Design Document

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Business Purpose	Consumer Relationship Builders (CRB) aims to model the type of in-house interactions and ongoing support they encourage in their clients. Recent assessments of CRB's in-house needs revealed a gap in training around giving feedback in an effective and supportive manner. The exchange of feedback is essential to building relationships with clients and among team members, and it is a central belief of CRB's founders that every piece of feedback is an opportunity to learn, grow and strengthen relationships. The need for employees at all levels to feel comfortable and prepared in this skill area is the goal of this training. This course will be one in a series of required trainings to familiarize the full staff on CRB's practices and protocol.
Target Audience	All employees of CRB, a consumer relationship building consultancy.
Training Time	20-minute eLearning course
Training Recommendation	The recommendations for this training are: • This course will be an eLearning module. This is the best format because it allows all employees of CRB to access this training at any time and any location (both in-house and remote). • This training will be required for all employees at CRB. This includes new hires and existing employees of every rank and position. It will also be part of onboarding all new hires. • This training will be followed by a Job Aid to reinforce training and ongoing support from managers in the form of role plays during team meetings.
Deliverables	This module will include: • Storyboard for approval prior to course development. • 1 eLearning course developed in Articulate Rise with approximately 8 lessons of content. • The course will include scaffolded interactivity including relevant workplace scenarios, multiple interactions, and a final assessment. • Supportive Job Aid.
Learning Objectives	By the end of this module participants will be able to: • Identify why effective and supportive feedback matters. • Identify elements of effective and supportive feedback • Recognize who in the corporation can give feedback. • Recognize how to structure feedback.
Training Outline	1) Welcome 2) Introduction ● Learning outcomes 3) Why Feedback Matters ● Feedback is essential ● Feedback can be -Given in many forms -Given to/from any employee -An opportunity for growth/learning 4) Elements of Effective/Supportive Feedback ● To be both effective and supportive, feedback should be:

	-Considerate, Direct, Specific, Constructive, Timely, Part of the Norm 5) Structure of Effective/Supportive Feedback ● Aim to Frame Critiques ● Sandwiching Critiques ● Formalizing Critiques with R/P/R4I/W ● Remember the Purpose/Goal of Feedback 6) Giving Feedback ● Giving Feedback on the Job (Scenario) 7) Graded Quiz • 5 Multiple Choice Questions • 80 percent to pass 8) Conclusion
Assessment Plan	This module will include a graded assessment (5 questions) with an 80% correct-to-pass rate. Participants will get immediate feedback on their answer choices and be allowed to retake the quiz if they do not pass. The module will also include one lesson section devoted to reinforcing the learning through relevant workplace scenarios. CRB human resources staff will review assessment data and follow up via surveys and team meetings to determine success of course and Job Aid, as well as the level of comfort among team members in giving feedback. All findings will be utilized in the creation of future courses in this series.