b>[Slide Title]:</b> Key Strategies for Inclusive Decision-Making</p> <p><b>[Bullet Text 1]:</b> Seek input from</p>	<p><b>[Narrator]:</b> “Women often play vital roles in shaping community life, especially in areas like health, education, and caregiving. Yet</p>	<p>Next button disabled</p> <p>Layer auto hides at end of timeline</p>

semi-transparent dark color theme color; white text  2 bulleted text boxes stacked vertically; left aligned in large saure call out shape	women’s groups or informal gatherings.  <b>[Bullet Text 2]:</b> Design spaces where all voices feel welcome.	their voices may be underrepresented in formal decision-making spaces. Actively seeking their input through women’s groups or informal gatherings leads to more inclusive, well-rounded solutions”.	Learner is taken back to base slide [slide 10.1]
<b>Notes:</b>			

Slide: 10.1c / Menu Title: Youth Layer- hidden from menu			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	
Base layer shows  Large square call out shape in center of slide w/ text; semi-transparent dark color theme color; white text  2 bulleted text boxes stacked vertically; left aligned in large saure call out shape	<b>[Slide Title]:</b> Key Strategies for Inclusive Decision-Making  <b>[Bullet Text 1]:</b> Invite youth input during planning.  <b>[Bullet Text 2]:</b> Empower next-generation change makers.	<b>[Narrator]:</b> “Youth bring new ideas, creativity, and a stake in the community’s future. Their perspectives can highlight needs and aspirations that may otherwise go unseen. When engaged meaningfully, young people become powerful contributors and future leaders”.	Next button disabled  Layer auto hides at end of timeline  Learner is taken back to base slide [slide 10.1]
<b>Notes:</b>			

Slide: 10.d / Menu Title: Community Collaboration Layer- hidden from menu			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	



<p>Base layer shows</p> <p>Large square call out shape in center of slide w/ text; semi-transparent dark color theme color; white text</p> <p>3 bulleted text boxes stacked vertically; left aligned in large saure call out shape</p>	<p><b>[Slide Title]:</b> Key Strategies for Inclusive Decision-Making</p> <p><b>[Bullet Text 1]:</b> Use group decision-making where culturally appropriate.</p> <p><b>[Bullet Text 2]:</b> Listen more than you speak.</p> <p><b>[Bullet Text 3]:</b> Use open-ended questions to encourage detailed and honest responses.</p>	<p><b>[Narrator]:</b> “In many collectivist cultures, decisions aren't made individually, they emerge from group dialogue. This process may take more time, but it strengthens commitment and ensures everyone feels heard. Active listening, open-ended questions, patience, and shared discussion are key to gaining true community buy-in”.</p>	<p>Next button disabled</p> <p>Layer auto hides at end of timeline</p> <p>Learner is taken back to base slide [slide 10.1]</p>
<p><b>Notes:</b></p>			

Slide: 11.1 / Menu Title: Pre KC Check-in w/ Amina- hidden from menu			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>Background: Same as slide 3.2</p> <p>Avatar Amina [local community liaison] slightly to the right side of the slide, using one pose [talking w/ hands out wide</p> <p>Avatar are set in foreground, closer to learner</p> <p>Gradient color theme rectangular speech caption to the left of Amina as she speaks</p>	<p><b>[Slide Title]: No title</b></p> <p>Great progress so far!</p> <p>You've just explored how to adapt your communication style based on cultural context</p> <p>and learned practical strategies for making decision-making more inclusive.</p> <p>Now it's time for another quick check-in.</p> <p>These next questions will help you practice applying what you've learned in situations you</p>	<p><b>[Amina Community Liaison]:</b></p> <p>“Great progress so far! You've just explored how to adapt your communication style based on cultural context and learned practical strategies for making decision-making more inclusive. Now it's time for another quick check-in. These next questions will help you practice applying what you've learned in situations you might encounter as a volunteer project leader. Take your time, and think about how you'd respond in culturally</p>	<p>Amina speech captions/text are synced to fade in/out w/vo</p> <p>Slide auto advances to slide 11.2</p>

	<p>might encounter as a volunteer project leader.</p> <p>Take your time, and think about how you'd respond in culturally diverse settings.</p> <p>Let's begin"!</p>	diverse settings. Let's begin"!	
<b>Notes:</b>			

Slide: 11.2 / Menu Title: Knowledge Check			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>Background is same as slide 8.2.</p> <p>Multiple choice question is centered at top of slide above answer choices, left aligned</p> <p>3 answer choices arranged below question; aligned left/vertically</p>	<p><b>[Slide Title]: Knowledge Check</b></p> <p><b>[Quiz question]:</b> You are leading a community project in a rural area, but local leaders are upset because they were not consulted before important decisions were made. They feel disrespected and disengaged from the project. The project is now at risk of failing. What do you do?</p> <p><b>[Answer Choices]:</b></p> <p>Apologize and invite the leaders to participate in decision-making moving forward. <b>[Correct]</b></p> <p>Hold a private meeting with local leaders to understand their concerns before making adjustments.</p>	<p>None</p>	<p>*See note</p> <p>Select all that apply quiz question [answers will auto shuffle]</p> <p>Learner clicks submit to receive feedback.</p>

	Explain that the project's timeline is fixed and must proceed as planned.		
<b>Notes: Storyline 'multiple choice' quiz question template; Learner gets 2 attempts on KC; 3 different feedback layers created for each answer choice selected.</b>			

Slide: 11.2a / Menu Title: Answer 1 Feedback Layer- hidden from menu			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	
Feedback Layer Box:  White background  Green check mark in circle in center of slide  Correct feedback text in center of slide below green checkmark  Continue [Button]	<b>[Feedback layer Box Text]:</b>  Correct  Great! Acknowledging their concerns and involving them helps rebuild trust and ensures community buy-in.  <b>[Button]</b> Continue	None	Jumps to slide 12.1 when learner clicks continue [button]
<b>Notes:</b>			

Slide: 11.2b / Menu Title: Answer 2 Feedback Layer- hidden from menu			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	
Feedback Layer Box:  White background  Yellow check mark in circle in center of slide  Incorrect feedback text in center	<b>[Feedback layer Box Text]:</b>  Incorrect  This is a good start, but not the best selection. This approach does help, but making visible changes in the group setting	None	Jumps to slide 12.1 when learner clicks continue [button]

of slide below yellow checkmark Continue [Button]	would build even stronger trust. <b>[Button]</b> Continue		
<b>Notes:</b>			

Slide: 11.2c / Menu Title: Answer 3 Feedback Layer- hidden from menu			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>Feedback Layer Box:</p> <p>White background</p> <p>Yellow check mark in circle in center of slide</p> <p>Incorrect feedback text in center of slide below yellow checkmark</p> <p>Continue [Button]</p>	<p><b>[Feedback layer Box Text]:</b></p> <p>Incorrect</p> <p>This response dismisses cultural norms, which can decrease community support. We want to foster more collaborative discussions.</p> <p><b>[Button]</b> Continue</p>	<p>None</p>	<p>Jumps to slide 12.1 when learner clicks continue [button]</p>
<b>Notes:</b>			

Slide: 12.1 / Menu Title: Resolving Cross-Cultural Conflicts			LO: 4
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>Video of young women looking stressed plays in background for 12 seconds [from Articulate 360 content library].</p> <p>Background transitions into a semi-transparent photo of same woman [from Articulate 360 content library].</p> <p>4 rectangle shapes to the right</p>	<p><b>[Slide Title]:</b> Resolving Cross-Cultural Conflicts</p> <p><b>[Rect Shape 1]:</b> 1. Active Listening</p> <p><b>[Rect Shape 2]:</b> 2. Empathy</p> <p><b>[Rect Shape 3]:</b> 3. Clarifying Intentions</p>	<p><b>[Narrator]:</b> “Conflict is a natural part of collaboration especially in culturally diverse settings. Misunderstandings often arise from differences in cultural norms around time, authority, and communication styles. We will be reviewing the four key methods of resolving conflict they are, active listening, Empathy, Clarifying Intentions,</p>	<p>*See note.</p> <p>Video of young women looking stressed plays in background for 12 seconds ; video fades out and background fades into a semi-transparent photo of same woman</p> <p>Rect shape 1 emphasizes in sync when v/o says “Active listening...”</p>

<p>side of slide [custom buttons] w/ text in dark color; shape colors: 1-blue, 2-red, 3-yellow, &amp; 4-green.</p> <p>Custom buttons have a hover &amp; visited state.</p> <p>Interaction directions text left side of slide.</p> <p>Directions text on footer bar.</p>	<p><b>[Rect Shape 4]:</b> 4. Finding Common Ground</p> <p><b>[Interaction directions text]:</b> Click on each method to learn more.</p> <p><b>[Footer bar text:]</b> When finished, click next to continue</p>	<p>and Finding Common Ground. By recognizing these differences and applying these key conflict resolution methods we can turn challenges into opportunities for stronger relationships and trust. Click on each method to learn more. When you are done you may click next to continue”.</p>	<p>Rect shape 2 emphasizes in sync when v/o says “Empathy...”</p> <p>Rect shape 3 emphasizes in sync when v/o says “Clarifying Intentions...”</p> <p>Rect shape 4 emphasizes in sync when v/o says “Finding Common Ground...”</p> <p>Interaction directions text on footer bar fades in sync when v/o says “Click on each...”</p> <p>Directions text on footer bar fades in sync when v/o says “When you are done...”</p> <p>Show layer Active Listening when learner clicks active listening</p> <p>Show layer Empathy when learner clicks empathy</p> <p>Show layer Clarify Intentions when learner clicks Clarifying intentions</p> <p>Show layer Find Common Ground when learner clicks finding common ground</p> <p>Next button is enabled when all accordion layers are visited.</p> <p>Next button jumps to Slide 6.1 when user clicks next</p>
<p><b>Notes: : This is the base layer for a vertical rectangle shape accordion interaction with 4 corresponding layers [12.1a, 12.1b,</b></p>			

**12.1c, & 12.1d]. Each layer has the same base slide however, the rectangle shapes move from right to left to ‘open’ the content on each layer; previously visited rect shapes/layers will be moved to the right side of slide and be shown as visited.**

Slide: 12.1a / Menu Title: 1. Active Listening Layer -Hidden from menu			LO: 4
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>1 rectangle shape w/ text to the left side of slide [1-blue]</p> <p>3 rectangle shapes to the right side of slide [custom buttons] w/ text in dark color; shape colors: 2-red, 3-yellow, &amp; 4-green</p> <p>Background image behind shapes is a semi-transparent photo of volunteers listening to direction [from Articulate 360 content library]</p> <p>Semi-transparent square shape in corresponding layer color theme w/ dark text in center of image on layer</p> <p>3 Transparent text boxes stacked vertically in center of semi-transparent square shape; left aligned</p>	<p><b>[Slide Title]:</b> Resolving Cross-Cultural Conflicts</p> <p><b>[Rect Shape 1]:</b> 1. Active Listening</p> <p><b>[Rect Shape 2]:</b> 2. Empathy</p> <p><b>[Rect Shape 3]:</b> 3. Clarifying Intentions</p> <p><b>[Rect Shape 4]:</b> 4. Finding Common Ground</p> <p><b>[Transparent text box 1]:</b> 1. Maintain eye contact.</p> <p><b>[Transparent text box 2]:</b> 2. Avoid Interrupting.</p> <p><b>[Transparent text box 3]:</b> Paraphrase and summarize.</p>	<p><b>[Narrator]:</b> “Active listening is the foundation of conflict resolution. It allows people to express their concerns openly while making them feel respected. You can do this by maintaining eye contact and use nonverbal cues to show engagement. Avoid interrupting, let the other person express their perspective fully and paraphrase and summarize what you heard to confirm understanding. In cross-cultural settings where misunderstandings are common, truly listening before responding can prevent conflicts from escalating”.</p>	<p>Active Listening layer “opens”</p> <p>Transparent text box 1 fades in sync when v/o says “maintaining eye contact...”</p> <p>Transparent text box 2 fades in under text box 1; syncs when v/o says “maintaining eye contact...”</p> <p>Transparent text box 3 fades in under text box 2 sync when v/o says “paraphrase and summarize...”</p> <p>Corresponding layer rect shape displayed as visited at end of timeline on layer</p> <p>Learner can click next layer to open</p>
<b>Notes:</b>			

Slide: 12.1b / Menu Title: 2. Empathy- Hidden from Menu			LO: 4
Visual / Display:	Slide Text:	Narration / Voiceover:	
2 rectangle shape w/ text to the	<b>[Slide Title]:</b> Resolving	<b>[Narrator]:</b> “Empathy is a	Empathy layer “opens”

<p>left side of slide [1-blue, 2-red]</p> <p>2 rectangle shapes to the right side of slide [custom buttons] w/ text in dark color; shape colors: 3-yellow, &amp; 4-green</p> <p>Background image behind shapes is a semi-transparent photo of volunteers interacting w/ children [from Articulate 360 content library]</p> <p>Semi-transparent square shape in corresponding layer color theme w/ dark text in center of image on layer</p> <p>3 Transparent text boxes stacked vertically in center of semi-transparent square shape; left aligned</p>	<p>Cross-Cultural Conflicts</p> <p><b>[Rect Shape 1]:</b> 1. Active Listening</p> <p><b>[Rect Shape 2]:</b> 2. Empathy</p> <p><b>[Rect Shape 3]:</b> 3. Clarifying Intentions</p> <p><b>[Rect Shape 4]:</b> 4. Finding Common Ground</p> <p><b>[Transparent text box 1]:</b> 1. Acknowledge emotions and validate concerns before problem-solving.</p> <p><b>[Transparent text box 2]:</b> 2. Use validating phrases.</p> <p><b>[Transparent text box 3]:</b> 3. Consider the cultural context—some cultures express emotions indirectly, so look for nonverbal.</p>	<p>powerful tool for conflict resolution. Acknowledging emotions and validating concerns rather than dismissing them or before problem solving can help to build trust. To validate concerns you can use certain phrases like...."I understand why this is important to you". In many cultures indirect expressions of frustration, like silence or avoidance, can indicate deeper concerns. By recognizing these signs and responding with understanding you can resolve conflicts more effectively".</p>	<p>Transparent text box 1 fades in sync when v/o says "Acknowledging emotions and..."</p> <p>Transparent text box 2 fades in under text box 1; syncs when v/o says "validate concerns you..."</p> <p>Transparent text box 3 fades in under text box 2 sync when v/o says "In many cultures indirect..."</p> <p>Corresponding layer rect shape displayed as visited at end of timeline on layer</p> <p>Learner can click next layer to open</p>
<b>Notes:</b>			

Slide: 12.1c / Menu Title: 3. Clarify Intentions -Hidden from Menu			LO: 4
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>3 rectangle shape w/ text to the left side of slide [1-blue, 2-red, &amp; 3-yellow]</p> <p>1 rectangle shapes to the right side of slide [custom buttons] w/ text in dark color; shape colors: 4-green</p>	<p><b>[Slide Title]:</b> Resolving Cross-Cultural Conflicts</p> <p><b>[Rect Shape 1]:</b> 1. Active Listening</p> <p><b>[Rect Shape 2]:</b> 2. Empathy</p>	<p><b>[Narrator]:</b> "Cultural misunderstandings often arise when intentions are misinterpreted. What may seem like urgency in one culture might be perceived as impatience in another. Clarifying objectives and</p>	<p>Clarifying Intentions layer "opens"</p> <p>Transparent text box 1 fades in sync when v/o says "Clarifying objectives and..."</p> <p>Transparent text box 2 fades in under text box 1; syncs when v/o</p>

<p>Background image behind shapes is a semi-transparent photo of volunteers communicating w/ each other [from Articulate 360 content library]</p> <p>Semi-transparent square shape in corresponding layer color theme w/ dark text in center of image on layer</p> <p>3 Transparent text boxes stacked vertically in center of semi-transparent square shape; left aligned</p>	<p><b>[Rect Shape 3]:</b> 3. Clarifying Intentions</p> <p><b>[Rect Shape 4]:</b> 4. Finding Common Ground</p> <p><b>[Transparent text box 1]:</b> 1. Clearly state objectives and explain reasoning.</p> <p><b>[Transparent text box 2]:</b> 2. Use culturally appropriate communication styles– some cultures prefer indirect phrasing.</p> <p><b>[Transparent text box 3]:</b> 3. Ask clarifying questions to ensure alignment.</p>	<p>intentions reduces miscommunication. When people don't understand the 'why' behind decisions they may feel excluded or disrespected. Taking a moment to explain your reasoning or asking for input can prevent misunderstandings and build cooperation. Be sure to use a culturally appropriate communication style and ask clarifying questions to ensure everyone's expectations are aligned".</p>	<p>says "When people don't understand..."</p> <p>Transparent text box 3 fades in under text box 2 sync when v/o says " ask clarifying questions..."</p> <p>Corresponding layer rect shape displayed as visited at end of timeline on layer</p> <p>Learner can click next layer to open</p>
<b>Notes:</b>			

Slide: 12.1d / Menu Title: 4. Finding Common Ground -Hidden from Menu			LO: 4
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>4 rectangle shape w/ text to the left side of slide [1-blue, 2-red, 3-yellow, &amp; 4-green]</p> <p>Background image behind shapes is a semi-transparent photo of volunteers gardening together [from Articulate 360 content library]</p> <p>Semi-transparent square shape in corresponding layer color theme w/ dark text in center of image on layer</p>	<p><b>[Slide Title]:</b> Resolving Cross-Cultural Conflicts</p> <p><b>[Rect Shape 1]:</b> 1. Active Listening</p> <p><b>[Rect Shape 2]:</b> 2. Empathy</p> <p><b>[Rect Shape 3]:</b> 3. Clarifying Intentions</p> <p><b>[Rect Shape 4]:</b> 4. Finding Common Ground</p> <p><b>[Transparent text box 1]:</b> 1.</p>	<p><b>[Narrator]:</b> "Conflicts are opportunities for collaboration when handled correctly. Instead of seeing disagreements as barriers, look for ways to connect. Finding common ground means identifying shared goals and working toward mutually beneficial solutions. When communities feel their input is valued, projects become more sustainable and widely accepted".</p>	<p>Finding Common Ground layer "opens"</p> <p>Transparent text box 1 fades in sync when v/o says "look for ways to connect..."</p> <p>Transparent text box 2 fades in under text box 1; syncs when v/o says "working toward mutually ..."</p> <p>Transparent text box 3 fades in under text box 2 sync when v/o says "When communities feel..."</p>



3 Transparent text boxes stacked vertically in center of semi-transparent square shape; left aligned	<p>Identify shared priorities.</p> <p><b>[Transparent text box 2]:</b> 2. Use compromise strategically to ensure all voices are valued.</p> <p><b>[Transparent text box 3]:</b> 3. Encourage collective decision-making for long term buy-in.</p>		<p>Corresponding layer rect shape displayed as visited at end of timeline on layer</p> <p>Learner can click next layer to open</p>
<b>Notes:</b>			

Slide: 13.1 / Menu Title: Course Summary			[All LOs]
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>Video of volunteers sitting in classroom listening to instructor plays in background for 11 seconds.</p> <p>Video then pauses as a still image and becomes the slide background. [from Articulate 360 content library].</p> <p>4 rectangle text boxes in color theme, listing each lesson</p>	<p><b>[Slide Title]: Course Summary</b></p> <p><b>[Lesson 1 Box]:</b> Lesson 1: Understanding Culture Through New Lenses</p> <p><b>[Lesson 2 Box]:</b> Lesson 2: Communicating Across Cultures</p> <p><b>[Lesson 3 Box]:</b> Lesson 3: Partnering With Communities</p> <p><b>[Lesson 4 Box]:</b> Lesson 4: Navigating Conflict with Cultural Sensitivity</p>	<p><b>[Narrator]:</b> “ As a World Outreach Alliance volunteer, your impact begins with your mindset and your ability to connect across cultures. Every community is different and every connection you build will be shaped by trust, respect, and a willingness to learn. In this course, you explored how to apply cultural frameworks to better understand the communities you serve. You learned how to adapt your communication style to build trust and clarity, even when norms are unfamiliar. You practiced inclusive approaches to decision-making, ensuring that every voice, elders, youth, women, and the community as a whole</p>	<p>Video of volunteers sitting in classroom listening to instructor plays in background for 11 seconds. Video then pauses as a still image and becomes the slide background.</p> <p>Each 4 rectangle text boxes in color theme, listing each lesson floats up from the bottom to sync w/ v/o Next button is normal at end of timeline on this slide Next button jumps to Slide 14.1 when user clicks next</p>

		can help shape meaningful projects. And you explored techniques to resolve conflict with cultural sensitivity, using collaboration and empathy to navigate challenges. These skills don't just prepare you to succeed, they prepare you to grow alongside the people you serve".	
<b>Notes:</b>			

Slide: 14.1 / Menu Title: Quiz Introduction			[All Los]
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>Background: Same as slide 3.2</p> <p>Avatar Amina [local community liaison] slightly to the right side of the slide, using 2s pose [talking w/ hands out wide &amp; talking with right hand gesturing to the right]</p> <p>Avatar are set in foreground, closer to learner</p> <p>Gradient color theme rectangular speech caption to the left of Amina as she speaks</p> <p>Directions in footer</p>	<p><b>[Slide Title]:</b> Quiz Introduction</p> <p><b>[Amina Speech Captions]:</b></p> <p>You've made it to the final stretch—well done!</p> <p>Throughout this course, you've explored how cultural adaptability, communication styles, and inclusive decision-making can strengthen your impact as a volunteer project leader.</p> <p>Now, let's bring it all together.</p> <p>There are 5 graded questions [multiple choice, multiple response, matching, and true/false] on the quiz to test your</p>	<p><b>[Amina Community Liaison]:</b></p> <p>"You've made it to the final stretch—well done! Throughout this course, you've explored how cultural adaptability, communication styles, and inclusive decision-making can strengthen your impact as a volunteer project leader. Now, let's bring it all together. This final assessment consists of 5 multiple choice and scenario based questions that evaluate your understanding of the key lessons covered in this course. To pass you must achieve a score of 80% or higher but don't worry you can retake the quiz as many times as needed to master the material.</p>	<p>Avatar Amina changes poses to talking w/ right hand extended to her right during v/o, at "this final assessment.."</p> <p>Amina speech captions/text are synced to fade in/out w/vo</p> <p>Slide jumps to slide 14.2 when learners clicks next</p>

	<p>knowledge. You must answer 80% of the questions correctly to receive a passing score. You are allowed as many attempts as needed to pass.</p> <p><b>[Footer Directions]:</b> Click next to continue.</p>	Select next to proceed to the final quiz".	
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Slide: 14.2 / Menu Title: [Question 1 of 5: Drag & Match- hidden from menu]			LO: 4
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>Background is same as slide 8.2.</p> <p>Scenario based question &amp; directions is centered at top of slide above description stems and answer choices, left aligned, arranged in 2 columns below question; 4 description stems vertically aligned on left side, 4 draggable answer choices vertically aligned on right side</p>	<p><b>[Scenario based question/directions]:</b> Two community groups disagree on the project's priorities, creating tension. How should you approach the conflict? Click and drage the strategy on the right to with the proper description on the left.</p> <p><b>[Scenario Stems]:</b></p> <p>Paraphrase concerns</p> <p>Explain your role</p> <p>Highlight shared goals</p> <p>Avoid discussing the issue</p> <p><b>[Drag Items]:</b></p> <p>Active Listening</p> <p>Clarify Intentions</p> <p>Find Common Ground</p>	<p>None</p>	<p>Learner drags answer to corresponding/matching question stem.</p> <p>Learner clicks submit to continue to next question.</p>

	Ignoring the conflict		
<b>Notes:</b>			

Slide: 14.2a / Menu Title: [Question 1 Custom Review Layer- hidden from menu]			LO: 4
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>Base layer shows</p> <p>Light yellow square with dark feedback text centered on the slide</p>	<p><b>[Feedback text]:</b></p> <p>Correct Matches:  Paraphrase concerns...→Active Listening  Explain your role→Clarify Intentions  Highlight shared goals→Find Common Ground  Avoid discussing the issue→Ignoring the conflict</p> <p>The strategies help project leaders reduce tension through communication and cultural sensitivity. Active listening conforms understanding, clarifying intentions avoids misinterpretation, and finding common ground builds collaboration. Ignoring the conflict may escalate misunderstandings and should be avoided.</p>	None	Learner can click Next to advance through the review feedback
<b>Notes:</b>			

Slide: 14.3 / Menu Title: [Question 2 of 5: Multiple Choice - hidden from menu]	LO: 2
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Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>Background is same as slide 8.2</p> <p>Scenario based question &amp; directions is centered at top of slide above 5 answer choices, aligned left/vertically</p> <p>Clickable check boxes left aligned/in front of each answer choice.</p>	<p><b>[Scenario based question/directions]:</b> You are introducing a project plan to a community that prioritizes collective decision-making. During your presentation, you focus on highlighting individual benefits, such as personal growth opportunities and efficiency. The audience appears disengaged and uninterested. How can you adjust your approach to align with cultural values? (Select all that apply.)</p> <p><b>[Answer choices]:</b></p> <p>Facilitate group discussions to ensure all perspectives are heard before making decisions.</p> <p>Emphasize how the project benefits the entire community and aligns with group traditions.</p> <p>Focus on personal incentives to drive adoption.</p> <p>Encourage individual competition to motivate participation.</p> <p>Engage community leaders first to build trust before introducing project details.</p>	<p>None</p>	<p>Learner clicks all answer choices that apply to scenario based question.</p> <p>Learner clicks submit to continue to next question.</p>
<p><b>Notes:</b></p>			

Slide: 14.3a / Menu Title: [Question 2 Custom Review Layer- hidden from menu]			LO: 2
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>Base layer shows</p> <p>Light yellow square with dark feedback text centered on the slide</p>	<p><b>[Feedback Text]:</b></p> <p>Correct Answers: Emphasize community benefits Engage community leaders first Facilitate inclusive group discussions</p> <p>In collectivist cultures, group harmony and shared decision-making are prioritized. Focusing on community benefits, respecting leadership structures, and encouraging group dialogue aligns your message with cultural values. Emphasizing personal gain or competition may seem self-centered and disengaging.</p>	None	Learner can click Next to advance through the review feedback
<b>Notes:</b>			

Slide: 14.4 / Menu Title: [Question 3 of 5: Multiple Choice- hidden from menu]			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>Background is same as slide 8.2</p> <p>Scenario based question &amp; directions is centered at top of slide above 4 answer choices, aligned left/vertically</p>	<p><b>[Scenario based question/directions]:</b> During a community meeting, you present your project goals, but several stakeholders express concerns that your plan does not align with their immediate needs. How should you proceed to ensure the project reflects the community's priorities?</p>	None	<p>Learner selects one answer choice.</p> <p>Learner clicks submit to continue to next question.</p>

	<p><b>[Answer Choices]:</b></p> <p>Ask the stakeholders to prioritize their needs collaboratively and adapt your plan accordingly.</p> <p>Pause the project until the community reaches a unanimous agreement.</p> <p>Proceed with your plan, assuring the community you'll address concerns later.</p> <p>Defend your original plan, explaining why it is the best solution based on your expertise.</p>		
<b>Notes:</b>			

Slide: 14.4a / Menu Title: [Question 3 Custom Review Layer- hidden from menu]			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>Base layer shows</p> <p>Light yellow square with dark feedback text centered on the slide</p>	<p><b>[Feedback Text]:</b></p> <p>Correct Answer: Ask the stakeholders to prioritize their needs collaboratively and adapt your plan accordingly.</p> <p>Collaborative decision-making shows respect for community ownership and priorities. Adjusting your plan based on shared needs strengthens trust and increases local engagement. Imposing a plan, even with good intentions, can damage relationships and reduce project success.</p>	None	Learner can click Next to advance through the review feedback

<b>Notes:</b>			

Slide: 14.5 / Menu Title: [Question 4 of 5: Multiple Choice- hidden from menu]			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>Background is same as slide 8.2</p> <p>Scenario based question &amp; directions is centered at top of slide above 4 answer choices, aligned left/vertically</p>	<p><b>[Scenario based question/directions]:</b> You are meeting with a community leader in a culture where prolonged eye contact is seen as disrespectful. However, in your home culture, maintaining eye contact is a sign of confidence and attentiveness. How should you adapt your behavior?</p> <p><b>[Answer choices]:</b></p> <p>Occasionally looking down or to the side while speaking.</p> <p>Using exaggerated gestures to compensate for lack of eye contact.</p> <p>Maintaining eye contact to show respect.</p> <p>Avoiding all eye contact entirely.</p>	None	Learner drags answer to corresponding/matching question stem
<b>Notes:</b>			

Slide: 14.5a / Menu Title: [Question 4 Custom Review Layer- hidden from menu]			LO: 1
Visual / Display:	Slide Text:	Narration / Voiceover:	



<p>Base layer shows</p> <p>Light yellow square with dark feedback text centered on the slide</p>	<p><b>[Feedback Text]:</b></p> <p>Correct Answer: Occasionally looking down or to the side while speaking.</p> <p>Adapting your eye contact shows cultural sensitivity. In cultures where direct eye contact is considered disrespectful, occasional glances downward maintain respect while still showing attentiveness. Steady or exaggerated eye contact may cause discomfort or be misinterpreted.</p>	<p>None</p>	<p>Learner can click Next to advance through the review feedback</p>
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Slide: 14.6 / Menu Title: [Question 5 of 5: Multiple Choice- hidden from menu]			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>Background is same as slide 8.2</p> <p>Scenario based question &amp; directions is centered at top of slide above 4 answer choices, aligned left/vertically</p>	<p><b>[Scenario based question/directions]:</b> You are working with a host community where decisions are typically made by senior leaders. During a project planning meeting, younger members remain silent and defer to the elder in the group. What is the best course of action to ensure collaboration while respecting cultural norms? Select the best choice.</p> <p><b>[Answer choices]:</b></p> <p>Engage with the senior leader first to build trust and gain approval for continued discussions.</p> <p>Move forward with your own plan</p>	<p>None</p>	<p>Learner selects one answer choice.</p> <p>Learner clicks submit to continue to next question.</p>

	<p>to keep the process efficient</p> <p>Ask the younger members direct questions to draw out their opinions.</p> <p>Begin the session by encouraging everyone to speak freely, regardless of hierarchy.</p>		
<b>Notes:</b>			

Slide: 14.6a / Menu Title: [Question 5 Custom Review Layer- hidden from menu]			LO: 3
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>Base layer shows</p> <p>Light yellow square with dark feedback text centered on the slide</p>	<p><b>[Feedback Text]:</b></p> <p>Correct Answer: Engage with the senior leader first to build trust and gain approval for continued discussions.</p> <p>In high power distance cultures, elders or senior leaders hold decision-making authority. Engaging them first demonstrates respect for local hierarchy, builds trust, and can open the door for wider group participation in future discussions.</p>	None	Learner can click Next to advance through the review feedback
<b>Notes:</b>			

Slide: 14.7 / Menu Title: [Quiz Results- hidden from menu]			LO: N/A
Visual / Display:	Slide Text:	Narration / Voiceover:	

%variable percent score [Slide Title:] Quiz Results none Quiz Results slide	[Slide Title]: Quiz Results	None	*See note  Quiz Results Slide
<b>Notes: Quiz Results slide; hidden from menu; contains variable percent score</b>			

Slide: 14.7a / Menu Title: [Success Layer- hidden from menu]			LO: N/A
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>Base layer shows</p> <p>Gray rounded rectangle background</p> <p>Green checkmark centered top of slide within gray background</p> <p>Success layer text centered below green checkmark</p> <p>Quiz variable score percentage centered below text</p> <p>Directions text centered below score%</p> <p>Blue Review Quiz (white text) button aligned in left side under directions</p> <p>Blue Continue (white text) button on right side under directions</p>	<p><b>[Slide Title:]</b> Quiz Results</p> <p><b>[success layer text:]</b> Nice job, you passed!</p> <p><b>[% variable]</b></p> <p><b>[Directions text:]</b> Click <b>Review Quiz</b> [button] to review your answers or click <b>Continue</b> [button] to proceed</p>	<p>None</p>	<p>Reset quiz results when user clicks Next button</p> <p>Jump to Slide 6.1 Congratulations when user clicks Next button</p> <p>Review quiz results/shows custom feedback layers when user clicks Review Quiz button</p>
<b>Notes:</b>			

Slide: 14.7b / Menu Title: [Failure Layer- hidden from menu]			LO: N/A
Visual / Display:	Slide Text:	Narration / Voiceover:	

<p>Base layer shows</p> <p>Gray rounded rectangle background</p> <p>Red X mark centered top of slide within gray background</p> <p>Failure layer text centered below green checkmark</p> <p>Quiz variable score percentage centered below text</p> <p>Directions text centered below score%</p> <p>Blue Review Quiz (white text) button aligned in left side under directions</p> <p>Blue Retry Quiz (white text) button on right side under directions</p>	<p><b>[Slide Title:]</b> Quiz Results</p> <p><b>[success layer text:]</b> Try again, you failed.</p> <p><b>[% variable]</b></p> <p><b>[directions text:]</b> Click Review Quiz [button] to review your incorrect answers. Click Retry Quiz to retake the quiz.</p>	<p>None</p>	<p>Reset quiz results when user clicks Next button</p> <p>Quiz results reset when user clicks Retry Quiz button</p> <p>Jump to Slide 14.2 when user clicks Retry Quiz</p> <p>Review quiz results/shows custom feedback layers when user clicks Review Quiz button</p>
<b>Notes:</b>			

Slide: 14.7b / Menu Title: Congratulations			LO: N/A
Visual / Display:	Slide Text:	Narration / Voiceover:	
<p>Background is a semi-transparent image of a volunteer high-fiving a young child from the local village [from Articulate 360 content library].</p> <p>Avatar Amina [local community liaison] to the left side of the slide, using one pose [excited fist pump in the the air]</p>	<p><b>[Slide Title:]</b> Congratulations!</p> <p><b>[Slide text:]</b></p> <p>Congratulations!</p> <p>You have successfully completed the course.</p> <p><b>[Custom Button:]</b> Exit</p>	<p><b>[Amina local liaison]:</b></p> <p>“Congratulations, you have successfully completed components of this training. Your dedication to learning cross-cultural collaboration, communication, and conflict resolution will help you create lasting positive change in the communities that you serve.</p>	<p>Custom exit button fades in when v/o says “when you are ready...”</p> <p>Learner click exit to leave the course.</p>

Avatar are set in foreground,  
closer to learner

Custom button at bottom right of  
the slide above footer

When you are ready you may  
select exit to leave the course".