

# Active Listening – Design Document

<i>Business Purpose</i>	<b>Badass Bod</b> noticed their departments siloing themselves rather than sharing freely. Even interdepartmentally, communication was negatively affecting productivity. With the aim of increasing productivity by 20%, Badass Bod conducted an Active Listening Instructor-Led Training (ILT). With the aim of solidifying ILT results, the company sought microlearning solutions.
<i>Target Audience</i>	all employees
<i>Training Time</i>	5 minutes
<i>Training Recommendation</i>	<ul style="list-style-type: none"><li>● Microlearning<ul style="list-style-type: none"><li>○ Articulate Rise360 microlearning<ul style="list-style-type: none"><li>■ Story design (characters and real-life scenario)</li><li>■ Engaging illustration</li><li>■ Card sort</li></ul></li></ul></li></ul>
<i>Deliverables</i>	<ul style="list-style-type: none"><li>● Rise microlearning course sent via email 2 weeks post-ILT</li></ul>
<i>Learning Objectives</i>	By the end of the microlearning, learners will be able to: <ul style="list-style-type: none"><li>● Recall active listening strategies</li></ul>
<i>Training Outline</i>	<ul style="list-style-type: none"><li>● Presentation of the problem</li><li>● Review of 3 core Active Listening tips</li><li>● Resolution of the problem<ul style="list-style-type: none"><li>○ review of 3 core Active Listening tips in action</li></ul></li><li>● Card sort (Active Listening vs. Are you listening??)</li></ul>
<i>Assessment Plan</i>	Evaluate communication changes after 2 weeks through internal surveys; use internal metrics to evaluate productivity change after 1 month.