

Project Title:	Strategies to empower Deaf & Head of Hearing employees in the workplace
Development Tools:	MS Office 365, Rise, Canva
Time in Development:	about 1 Month
Client:	Swanson & Swanson, a medical device company in Indiana
Collaborators:	Jason Jensen; IDOL team members

BACKGROUND AND PROBLEM CONTEXT

Describe the background of your project and tell the story of why you created it.

Executive Summary

This project is to help support corporate managers at Swanson & Swanson, a medium sized (fictional) medical company in Indiana. Our Learning & Development team wants to help managers be more inclusive and supportive of differently abled employees in time for Global Accessibility Awareness month. For one part of this project, we would like to give the mid-level managers some tools to better support their deaf employees (DHH) in contributing to meetings as well as communicating with team members.

What were the challenges you were trying to solve with this project?

**Describe problems and challenges that prompted this solution & include key metrics & details.*

While there have been no complaints, senior managers discovered that their DHH employees only participated 40% as much as their hearing coworkers during meetings & group discussions, and all of them also demonstrated less overall discourse during 1 on 1 meetings

Target Audience Profile: Corporate managers at Swanson & Swanson. Ages 35-50; Hold responsibilities of leading and facilitating team meetings & presentations with one or more DHH employee.

End Objectives: After completing this course, the learner (mid-level managers) will successfully implement workplace inclusion strategies, resulting in increased confidence and participation from DHH coworkers in both 1-on-1 and group settings.

MINI COURSE OUTLINE

Swanson & Swanson – a medical device company in Indiana, USA.

Mini-Course Outline: Strategies to empower Deaf & Hard of Hearing employees in the workplace

Created by Jason Jensen

Purpose:

Swanson & Swanson has been working on new testing devices for their EKG/ECG machines and their current development has paused. After conducting some workplace survey data, the following questions/concerns have been brought up around workplace inclusion:

1. How can we invite managers to care about the issue of supporting differently abled employees?
2. There is a need to inform managers of the tools to empower deaf employees to better communicate with team members and encourage participation in their meetings.

S&S would like to educate their mid-level managers on the proper tools for inclusion of deaf employees. This will ensure future product development, gain brand loyalty, and thus increase revenue.

Learning Objectives:

By the end of this course, managers will facilitate an inclusive meeting with a deaf (or DHH) employee who is new to their team by using a learning (branching) scenario to indicate at least two strategies which accommodate their specific needs.

Initial Course Outline:

1. Introduction
 - a. Course overview & Inclusion quote?
 - b. Do's & Don'ts sorting/flashcard activity
2. DHH employees in the workplace
 - a. Data/Graph
 - b. Interactive Story, example
 - c. Common struggles
 - d. Checklists download job aid
3. What you can do
 - a. accommodations & tools for 1-on-1's
 - b. accommodations & tools for group meetings
 - c. Presentations
4. Conclusion

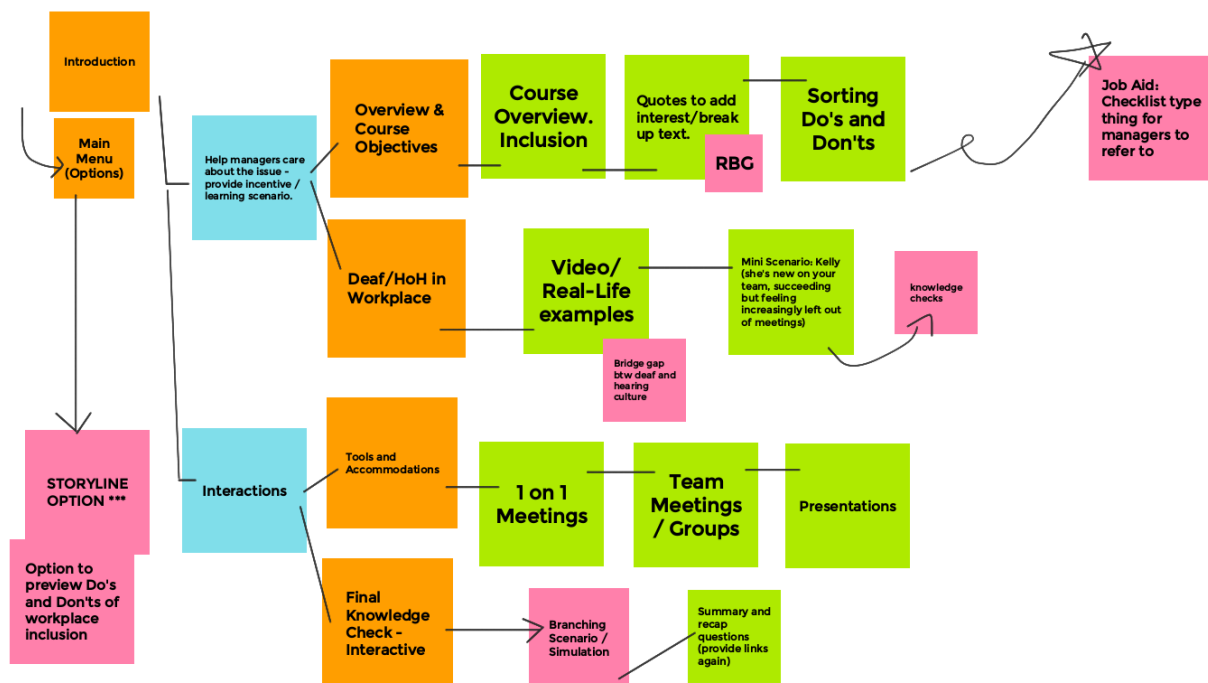
- Learning Scenario – setting up a meeting with a new person who is DHH on your team
- Feedback
- Summary (w/ next steps & transfer)

Learning Objectives:

By the end of this course, managers will facilitate an inclusive meeting with a deaf (or DHH) employee who is new to their team by using a learning (branching) scenario to indicate at least two strategies which accommodate their specific needs.

Gagne's 9 Events

1. Get attention
2. State Objectives
3. Stimulate Recall
4. Present Content
5. Provide Guidance
6. Elicit Performance
7. Provide Feedback
8. Enhance Retention and Transfer



SOLUTION JOURNEY

Why did you create what you created? Write about your journey to create the final solution.

What were your criteria? What were the constraints that you needed to work around? Were there any solutions you considered but rejected?

What solution did you choose in the end? What drew you to that specific choice?

Briefly describe the design and development process you used.

What challenges did you encounter when implementing/building the solution? How did you get over these hurdles?

RESULTS

Write about what you learned and the results of the project. Call out any metrics you used (or would use) to determine if the project was successful.

What did you learn from the development process?

Have you seen any benefits from your solution? How would you or do you measure its success? List key takeaways through a summary.

