

# Design Document

**Training Title:** The Leafy Oasis Plant Selection and Care

<b>Business Goal and Problem</b>	The Leafy Oasis provides a satisfaction guarantee to ensure all of our customers are happy with their purchases. Customers are very unhappy when a houseplant dies, which leads to refunds for their purchases. We will make sure customers have a positive experience and find success with their plant purchases by providing exceptional customer service - helping customers select an appropriate plant for their space and lifestyle and explaining some basic care principles to keep the new plant healthy. As a result, we expect that the number of customer complaints and returns of dead plants will decrease by 50%.
<b>Target Audience</b>	Customer service employees in the plant store. They are mostly part-time employees, and many have little experience with houseplants. While they know that all plants need water and light, they may not understand how those needs vary depending on the type of plant.
<b>Learning Objectives</b>	<p><b>Terminal LOs:</b></p> <ul style="list-style-type: none"><li>• Differentiate between the light, water, and care needs of different types of houseplants.</li><li>• Recommend houseplants that meet the customer's needs.</li><li>• Explain some basics of houseplant care to customers.</li></ul> <p><b>Enabling LOs:</b></p> <ul style="list-style-type: none"><li>• Recall where to find information about the needs of a particular plant.</li></ul>
<b>Training Recommendation</b>	<p><b>Delivery Method:</b> eLearning utilizing Rise with a job aid for learners to use following completion of the course.</p> <p><b>Approach:</b> Interactive training that includes several different interactions to engage the learner and check for understanding and a customer service scenario. The graded quiz will be performance-based.</p>
<b>Training Time</b>	15 minutes
<b>Deliverables</b>	Published Rise course, published SCORM files, and job aid
<b>Training Outline</b>	<ol style="list-style-type: none"><li>1. Introduction</li><li>2. Learning Objectives</li></ol>

3. Houseplant Needs and Care
  - a. Light Levels can range from bright, direct light to low light.
  - b. Water levels indicate how frequently to water or how dry to allow the soil to become between watering.
  - c. Humidity can vary by season and location in a home. Some plants have specific requirements and may need increased humidity, especially in the winter.
  - d. Temperatures in a home are generally favorable for houseplants.
  - e. First knowledge check
4. Matching Customers with Plants
  - a. Asking questions can help to narrow down the options to find the best suited plant.
  - b. Questions may be about the:
    - i. Lighting
    - ii. Humidity
    - iii. Lifestyle
    - iv. Pets
  - c. This will include a scenario interaction to help a customer choose a plant.
  - d. Second knowledge check
5. Explaining Plant Care Basics
  - a. Explaining some basic plant care can help the customer find success with their new plant.
  - b. Watering
    - i. Watering is about frequency, not the amount of water used.
    - ii. Plants should be thoroughly soaked, but not allowed to soak in water for more than 20 minutes.
    - iii. Timing will vary based on humidity, temperatures, and other factors. Check the soil dryness to figure out when it is time to water again.
  - c. Fertilizing
    - i. Fertilizer is already in the soil, so no need for at least a few months.
    - ii. Fertilize in spring through early fall when actively growing.
    - iii. We can help with fertilizer options.
  - d. Repotting
    - i. If roots are circling the inside of the pot or coming out of the pot, it is time to size up.
    - ii. Generally only increase the size of pot by 1-2".
    - iii. Use chunky houseplant soil. We can help you find a good option.
    - iv. We also offer repotting services for customers who bring a plant to the shop.
  - e. Third knowledge check
6. Quiz
7. Summary
8. Congratulations

## Assessment Plan

### **Level 2 Assessment:**

Graded quiz with five scenario-based questions to assess terminal learning objectives. Learners will score 80% or better to complete, with opportunity to review responses and reassess as needed. The learner will have unlimited attempts on the graded quiz.

There will also be three ungraded knowledge checks after chunks of content to provide the learner a chance to demonstrate learning and receive feedback. Each will have up to two attempts, with feedback provided.

### **Level 3 Assessment:**

We will track the number of dead plants returned to the store to measure the impact of the training in the year before compared to the year after the training.