Design Document

Improving Office Productivity

SAMPLE TOPIC
What is the training topic?
Improving office productivity
Are you the subject matter expert (SME) or did you select a topic from Source Content?
SME

DEFINED BUSINESS GOAL AND PROBLEM
Define the business that your sample relates to: What type of business is it? What industry is it a part of? What is the name of the business (fictional or real, if volunteering for a real company)?
A marketing company with employees working in an office. The name of the company is Marketing Smart.
What is the business goal for this training? What does success look like for the company?
The goal is to improve employee productivity.
What is the business problem (gap), that when solved or closed, would help the organization reach the above goal? In other words, WHY is the goal not being met right now?
Many deadlines have not been met due to low productivity and the marketing company is losing business to some it's best clients.

AUDIENCE
Who are the primary learners (audience) that will be taking the training? Be specific.

The primary learners will be the employees working in the office of Marketing Smart.
What are the basic demographics of your primary learners?
They range in age, gender, etc.
What are your learners' prior knowledge/skill level?
All employees are trained in the marketing field. Most have been with the company for two years or less, as it is still relatively new.
(Current State) What is currently happening with the target audience that needs to change? Before learners take your training, what are they doing, or not doing successfully?
Employees are not fulfilling their daily tasks in the allotted time frames. Issues such as multitasking, distractions, and ineffective breaks are hindering productivity.
(Future State) What should the target audience be doing? Once learners complete the training, what should learners be able to do successfully?
After completing the training employees should be able to better manage their tasks and utilize their time with fewer distractions on a daily basis.

ACTIONS NEEDED TO MEET GOAL			
1. **In the fields below, list all of the actions that a learner would need to take for the business goal to be achieved.** 2. **State HOW these actions tie back to the business goal.**			
Copy your business goal below.			
The goal is to improve productivity to ensure that time is not wasted during the workday.			
Action 1:	**Action 2:**	**Action 3:**	**Action 4:**
Employees will learn to batch their tasks rather than multitasking.	Employees will learn to eliminate distractions.	Employees will learn to use breaks effectively.	NA

How Action 1 ties to the business goal:	How Action 2 ties to the business goal:	How Action 3 ties to the business goal:	How Action 4 ties to the business goal:
This technique can help employees avoid multitasking and increase the amount of time they have to focus on tasks.	Eliminating distractions will allow employees to focus on their work and improve the quality of time being spent.	Taking effective breaks have proven to benefit individuals and keep them from having wasted down time.	NA
Duplicate columns for additional actions, if needed.			

LEARNING OBJECTIVES (LOs)			
1. **In the fields below, first list all of the terminal learning objectives (LOs) that the learner will need to achieve to meet the business goal. Your sample should have 2-4 terminal LOs.** 2. **State which action (from above) each LO is tied to and refines.** 3. **If there is an enabling LO that supports the terminal LO, list that below. (Not all terminal LOs may have a supporting enabling LO. Terminal LOs may stand on their own, but enabling LOs should not.)**			
Terminal LO 1:	**Terminal LO 2:**	**Terminal LO 3: (optional)**	**Terminal LO 4: (optional)**
Organize similar tasks together using the batching method.	Implement strategies that avoid distractions and ensure time management.	Use breaks effectively to increase productivity.	
Which action does this LO refine? (copy/paste the action)	**Which action does this LO refine? (copy/paste the action)**	**Which action does this LO refine? (copy/paste the action)**	**Which action does this LO refine? (copy/paste the action)**

Employees will learn to batch their tasks rather than multitasking.	Employees will learn to eliminate distractions.	Employees will learn to use breaks effectively.	
Are there any enabling LOs that support this terminal LO? (optional)	**Are there any enabling LOs that support this terminal LO? (optional)**	**Are there any enabling LOs that support this terminal LO? (optional)**	**Are there any enabling LOs that support this terminal LO? (optional)**
Categorize tasks into different levels of concentration. Organize the tasks based on time and levels of energy.			

CONTENT OUTLINE		

1. **List the subtopics (categories of chunked content) in a meaningful order below.**
2. **For each subtopic of information, state**
   a. **which action(s) it maps to.**
   b. **which terminal LO(s) it maps to. (It is possible to have more than one LO map to a subtopic.)**
3. **Outline the information that each subtopic will cover. Avoid going beyond the scope of the LOs. Only include information that is needed to achieve the LOs.**		

Subtopic 1:	**Subtopic 2:**	
The batching technique	Use task batching based on your individual energy levels in specific parts of the day.	
Which action(s) does this section map	**Which action(s) does this section map**	

to?	to?	
Employees will learn to batch their tasks rather than multitasking.	Employees will learn to batch their tasks rather than multitasking.	
Which terminal LO(s) does this section map to? (copy/paste the LO)	**Which terminal LO(s) does this section map to? (copy/paste the LO)**	
Organizine similar tasks together in a method referred to as batching.	Organizine similar tasks together in a method referred to as batching.	
Information / details	**Information / details**	
• It is possible to boost focus and productivity by completing similar tasks all at once instead of tackling them individually. That's the basis of the productivity method called task batching. • The brain needs time to shift between each of these types of tasks, hence it is more efficient to group together tasks requiring similar skills. • Performing more than one task simultaneously, especially more than one complex task, takes a toll on productivity, focus, and mental energy. Therefore, when you think you're multitasking, you're really just rapidly switching from one task to the other, reducing accuracy and increasing mental strain in the process. • Tasks may be batched according to the amount of attention they require. Such tasks are of three kinds: 1. Low concentration – emails, data	• Use task batching for low-energy parts of the day. • When employees experience low productivity or motivation during their work shifts, it may be beneficial to batch low-value tasks during low-energy parts of the day. For example, some employees lose energy following their lunch break. • If this occurs to you, consider saving batches of low-value work for this time to save energy. This ensures you can accomplish tasks without requiring you to use an exceptional amount of energy.	

entry 2. Medium concentration – client calls, team meetings 3. High concentration – research, writing, planning		
(Optional) Subtopic 3:	**(Optional) Subtopic 4:**	
Methods to avoid distractions	Styles of productive breaks	
Which action(s) does this section map to?	**Which action(s) does this section map to?**	
Employees will learn to eliminate distractions.	Employees will learn the different types of productive breaks.	
Which terminal LO(s) does this section map to? (copy/paste the LO)	**Which terminal LO(s) does this section map to? (copy/paste the LO)**	
Implement strategies that avoid distractions.	Recognize how breaks can be used efficiently to increase productivity.	
Information / details	**Information / details**	
Distractions fall into two different categories: • Self-imposed: distractions within our control, like the notifications we receive from our devices, which we have the power to turn off. • Environmentally imposed: distractions that we can't control as easily, like a colleague dropping by our desks. It's not only the distraction itself that	Taking breaks throughout the day can help improve productivity. Breaks can help you: ☐ Clear your mind ☐ Relax ☐ Restore motivation ☐ Improve concentration ☐ Increase creativity ☐ Improve your ability to retain information	

robs you of your time – it's also the time and energy you have to spend refocusing (which research has shown can take upwards of 23 minutes)
Some strategies to eliminate distractions include:

- ☐ Closing out your email tab or setting up an autorespond.
- ☐ Switching your phone and instant message platform to "do not disturb" mode.
- ☐ Using a browser blocker (like StayFocusd) to avoid time-wasting sites.
- ☐ Putting on headphones to block out environmental distractions.
- ☐ Establishing more private work areas in the office.
- ☐ Utilizing a "Do not disturb" sign to let co-workers know that you are working on tasks that require full concentration.
- ☐ Conducting office meetings on Mondays where others share their schedule and plan times that they are available to converse and times will be considered individual work time.

Tips for taking better work breaks and using them to increase your productivity.

- ☐ Recognize Your Work Rhythm
  - Start by observing your own work rhythm. Try noting down your energy and focus levels throughout the day for a week.
  - You'll begin to see patterns and can schedule your breaks to coincide with your natural dips in energy.
  - This is about personalizing your productive work break schedule to your own natural rhythm, making it more effective and easier to stick with.
- ☐ Incorporate Physical Activity
- During your break, try to incorporate some form of physical activity, such as stretching, a quick walk, or even some yoga poses.
- Physical activity boosts blood circulation, providing more oxygen to your brain, and can help prevent health issues associated with prolonged sitting
- ☐ Practice Mindfulness
  - Breaks are an excellent opportunity to practice mindfulness, which can be as simple as focusing on your breath.
  - Mindfulness helps reduce stress and improves mental clarity, helping you return to

	work in a calmer, more focused state. ☐ Unplug Completely • Make sure your breaks are genuine downtime. That means stepping away from your work environment and avoiding checking work-related messages or emails. • This complete disconnection is essential to give your mind the rest it needs to regenerate and return to work refreshed. ☐ Nourish Your body • Use your breaks to hydrate and eat nutritious snacks. Hydration and good nutrition are essential for maintaining energy levels, brain function, and overall health. • The goal is to energize your body, so opt for water, herbal tea, fruits, or nuts instead of reaching for sugary snacks or drinks. ☐ Stay Consistent • Consistency is key when it comes to productive work breaks. Make them a non-negotiable part of your workday, just like your tasks and meetings	

FINAL ASSESSMENT		
1. **Write each stem as a performance-based scenario question set in a realistic context.** 2. **Identify which LO each question evaluates.** 3. **List the correct response and the distractors.** 4. **Provide clear feedback that explains what the correct answer is, and why.**		
Knowledge Check 1:	**Knowledge Check 2:**	**Question 3:**
The following is your to do list for the day. ★ Call your client to get a few more details on the digital advertisement you are creating. ★ Send a calendar invite regarding an upcoming meeting with a client. ★ Email your boss to let them know that your are in the final phase of your project. ★ Meet with your team to review everyone's progress on the project. ★ Schedule a lunch reservation to meet with a client. ★ Plan the final portion of your advertisement. Organize your tasks using the batch method and place them in the correct category.	**Now that you have organized your tasks, you will need to establish the most efficient time of the day to accomplish these tasks based on your energy levels.** **Use the following scenario to help you decide.** *On an average work day you are one of the very first people in the office. You have always been known as an early bird and tend to enjoy the first hour or so of work because it is quiet and most co-workers have not arrived. Typically around 11:00 one of your co-workers takes their lunch break and she likes to come and eat in your office. She likes to share her personal stories and ask your opinion on non-work related situations. Your lunch is not until noon, and often she distracts you for a short period of time. You have also noticed that during this time frame you tend to receive the most phone calls and catch yourself becoming cranky as you start to get hunngry. After you come back from lunch the office tends to settle down. Most of your co-workers work best in the afternoon so they rarely stop by with	**John has just arrived at work and knows that today is the deadline to submit his finished piece to a client. He knows that with just a few hours of interrupted time that he can easily complete and submit the product. What should John do in order to see that his next few hours go interrupted and that he meets his full potential of productivity?** a. John should finish his xl espresso to give himself a brainboost. Before he begins working he should clear his desk of any additional papers or items that could distract him. b. John should set his ringer to silent and put his personal cell phone away. He should send hi work phone to voicemail and turn off email notifications. c. John should put on noise canceling headphones and work at the park today. He knows that he thinks best when he is "out of the office walls," and with the headphones he will not be interrupted by others.

	interruptions. You are usually able to settle in for a chunk of uninterrupted time. **Drag and drop the tasks to the appropriate part of the day when they should be accomplished.**	
Which LO does this question assess? (copy/paste the LO)	**Which LO does this question assess? (copy/paste the LO)**	**Which LO does this question assess? (copy/paste the LO)**
Organizing similar tasks together in a method referred to as batching.	Organizing similar tasks together in a method referred to as batching.	Implement strategies that avoid distractions.
Correct Response:	**Correct Response:**	**Correct Response:**
Low Concentration Email your boss to let them know that your are in the final phase of your project. Schedule a lunch reservation to meet with a client. Send a calendar invite regarding a meeting with a client. **Medium Concentration** Call your client to get a few more details on the digital advertisement you are creating. Meet with your team to review everyone's progress on the project **High Concentration** Plan the final portion of your advertisement.	Morning-High Concentration Mid-day-Low Concentration Afternoon-Medium Concentration	John should set his ringer to silent and put his personal cell phone away. He should send his work phone to voicemail and turn off email notifications. **Cellphones serve as the number one distraction in our daily lives. While they serve as a communication piece, there are times such as this one that communication is not needed. By avoiding any sound distractions of email or telephone calls, John will be able to fully focus and meet his productivity goal.**
Distractors (Incorrect Responses)	**Distractors (Incorrect Responses)**	**Distractors (Incorrect Responses)**

• NA	• NA	
Feedback for incorrect responses (What is the correct answer, and why?)	**Feedback for incorrect responses (What is the correct answer, and why?)**	**Feedback for incorrect responses (What is the correct answer, and why?)**
		Incorrect-It is never a good idea to over indulge on caffeine. This can cause you to become jittery and anxious. Also, although desk clutter can be a distraction, it is not the time to waste on tedious tasks. In the future Johnny should declutter his desk on Friday of each week to keep things orderly. John should put on noise canceling headphones and work at the park today. He knows that he thinks best when he is "out of the office walls," and with the headphones he will not be interrupted by others.
Question 4:	**Question 5:**	
One of your co-workers continues to barge into your office and often interrupts you while you are working. At times they are getting advice on work related situations. However, they are often stopping by to share personal stories as well. Which of the following would be the most professional way to handle the situation? A. Tell your co-worker that they are basically ruining your productivity and you are sick of it. Let them	Which of the following are examples of efficient types of breaks? (Choose all that apply) • Use a stretching technique or take a quick walk • Check your personal email • Make a cup of herbal tea or lemon water • Plan your breaks according to your natural dips in energy • Scroll social media • Practice short breathing	

know that you don't care about whatever issues they are experiencing and to stay out of your office. B. Continue to allow them to come and go freely. You appreciate the fact that she values your opinions and you don't want to ruin the relationship that you have built. C. Communicate to all of your co-workers that you will be using a do not disturb sign periodically to eliminate distractions. If that sign is on the door you ask that they please wait until it is removed before coming inside. Suggest to them that they may also want to try this process so that we can all be respectful of each other's time.	meditation • Only take breaks on days that are not extremely busy	
Which LO does this question assess? (copy/paste the LO)	**Which LO does this question assess? (copy/paste the LO)**	
Implement strategies that avoid distractions.	Recognize how breaks can be used to increase productivity	
Correct Response:	**Correct Response:**	
Communicate to all of your co-workers that you will be using a do not disturb sign periodically to eliminate distractions. If that sign is on the door you ask that they please wait until it is removed before coming inside. Suggest to them that they may	• Use a stretching technique or take a quick walk • Make a cup of herbal tea or lemon water • Plan your breaks according to your natural dips in energy • Practice short breathing meditation	

also want to try this process so that we can all be respectful of each others time.		
Distractors (Incorrect Responses)	**Distractors (Incorrect Responses)**	
• Tell your co-worker that they are basically ruining your productivity and you are sick of it. Let them know that you don't care about whatever issues they are experiencing and to stay out of your office. • Continue to allow them to come and go freely. You appreciate the fact that she values your opinions and you don't want to ruin the relationship that you have built.	• Checking your personal email or scrolling social media are both ineffective methods • Breaks should be a consistent part of your day and not based on your work load	
Feedback for incorrect responses (What is the correct answer, and why?)	**Feedback for incorrect responses (What is the correct answer, and why?)**	
Although you may be frustrated with your co-worker, it is not necessary to be rude. Most likely they are unaware of the distraction that they are causing. Simply ignoring the problem is not the answer either. If handled correctly it is most likely that you will not ruin a relationship by being honest and respectful.	Even if you are taking a break from work related emails, using social media will not enhance concentration. If anything it will most likely cause you to be more distracted once you return from your break. Often we are still thinking about something we read or saw rather than getting back to the task at hand. Consistency is key when it comes to productive work breaks. Make them a non-negotiable part of your workday, just like your tasks and meetings. Over time, you'll find that these breaks significantly improve your focus, productivity, and job satisfaction, making them an essential part of your	

	success toolkit.	