

# Design Document

**Training Title:** INCLUSIVE LEADER EMBRACE DIFFERENCES AND IMPACT CHANGE

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| <b>Business Goal and Problem</b> | <p><b>Goal:</b> Increase employee morale and improve retention rate. Fostering an inclusive workplace while utilizing company values to nurture inclusivity, ensuring increased employee morale and business success.</p> <p><b>Problem:</b> Blue Sky Transportation has experienced an increased amount of employee turnover within the year. After conducting an employee pulse survey, the data reveal that teammates are unhappy with management and leadership. The issues identified include a lack of sense of belonging, being overlooked for promotions, and missing training opportunities. This course is designed to promote a more inclusive environment for all teammates, increase morale by 30%, and reduce turnover rate. All members of management, including HR and leadership, must be trained on how to embrace differences and foster an inclusive workplace.</p> |
| <b>Target Audience</b>           | <p>All members of management, including aspiring leaders, who are involved with day-to-day operations and decision-making.</p> <p>Diverse backgrounds and ethnicity with prior knowledge of the diversity, equity, and inclusion framework.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Learning Objectives</b>       | <p><b>Terminal LOs:</b></p> <ul style="list-style-type: none"><li>• Implement inclusive strategies to create a balanced, integrated workplace.</li><li>• Practice company values in the workplace.</li></ul> <p><b>Enabling LOs:</b></p> <ul style="list-style-type: none"><li>• Implement inclusive communication practices to foster a sense of belonging.</li><li>• Develop the ability to identify unconscious bias.</li><li>• Promote inclusive language in meetings and huddles.</li><li>• Recognize moments to showcase the company's core values.</li><li>• Demonstrate the ability to integrate the company's core values into daily activities.</li></ul>                                                                                                                                                                                                                     |
| <b>Training Recommendation</b>   | <p><b>Delivery Method:</b><br/>E-learning course developed in Storyline 360</p> <p><b>Approach:</b> Provide the learners with performance-based assessments and scenario-based interactions to demonstrate and practice their understanding of the course material.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Training</b>                  | 20 minutes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

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| <b>Time</b>             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Deliverables</b>     | <p>Storyboard</p> <p>Storyline source file</p> <p>Published zip file (SCORM file 1.2 /2004)</p> <p>Voice-over narrations and scenarios</p> <p>Job aid</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Training Outline</b> | <ul style="list-style-type: none"> <li>• Welcome</li> <li>• Navigation</li> <li>• Workplace Scenario <ul style="list-style-type: none"> <li>Two characters portraying a member of management and an employee</li> <li>Interacting in a workplace that does not have an inclusive culture will engage the learner and highlight</li> <li>The importance of fostering an inclusive workplace</li> </ul> </li> <li>• Learning Objectives <ul style="list-style-type: none"> <li>◦ Implement inclusive strategies to create a balanced, integrated workplace</li> <li>◦ Practice company values in the workplace</li> </ul> </li> <li>• Inclusion at work <ul style="list-style-type: none"> <li>◦ Definition of inclusion</li> <li>◦ What is Inclusion? <ul style="list-style-type: none"> <li>• Getting rid of discrimination by removing all barriers</li> <li>• The act or practice of including and accommodating everyone</li> </ul> </li> </ul> </li> <li>• Company core values <ul style="list-style-type: none"> <li>◦ Displaying the Company's core values</li> <li>◦ A shared system of beliefs</li> <li>◦ Our purpose is to respect others, be humble, be honest, collaborate, and use Inclusive language.</li> </ul> </li> <li>• Implement Inclusive Strategies <ul style="list-style-type: none"> <li>◦ Displaying inclusion</li> <li>◦ Implementing inclusive strategies to create a balanced, integrated workplace is essential for fostering a sense of belonging.</li> <li>◦ Inclusion helps teammates feel recognized and valued</li> </ul> </li> <li>• Inclusion in Action <ul style="list-style-type: none"> <li>◦ Benefits of inclusion</li> <li>◦ Innovation</li> <li>◦ Inclusive language</li> <li>◦ Teammate engagement</li> <li>◦ Performance increase</li> </ul> </li> <li>• Practice Company Core Values <ul style="list-style-type: none"> <li>◦ Displaying the company's core values</li> <li>◦ A nurturing, empathetic leadership</li> <li>◦ Employee development opportunities</li> <li>◦ Creating a sense of belonging</li> </ul> </li> <li>• Practicing Inclusion</li> </ul> |

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|                        | <ul style="list-style-type: none"> <li>○ Displaying inclusion</li> <li>○ Encouraging teammates to be leaders in all they do</li> <li>○ Ensuring everyone has a voice</li> <li>○ Soliciting the thoughts and ideas of teammates</li> <li>● Examples of Inclusion <ul style="list-style-type: none"> <li>○ Assisting teammates in growing and developing their careers</li> <li>○ Ensuring everyone has a voice in meetings and the decision-making process</li> </ul> </li> <li>● Quiz</li> <li>● Summary</li> <li>● Conclusion</li> </ul>                                                                                                                                                                                                                                                                       |
| <b>Assessment Plan</b> | <p><b>Level 2 Assessment:</b></p> <p>Drag and Drop (the learner will sort inclusive descriptions between not inclusive and inclusive)</p> <p>Matching</p> <p>Multiple choice</p> <p>3 Ungraded Knowledge Checks (aligns with course material)</p> <p>Final graded Quiz at the end of the course</p> <p>5 scenario-based multiple-choice questions</p> <p>80% passing score (required to complete the course)</p> <p>Unlimited retakes</p> <p>Retry/Review options</p> <p>Reveals correct and incorrect answer choices</p> <p>1 Scenario-based multiple-choice question</p> <p><b>Level 3 Assessment:</b></p> <p>Observe learners' behavior, including periodically meeting with management and SME to track and gauge the progress, concerns, and success of the project during the implementation process.</p> |