

Resolving Generational Conflicts in the Workplace

Directions for Reviewers: *Please read the following before reviewing this storyboard.*

1. This E-Learning storyboard is not meant to represent the final look and feel of the course. It simply outlines the course slide-by-slide and provides a rough idea of the layout of each slide.
2. As you review the storyboard, focus solely on the content accuracy and structure.
3. Please do not make any edits directly to the content. Instead, add comments with your specific edits. This will allow me to track what has and has not been changed in this document.
4. **Reviewer deadline: July 31, 2023**

Target Audience: All Navteq staff will take the eLearning course on their own time, in their office.

Learning Objectives:

5. Define generational conflict in the workplace.
6. Differentiate between the five generations in the workplace.
7. Identify resolutions for generational conflict in the workplace.

Seat Time: 30-40 minutes

Learning Level: knowledge

Course Outline:

Welcome

- Navigation or Start Course

Scenario

- Two employees discussing a generational conflict in the workplace.
- This scenario is designed as a “hook” to engage the learner before introducing the learning objectives.

Knowledge Check

- Learner provides a solution for generational conflict.
- 1 Multiple choice question with feedback.

Scenario (cont.)

- Discussion regarding stereotypes.
- Discussion regarding the 5 generations in the workplace.
- Discussion regarding work/communication preferences.

Learning Objectives

- Define generational conflict in the workplace. [LO1]
- Differentiate between the five generations in the workplace. [LO2]
- Identify resolutions for generational conflict in the workplace. [LO2]

Topic: Meet the Five Generations

- Definition of a generation
- Definition of a generational personality
- Introduction of the 5 generations
 - Details of each generation
 - Main characteristics of personalities
 - Classification of era
 - Influencers of era
 - Values/Motivators of era
 - Communication style of era
 - Worldviews of era
 - Goals of era
- Current U.S. Workforce Numbers
 - Generational groups displayed in a graph
 - Present largest generational group data

Knowledge Check

- Learner differentiates between the 5 generations based on era.
- Learner is allowed 2 attempts with appropriate feedback.

Topic: What is Generational Conflict?

- Generational conflict definition
- Generational conflict scenario

Knowledge Check

- Learner provides a solution for generational conflict.
- 1 Multiple choice question with feedback.

Topic: Avoiding and Debunking Generational Conflict

- Avoid Generational Stereotyping
 - Typical stereotypes per generation are presented.
- Debunking Stereotypes
 - Strategies to debunk stereotypes.
 - Share Knowledge
 - Find Common Ground
 - Communicate Preferences
 - Participate in Team Building

Summary

- Scenario conclusion
- Review 3 objectives of the course

Assessment/Results**Congratulations**

Short summary and positive message

General Requirements	Assets/Audio
• Slide dimensions are 16:9 / Slide size 1280:720. • All slides and layers will have a title bar top border with custom color (#38B9B2).  • Color Scheme ◦ Use custom color scheme for shapes. ◦ White font on colored background. ◦ Black font on white background. • Text in [brackets] is for design purposes only and should not be used in the module. • Text in BOLD should be added as bolded font on the slides. • Speech Bubbles use Fade In/Fade Out for transitions. • Seek bar is visible and controllable for learner on all slides and layers. • Player Properties ◦ Menu is FREE ◦ The menu includes these headings. ▪ Welcome ▪ Navigation ▪ Workplace Scenario ▪ Learning Objective ▪ Meet the Five Generations ▪ Knowledge Check ▪ What is Generational Conflict? ▪ Generational Conflict Scenario ▪ Avoid Generational Stereotyping ▪ Debunking Stereotypes ▪ Summary ▪ Graded Assessment ▪ Congratulations	Font: • Montserrat (body) • Montserrat Medium (bold; headings) Color Palette: • Main palette ◦ #38B9B2 ◦ #89DBB2 ◦ #FEDC82 • Supporting palette colors  Avatars • Valeria (Val) – Generation Z • Robert - Millennial • Terri – Generation X • Thomas – Baby Boomer • Marie – Silent Generation Voiceovers – • Val – use Selene R., English, Narration [WellSaidLabs] • Robert – use Tobin A., English, Narration [WellSaidLabs] • Narrator – use Damian P., English, Promo

Module Resources/References: Resource PDF: Outlining the 4 Steps to Debunking Stereotypes (placeholder for future document)

Slide [1.1] Menu Title: <i>Welcome</i>			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Border] • No top border [Assets] • Background video of an office on entire slide. • Semi-transparent rectangle on left side of slide in main color palette lays on top of video. • Custom “cityscape” image on top of semi-transparent rectangle. [Text] • Course title • Course overview • Directions [Buttons] • Custom Start and Navigation buttons	[Slide Title] Resolving Generational Conflict in the Workplace [Course Overview] • Knowing how to resolve generational conflicts will help improve relationships and enhance collaboration. [Directions] • Click the Start button to begin this course. • Click the Navigation button for a tutorial.	[Narrator] Welcome to the Resolving Generational Conflict in the Workplace eLearning course. In this course, you will learn how to resolve generational conflicts to help improve your working relationships and enhance collaboration among your coworkers. If you are familiar with the course navigation player, click the Start button to begin. If you would like some guidance with navigating the course, click the Navigation button. When you’re ready, let’s get started.	[Buttons] • The Start and Navigation buttons will not be available until the end of VO. • The Start button will jump to slide [1.3] • The Navigation button will jump to the next slide [1.2] [Video] • Once the video ends, it will replay (for a continuous loop). • Video is non-clickable.

Slide [1.2]/ Menu Title: <i>Navigation</i>			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Images] • Welcome slide is on the right of screen • Player shows Menu on the left of screen [Caption Bubbles] • Point to player features with labels	[Slide Title] Navigation [Captions] • Next • Previous • Accessibility • Volume • Replay • Seekbar • Play/Pause • Menu • Resources	[Narrator] Please take a moment to review the course player so you feel comfortable navigating through the course. If you know your way around, you may proceed to the next slide. If you'd like to go backward or forward in the course, click the previous or next buttons. Accessibility options are located here. To adjust the volume, click the volume icon. Click the replay button to see the entire slide again or adjust the seek bar at any time to review a portion of the slide. You can also pause the player. Click the same button again to resume Play. Revisit a slide by using the menu on the left. Finally, click the Resources tab to learn more about Generational Conflict in the Workplace. Click the next button now to begin the course.	[Caption Bubbles] • Will fade-in timed with their VO reference. • Use motion-path animation to have a magnifying glass icon travel to each caption bubble as it is timed with the VO reference.

Slide [1.3]/ Menu Title: <i>Workplace Scenario</i>			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] • Two employees are having a conversation in an office lounge area on middle/right side of slide. [Assets]	[Slide Title] Workplace Scenario [Robert caption] Hey Val, how's it going today? [Val caption] Great! How's your new project coming along?	[Robert] Hey Val, how's it going today? [Val] Great! How's your new project coming along? [Robert] Well, I'm working with Thomas, and it's been slow. I text him	[Caption Bubbles] • Conversation bubbles with slide text fade-in/out, timed with VO references. [Avatars] • Robert is placed on the right-side slide, smiling/talking.

● Background image of casual office setting with many windows ● Title bar across entire slide. ● Robert avatars on right-side of slide - o Smiling/talking facing left - o Frustrated/hands up facing left - o Frustrated/hands on head facing left - o Frustrated/hands on hips facing left ● Val avatars on middle of slide - o Smiling/talking facing right - o Surprised/worried facing right [Caption Bubbles] ● Track Robert and Val's conversation in between their avatars.	[Robert caption] Well, I'm working with Thomas, and it's been slow. I text him and I don't hear anything for hours or the next day. I just can't work like this. I'll never get that promotion working with old-timers on our team. [Val caption] Oh no. Did you try calling him or walking over to his pod to get it resolved? [Robert caption] No way. That's why we have text and email. If he isn't good with that technology, I don't know why he is on this project. I think I will just move ahead on the project without his input on this issue.	and I don't hear anything for hours or the next day. I just can't work like this. I'll never get that promotion working with old-timers on our team. [Val] Oh no. Did you try calling him or walking over to his pod to get it resolved? [Robert] No way. That's why we have text and email. If he isn't good with that technology, I don't know why he is on this project. I think I will just move ahead on the project without his input on this issue.	● Val enters from the left-side slide using motion-path animation, smiling/talking as Robert says hi. ● Robert changes from smiling to frustrated w/hands up when talking about Thomas. ● Robert changes from hands up to hands on head when saying "I just can't work like this." ● Val changes from smiling to surprised when saying, "Oh no." ● Robert changes from hands on head to hands on hips at "No way." [Buttons] ● The Next button will be disabled on this slide. ● When timeline ends the slide automatically jumps to next slide (1.4)
---	---	---	---

Slide [1.4]/ Menu Title: <i>WorkplaceScenario2</i> [hidden from Menu]			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] ● This is a KC with feedback layers. [Assets]	[Slide Title] Workplace Scenario [Rectangle Text] ● Question Rectangle	[Narrator] Let's think about Robert's approach to his communication problem with Thomas. What should Robert do in this situation?	[Animations] ● The solutions rectangles will FLY-IN from the bottom of the screen, timed 1.25 seconds apart beginning at

● Background image of casual office setting with many windows (same as slide 1.3). ● Title bar across entire slide ● Robert avatar on left side of slide with one hand up, confused/asking. ● 4 rounded rectangles - o 1 Question rectangle [1] on middle to right side of slide in yellow w/dark yellow border. - o 3 solutions rectangular buttons [2,3,4] spaced under the question rectangle in light green w/darker green border.	- o [Rectangle 1] What should Robert do in this situation? <i>Click on the best answer.</i> ● Solution Rectangles - o [Rectangle/Button 2] Robert should continue with his plan to work on the projects next step himself. Thomas will just slow the project down. - o [Rectangle/Button 3] Robert should go to his supervisor about Thomas's ineffective communication. - o [Rectangle/Button 4] Robert should have considered his co-worker's communication preferences and found another way to communicate with him.	Click on the answer that you think is best.	the VO "What should Robert do in this situation?" [Buttons] ● Rectangle/Buttons 2,3,4 should have hover and visited states. ● The Next button will be disabled on this slide/layer.
---	--	---	--

Slide [1.4a]/ Menu Title:			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] ● The learner sees the result of their choice and receives feedback. [Assets] ● All base layer objects are visible on this layer, except Robert confused/asking. ● Robert avatar turns to the right looking at the rectangles.	[Assets] ● The light green rounded rectangle will display: Try Again. ● Robert's caption bubble will say: Try Again.	[Narrator] Not quite. Thomas has an abundance of experience with this project and has invaluable insight that Robert hasn't attained yet. In fact, excluding Thomas would ultimately slow the project down.	[Animation] ● The caption bubble will fade-in when the slide begins. ● The light green feedback rectangle will zoom from object center as one object when slide begins.

● Robert's avatar is thinking with hand on face. ● 1 rounded rectangle ○ Light green feedback rectangle placed over Button [2] on base layer. [Caption Bubbles] Robert has caption bubble.			[Properties] ● Hide slide layer when timeline finishes.
---	--	--	--

Slide [1.4b]/ Menu Title:			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] ● The learner sees the result of their choice and receives feedback. (Similar to layer 1.4a.) [Assets] ● All base layer objects are visible on this layer, except Robert confused/asking. ● Robert avatar turns to the right looking at the rectangles. ● Robert's avatar is disappointed hands at sides. ● 1 rounded rectangle ○ Light green feedback rectangle placed over Button [3] on base layer. [Caption Bubbles] Robert has caption bubble.	[Assets] ● The light green rounded rectangle will display: Try Again. ● Robert's caption bubble will say: Try Again.	[Narrator] Sorry, that's not correct. Robert and Thomas' supervisor has the expectation that they can clearly communicate without assistance. Going to their supervisor would only slow the project down further.	[Animation] ● The caption bubble will fade-in when the slide begins. ● The light green feedback rectangle will zoom from object center as one object when slide begins. [Properties] ● Hide slide layer when timeline finishes.

Slide [1.4c]/ Menu Title:			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] - The learner sees the result of their choice and receives feedback. (Similar to layer 1.4a.) [Assets] - All base layer objects are visible on this layer, except Robert confused/asking. - Robert avatar faces the learner. - Robert's avatar is excited with both hands in the air. 1 rounded rectangle - Yellow feedback rectangle placed over Button [4] on base layer. [Caption Bubbles] Robert has caption bubble.	[Assets] - A yellow rounded rectangle will display: YES! - Robert's caption bubble will say: Great job!	[Narrator] Yes! Robert needs to get to know the communication preferences of his coworkers. Some coworkers prefer email, a phone call, or even face to face communication.	[Animation] - The caption bubble will fade-in when the slide begins. - The yellow feedback rectangle will zoom from object center as one object when slide begins. [Buttons/Triggers] - Rectangle/Button [4] will have a 24px glow as it zooms in. - The Next button remains disabled; however, the slide automatically advances to slide 1.5 when the timeline ends on this layer.

Slide [1.5]/ Menu Title: <i>WorkplaceScenario3</i> [hidden from Menu]			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] Val and Robert have conversation in casual office/lounge area in same positions as Slide 1.3. [Assets]	[Slide Title] Workplace Scenario [Val] Robert, it sounds like you are stereotyping Thomas based on his age. While Thomas may not like communicating through texts, he	[Val] Robert, it sounds like you are stereotyping Thomas based on his age. While Thomas may not like communicating through texts, he brings a lot of value and expertise to your project.	[Caption Bubbles] Conversation bubbles with slide text fade-in/out, timed with VO references. [Avatars]

● Background image of casual office setting with many windows (same as slide 1.3). ● Title bar across entire slide. ● Robert avatars on right-side of slide - o [1] Frustrated/hands on hips facing left. - o [2] Thinking/arm crossed/hand on chin facing left. - o [3] Happy/thumb up facing left. ● Val avatars on middle of slide - o [1] Scolding/arms crossed at chest. - o [2] Concerned/arms at sides. - o [3] Excited/hands reaching out. [Caption Bubbles] ● Track Robert and Val's conversation in between their avatars.	brings a lot of value and expertise to your project. [Robert] I understand that Val, but texting is so much easier than taking the time to be face-to-face. [Val] There are FIVE generations that work in this company. It's important to know the values and viewpoints of your coworkers. Knowing how to resolve generational conflicts will help improve your relationships and enhance collaboration so you can finish your projects on time. [Robert] Five generations! I had no idea. I don't even know which generation I belong to. [Val] Well! Let me introduce you to some coworkers and we can learn more about each generation.	[Robert] I understand that Val, but texting is so much easier than taking the time to be face-to-face. [Val] There are FIVE generations that work in this company. It's important to know the values and viewpoints of your coworkers. Knowing how to resolve generational conflicts will help improve your relationships and enhance collaboration so you can finish your projects on time. [Robert] Five generations! I had no idea. I don't even know which generation I belong to. [Val] Well! Let me introduce you to some coworkers and we can learn more about each generation. [Narrator] Click the next button to learn more.	● Val is placed in middle facing Robert to the left [1]. ● Robert is placed on the right-side slide [1]. ● Val changes to pose [2] when "There are FIVE generations..." VO begins. ● Robert changes to pose [2] when "There are FIVE generations..." VO begins. ● Val changes to pose [3] when "Well! Let me introduce..." begins. ● Robert changes to pose [3] when "...and we can learn more about each generation!" VO begins. [Buttons] ● The Next button will be disabled on this slide. ● The Next button will be enabled when the timeline ends.
--	--	---	--

Slide [1.6]/ Menu Title: <i>Learning Objectives</i>			Objective: [1,2,3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] - Val and Robert are on the right side of slide looking at and talking about the learning objectives in rectangles. [Assets] - No background image, white background - Title bar across entire slide. - Robert avatars on right-side of slide [1] Happy/hands at side facing right. [2] Thinking/hands crossed in front of him, facing left. - Val avatars on far right of slide. [1] Happy/hands a side facing left. [2] Happy/pointing with one hand facing left. 3 Learning objectives will be displayed in 3 rectangles on the left side to middle (2/3 of slide space). - Rectangle [1] is placed on the left in a light color, has the number 1 displayed on top, the objective in the middle and a custom icon of two people talking but disagreeing on the bottom with custom theme colors. - Rectangle [2] is placed to the right of rectangle [1] in a light color, has the number 2 displayed on top, the objective in the middle and a	[Slide Title] Learning Objectives [Caption Bubbles] [Val] Ok, Robert. Not only will you meet some new people in the office today, but you'll learn about Generational conflict in the workplace, which is quite common in most work settings. By the time we finish, you'll know how to: Define generational conflict in the workplace. Differentiate between the five generations in the workplace, and identify resolutions for generational conflict in the workplace. [Assets] - Rectangle [1]: Define Generational Conflict in the workplace. - Rectangle [2]: Differentiate between the five	[Val] Ok, Robert. Not only will you meet some new people in the office today, but you'll learn about Generational conflict in the workplace, which is quite common in most work settings. By the time we finish, you'll know how to: Define generational conflict in the workplace. Differentiate between the five generations in the workplace, and identify resolutions for generational conflict in the workplace. [Narrator] Click the next button to learn more.	[Caption Bubbles] - Conversation bubbles with slide text fade-in/out, timed with VO references. [Avatars] - Val changes pose to [2] when "By the time we finish..." VO begins. - Robert changes pose to [2] when "By the time we finish..." VO begins. [Animations] - Rectangles [1,2,3] will have a 24px fade-in glow as the corresponding VO enters. - Rectangles [1,2,3] will have a 24px fade-out glow as the

custom icon of 5 people/figures on the bottom with custom theme colors. - o Rectangle [3] is placed to the right of rectangle [2] in a light color, has the number 3 displayed on top, the objective in the middle and a custom icon of 2 hands shaking with a checkmark above the hands with custom theme colors. [Caption Bubbles] ● Track Robert and Val’s conversation above the learning objective captions.	generations in the workplace. ● Rectangle [3]: Identify resolutions for generational conflict in the workplace.		corresponding VO finishes. [Buttons] ● The Next button will be disabled on this slide. ● The Next button will be enabled when the timeline ends.
---	--	--	---

Slide [1.7]/ Menu Title: <i>Meet the Five Generations</i>			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] Val and Robert are set in a rectangular box with buttons on top. They discuss meeting coworkers, 1 from each generation, and learning more about that generation through a custom video with VO. [Assets] ● Title bar across entire slide. ● No background image, white background ● Wide rectangle with dark green border that takes up most of the width of slide but leaves a narrow white border of background	[Slide Title] Meet the Five Generations in Today’s Workplace [Directions] Click on each button for more information. [Buttons] ● Button [1]: Silent Generation ● Button [2]: Baby Boomer ● Button [3]: Generation X ● Button [4]: Millennial ● Button [5]: Generation Z [Caption Bubbles]	[Val] Before we meet the others, I wanted to talk about generations. A generation is a group of individuals born within a 20-year time period during a certain era. Individuals in a particular generation share similar values and attitudes based on their shared experiences during their formative years.	[Caption Bubbles] ● Conversation bubbles with slide text fade-in/out, timed with VO references. [Buttons] ● All generational buttons are hidden until “Meet the five generations...” VO begins. ● Each generational button will bring the learner to a layer on this slide. ● The 5 generational buttons will have hover and visited states.

around edges has an office walkway background. ● 5 light green rectangle buttons on top of the larger rectangle labeled with generational era names. ● Robert and Val avatars are off-center to the left inside the wide rectangle. ● Robert is on the left, looking right. - o Pose [1] Thinking/arm crossed/hand on chin. - o Pose [2] Smiling/happy hands at sides ● Val is on the right, looking left. - o Pose [1] Happy/talking hands at sides - o Pose [2] Body facing forward with right arm extending above, pointing at the buttons. ● Slide directions are below the title bar and above the rectangle and buttons.	[Val] Before we meet the others, I wanted to talk about generations. A generation is a group of individuals born within a 20-year time period during a certain era. Individuals in a particular generation share similar values and attitudes based on their shared experiences during their formative years. A generational personality reflects the era's important events and cultural trends, its celebrities, and its everyday way of life. [Robert] Thanks Val! I'm excited to meet the others and learn more about them now.	A generational personality reflects the era's important events and cultural trends, its celebrities, and its everyday way of life. [Robert] Thanks Val! I'm excited to meet the others and learn more about them now. [Narrator] Meet the Five Generations in Today's Workplace. Click on each button for more information. When you have met all five generations, click the next button.	● The Next button is disabled on this slide until all buttons/layers have been visited. [Avatars] ● Robert's pose changes to Pose [2] when "Thanks Val! ..." VO begins. ● Val's pose changes to Pose [2] when "Meet the five generations..." VO begins. [Animations] ● The five generational buttons fly in from top and land inside the wide rectangle, but remain at the very top of the rectangle. ● The slide directions fly in from the top after the buttons' animation.
---	---	--	--

Slide [1.7a]/ Menu Title:			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] - The learner is introduced to a new avatar and a custom video that reviews the Silent Generation's characteristics. [Assets] - Visible base layer objects: - Slide title 5 generational buttons - Slide directions - Left rectangle inserted on top of the wide base layer rectangle. The rectangle is about 1/3 the size of the wide base rectangle. It is gradient green dark on the left and lighter on right. It has a thin green border line on the left side (to separate this area from the video rectangle.) - The Silent Generation avatar, Marie, is facing the video on the right. She is smiling and pointing at the video. - The other 2/3 of the wide base layer rectangle will be covered with the custom Silent Generation video.	*See notes.	[Narrator] The Silent Generation was born between 1928 and 1945. The Silent Generation, also called Traditionalists, is the oldest generation in the workforce today. They are characterized by being dependable, straightforward, tactful, and loyal. They have been influenced by The Great Depression, World War Two, radio, and movies. Respect, recognition, and providing long-term value to the company are some of their values. Their communication style is based on a personal touch such as handwritten notes instead of email and texts. They believe in the seniority system and advancements based on age. They seek satisfying work, opportunities to contribute, and stability in the workplace.	[Assets] - Video plays when layer begins. - Video is non-clickable. - The VO is matched to the video slides. [Buttons] - Buttons are disabled in this layer. [Properties] - Hide slide layer when timeline finishes. (The learner will return to the base layer after each layer is visited.)
Notes: Creating the custom video [Silent Generation Video] in Canva - Select video template that includes video, text, and similar colors to the main palette or is customizable to fit the palette. - Video Slide [1]			

- o Video of office from Slide 1.1 inserted on the left.
- o Title: SILENT GENERATION (black)
- o Subtitle: 1928-1945 (green)
- o Slide text: DEPENDABLE | STRAIGHTFORWARD | TACTFUL | LOYAL
- Video Slide [2]
 - o Video of older employee working placed on right side of slide.
 - o In text box: The Silent Generation, or Traditionalists, is the oldest generation in the workforce today.
 - o Highlight “The Silent Generation” in yellow text.
 - o Insert custom icon at the bottom of the text box to represent multiple generations.
- Video Slide [3]
 - o Video of old radio placed on right side of slide.
 - o In top text box: The Great Depression, World War II, radio, movies
 - o In bottom text box: recognition, long-term value to the company, respect
 - o Insert custom icon near the top text box to represent events.
 - o Insert custom icon near the bottom text box to represent values.
- Video Slide [4]
 - o Video of person writing notes placed on right side of slide.
 - o In top text box: personal touch, handwritten notes
 - o In bottom text box: seniority, hierarchy advancement, obedience
 - o Insert custom icon near the top text box to represent communication.
 - o Insert custom icon near the bottom text box to represent beliefs/searching.
- Video Slide [5]
 - o Video of older person working placed on right side of slide.
 - o In text box: stability, satisfying work, opportunities to contribute.
 - o Insert custom icon near the bottom of text box to represent seeking/looking for.
- Video Slide [6]
 - o End with the same slide as Video Slide [1]

Slide [1.7b]/ Menu Title:			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] - The learner is introduced to a new avatar and a custom video that reviews the Baby Boomer's characteristics. [Assets] - This layer has the same attributes as the 1.7a slide, except: - The Baby Boomer avatar, Thomas, is facing the video on the right. He is smiling and pointing at the video. - The custom Baby Boomer video is placed in the right side of the rectangle.	*See notes.	[Narrator] Baby Boomers were born between 1946 and 1964. They were named for the birth rate explosion in the post-World War Two era, in which there was a boom in birth rates. They are characterized as being optimistic, competitive, workaholics, and team oriented. They have been influenced by the Vee et nom War, Civil Rights Movement, and Watergate. Company loyalty, duty, and strong work ethic are some of their values. They prefer the most efficient way to communicate, which includes phone calls and face-to-face meetings. According to many baby boomers, achievement comes after paying one's dues and that one needs to sacrifice for success. In the job market they are seeking specific goals and deadlines, mentor roles, and coaching-style feedback.	[Assets] - Video plays when layer begins. - Video is non-clickable. - The VO is matched to the video slides. [Buttons] - Buttons are disabled in this layer. [Properties] - Hide slide layer when timeline finishes. (The learner will return to the base layer after each layer is visited.)
Notes: Creating the custom video [Baby Boomer Video] in Canva - Use the same format video as the Silent Generation video in Canva. - Video Slide [1] - Video of office from Slide 1.1 inserted on the left. - Title: BABY BOOMER (black) - Subtitle: 1946-1964 (green) - Slide text: OPTIMISTIC COMPETITIVE WORKAHOLIC TEAM-ORIENTED - Video Slide [2] - Video of older employee working placed on right side of slide.			

- o In text box: Baby Boomers are named for the birth rate explosion post-World War II, in which there was a ‘boom’ in birth rates.
- o Highlight “Baby Boomers” in yellow text.
- o Insert custom icon at the bottom of the text box to represent a baby.
- Video Slide [3]
 - o Video of older employee working in a team placed on right side of slide.
 - o In top text box: Vietnam War, Watergate, civil rights movement.
 - o In bottom text box: loyalty, duty, strong work ethic, teamwork.
 - o Custom icons are the same as “Silent Generation” video.
- Video Slide [4]
 - o Video of older person working on the phone placed on right side of slide.
 - o In top text box: efficiency, phone calls, face-to-face.
 - o In bottom text box: sacrifice, pay one’s dues.
 - o Custom icons are the same as “Silent Generation” video.
- Video Slide [5]
 - o Video of time/clock placed on right side of slide.
 - o In text box: mentor, specific goals and deadlines, coaching-style feedback.
 - o Custom icons are the same as “Silent Generation” video.
- Video Slide [6]
 - o End with the same slide as Video Slide [1]

Slide [1.7c]/ Menu Title:		Objective: [2]	
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] - The learner is introduced to a new avatar and a custom video that reviews Generation X’s characteristics. [Assets] - This layer has the same attributes as the 1.7a slide, except:	*See notes.	[Narrator] Generation X was born between 1965 and 1980. Generation X, or Gen X, are the first generation to be raised by two working parents. They are known to be flexible, informal, skeptical, and independent. In their era they were influenced by the aids epidemic, the fall of the Berlin Wall and the dot com boom. They place high value on diversity, a work-life balance, and most favor	[Assets] - Video plays when layer begins. - Video is non-clickable. - The VO is matched to the video slides. [Buttons]

● The Generation X's avatar, Terri, is facing the video on the right. She is smiling and pointing at the video. ● The custom Generation X video is placed in the right side of the rectangle.		personal professional interests versus company interests. Generation X prefers to communicate in the most efficient ways including face-to-face meetings and phone calls. They view professional success as an indicator of your work ethic. In the workplace they are seeking immediate feedback, flexible work arrangements, and personal development.	● Buttons are disabled in this layer. [Properties] ● Hide slide layer when timeline finishes. (The learner will return to the base layer after each layer is visited.)
Notes: Creating the custom video [Generation X Video] in Canva ● Use the same format video as the Silent Generation video in Canva. ● Video Slide [1] - o Video of office from Slide 1.1 inserted on the left. - o Title: GENERATION X (black) - o Subtitle: 1965-1980 (green) - o Slide text: FLEXIBLE INFORMAL SEKPTICAL INDEPENDENT ● Video Slide [2] - o Video of employee using a manual timecard/timeclock placed on right side of slide. - o In text box: Generation X, or Gen X, are the first generation to be raised by two working parents. - o Highlight "Generation X" in yellow text. - o Insert custom icon at the bottom of the text box to represent work/working. ● Video Slide [3] - o Video of employee walking a tight rope/balancing placed on right side of slide. - o In top text box: AIDS epidemic, fall of the Berlin Wall, .com boom. - o In bottom text box: diversity, work-life balance, personal-professional interests. - o Custom icons are the same as "Silent Generation" video. ● Video Slide [4] - o Video of middle-aged group working in person placed on right side of slide. - o In top text box: efficiency, phone calls, face-to-face. - o In bottom text box: minimal meetings, goals = work ethic.			

- o Custom icons are the same as “Silent Generation” video.
- Video Slide [5]
 - o Video of middle-aged employee working at home placed on right side of slide.
 - o In text box: flexible work arrangements, immediate feedback, personal development.
 - o Custom icons are the same as “Silent Generation” video.
- Video Slide [6]
 - o End with the same slide as Video Slide [1]

Slide [1.7d]/ Menu Title:			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] - The learner is introduced to a new avatar and a custom video that reviews Millennial’s characteristics. [Assets] - This layer has the same attributes as the 1.7a slide, except: - The Millennial’s avatar, Robert, is facing the video on the right. He is smiling and pointing at the video. - The custom Millennial video is placed in the right side of the rectangle.	*See notes.	[Narrator] Millennials were born between 1981 and 1996. Millennials, or Generation Y, grew up alongside technology and are considered the first digital generation. They are characterized as competitive, civic-minded, open-minded, and achievement-oriented. The great influences of their era were Columbine, 9 11 and the Internet. Millennials value responsibility, quality managers, unique work experiences, and convenience. Millennials prefer to use Instant Messaging, texts, and emails to communicate in the workplace. They seek flexibility with their schedules and assignments, reward, and praise.	[Assets] - Video plays when layer begins. - Video is non-clickable. - The VO is matched to the video slides. [Buttons] - Buttons are disabled in this layer. [Properties] - Hide slide layer when timeline finishes. (The learner will return to the base layer after each layer is visited.)
Notes: Creating the custom video [Millennial Video] in Canva - Use the same format video as the Silent Generation video in Canva. - Video Slide [1] - Video of office from Slide 1.1 inserted on the left.			

- o Title: MILLENNIALS (black)
- o Subtitle: 1981-1996 (green)
- o Slide text: COMPETITIVE | CIVIC- & OPEN-MINDED | ACHIEVEMENT-ORIENTED
- Video Slide [2]
 - o Video of young employee working at home on a laptop/tablet placed on right side of slide.
 - o In text box: Millennials, or Generation Y, grew up alongside technology and are considered the first 'digital generation'.
 - o Highlight "Millennials" in yellow text.
 - o Insert custom icon at the bottom of the text box to represent technology.
- Video Slide [3]
 - o Video of internet/technology placed on right side of slide.
 - o In top text box: Columbine, 9/11, the Internet.
 - o In bottom text box: responsibility, unique work experiences, convenience, quality managers.
 - o Custom icons are the same as "Silent Generation" video.
- Video Slide [4]
 - o Video of younger person on their phone at work placed on right side of slide.
 - o In top text box: instant messaging, text, email.
 - o In bottom text box: work-life integration, sustainability, social responsibility.
 - o Custom icons are the same as "Silent Generation" video.
- Video Slide [5]
 - o Video of employees working in flexible space in office placed on right side of slide.
 - o In text box: rewards, flexibility with schedule and assignments, praise.
 - o Custom icons are the same as "Silent Generation" video.
- Video Slide [6]
 - o End with the same slide as Video Slide [1]

Slide [1.7e]/ Menu Title:			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] - The learner is introduced to a new avatar and a custom video that reviews Generation Z's characteristics. [Assets] - This layer has the same attributes as the 1.7a slide, except: - The Generation Z's avatar, Val, is facing the video on the right. She is smiling and pointing at the video. - The custom Generation Z video is placed in the right side of the rectangle.	*See notes.	[Narrator] Generation Z was born between 1997 and 2010. Generation Z, or Gen Z, are digital natives and have never known a world without the Internet. They are characterized as entrepreneurial, global, progressive, and less focused. They have been influenced by life after 9 11, the Great Recession, and early access to technology. Their values include diversity, personalization, independence, individuality, creativity, and purpose. Gen Z prefers communication via technology through Instant Messaging, texts, and social media. Their social and work views are mostly pro-government, pro-gender options, and they embrace climate change. Ultimately, they seek flexibility with their schedule and assignments, and immediate feedback.	[Assets] - Video plays when layer begins. - Video is non-clickable. - The VO is matched to the video slides. [Buttons] - Buttons are disabled in this layer. [Properties] - Hide slide layer when timeline finishes. (The learner will return to the base layer after each layer is visited.)
Notes: Creating the custom video [Generation Z Video] in Canva - Use the same format video as the Silent Generation video in Canva. - Video Slide [1] - Video of office from Slide 1.1 inserted on the left. - Title: GENERATION Z (black) - Subtitle: 1997-2010 (green) - Slide text: GLOBAL ENTREPRENEURIAL PROGRESSIVE LESS FOCUSED - Video Slide [2] - Video of people using different technology placed on right side of slide. - In text box: Generation Z, or Gen Z, are digital natives and have never known a world without the internet. - Highlight "Generation Z" in yellow text.			

- o Insert custom icon at the bottom of the text box to represent technology/communication.
- Video Slide [3]
 - o Video of diverse people placed on right side of slide.
 - o In top text box: post 9/11, early access to technology, The Great Recession.
 - o In bottom text box: creativity, purpose, personalization, independence, diversity.
 - o Custom icons are the same as “Silent Generation” video.
- Video Slide [4]
 - o Video of younger people gathered around a cell phone at work placed on right side of slide.
 - o In top text box: instant messaging, text, social media.
 - o In bottom text box: pro-government, embrace climate change, pro-gender options.
 - o Custom icons are the same as “Silent Generation” video.
- Video Slide [5]
 - o Video of young person on cell phone and laptop working at night placed on right side of slide.
 - o In text box: flexibility with schedule and assignments, immediate feedback.
 - o Custom icons are the same as “Silent Generation” video.
- Video Slide [6]

End with the same slide as Video Slide [1]

Slide [1.8]/ Menu Title: <i>Workforce Numbers</i> [hidden from Menu]			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] - Robert and Val look at a chart that the learner clicks on to reveal bar graphs. [Assets] - Background image of office walkway background (same as slide 1.7). - Title bar across entire slide. - Robert avatar on left side of slide	[Slide Title] Current U.S. Workforce Numbers [Caption Bubbles] [Val] Let's look at which generation makes up the biggest working population in today's society. [Buttons]	[Val] Let's look at which generation makes up the biggest working population in today's society. [Narrator] Click on each generational	[Caption Bubbles] - Conversation bubbles with slide text fade-in/out, timed with VO references. [Buttons] - All generational buttons are disabled until the timeline ends.

- o [1] Thinking/arms crossed/ hand on chin facing right. ● Val avatar on left side of slide. - o [1] Presenting with left arm up facing right. ● Large square with yellow as background to chart. ● 5 rectangles at the bottom of the chart. These rectangles are like slide 1.7, but narrower. ● The bar graph will have rectangles that animate when the generational button is clicked. ● Each bar graph will align with the chart's Y axis percentage text. [Caption Bubbles] ● Track Robert and Val's conversation above their avatars.	● Silent Generation ● Baby Boomer ● Generation X ● Millennial ● Generation Z [Chart] ● Chart has percentage text on left side of square or the Y-axis. 5-40% ● Each bar graph has text - o Silent generation rectangle = 2% - o Baby Boomer's rectangle = 25% - o Generation X's rectangle = 33% - o Millennial's rectangle = 35% - o Generation Z's rectangle = 5%	button to view the current U.S. workforce numbers.	● The 5 generational buttons can be clicked in any order. ● All 5 buttons must be visited to proceed to the next slide. ● All 5 buttons will have hover and visited states. [Animations] ● As each generational button is clicked, a rectangle will fade from the bottom to represent a percentage on the chart. [Assets] ● The Millennial graph bar will have a 24px glow as it fades in. ● All 5 bar graphs will be hidden until the learner clicks on the corresponding generational button. ● When all 5 buttons have been clicked, the slide will automatically jump to 1.8b layer.
--	--	---	--

Slide [1.8a]/ Menu Title:			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] ● After the learner clicks on all 5 generational buttons, this layer appears and highlights the millennial bar graph only. [Assets]	[Caption Bubbles] [Robert] Hey! Look at that! My generation,	[Robert] Hey! Look at that! My generation, the Millennials, is the most	[Buttons] ● The 5 generational buttons are disabled. ● The Next button will be disabled on this layer.

● This layer is similar to 1.8. - o Same background, buttons, title, Val's pose. ● Robert's avatar changes to happy/pointing at chart. ● The chart is no longer interactive. An image replaces the chart. - o The image will have all greyed out bar charts, except for the Millennial bar graph. This will highlight/draw attention to the Millennial-35% bar.	the Millennials, is the most populated working group right now!	populated working group right now! [Narrator] Click the next button to check your knowledge on what you've just learned.	● The Next button will be enabled when the timeline ends.
---	--	--	---

Slide [1.9]/ Menu Title: <i>Knowledge Check</i> Objective: [2]			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] ● The learner will drag and drop the range of years rectangle to the corresponding generational name. [Assets] ● The background is white. ● Title bar across entire slide. ● A light green rectangular box takes up most of the slide, with a direction bar on top. ● All 5 generational avatars, smiling. - o Avatars are placed behind a white rectangle with text and a green border (drop targets). Heads and shoulders are visible.	[Slide Title] Knowledge Check [Directions] ● Drag and drop the range of years to match the corresponding generation. [Assets] ● 5 rounded rectangles - o 1926-1945 - o 1946-1964 - o 1965-1980 - o 1981-1995 - o 1996-2010 ● 5 white rectangles - o Generation X	[Narrator] Now it's time to help Robert differentiate between the five generations in the workplace. Drag and drop the range of years to match the corresponding generation. When you are satisfied with your answers, click the Submit button.	[Interactions] ● This slide is a free form drag/drop KC interaction. ● The drag and target items should be arranged in a scrambled order, so they are not already sorted by range of years, and the generational targets are not already sorted in chronological order. ● Allow 2 attempts. ● Reveal drag items one at a time. ● Drop items should snap to the center of the drop target. ● Return item to start point if dropped outside any drop target. ● Allow only one item in each drop target. ● Each drag item should have a correct and incorrect state. The correct state will be green, and the incorrect state will be red. ● Delay the item states until the interaction is submitted.

● Drag and drop targets: 5 rounded rectangles at the bottom of the screen with text and one of the palette colors.	- o Millennials - o Silent Generation - o Generation Z - o Baby Boomers		● When the learner clicks Submit, it will show either the correct or try again feedback layer on the first attempt. ● The dropped items do not reset for the second attempt. The learner will drag the items from where they were dropped. ● After the second attempt, the learner will see either the correct or incorrect layer. ● The drag/drop items are not available until the VO ends.
--	--	--	--

Slide [1.9a]/ Menu Title:			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] ● Correct feedback layer [Assets] ● The slide is similar to 1.9. ● Delete the built-in buttons and textboxes on the feedback layer and hide the remaining objects by using a white rectangle to cover objects on the slide. ● Include the light green rectangle box and its direction bar, avatars, generational text boxes from Slide 1.9. ● Change the generational text boxes to grey so they look muted. ● All avatars (except Val) should be formatted to 35% transparency to look muted. ● Move Val's avatar forward in front of the generational text boxes. ● Val's avatar is smiling with hands raised in air.	[Slide Title] Knowledge Check [Directions] ● Change the direction bar to: Correct! - o Increase the font size. ● Add directional text above the green rectangle boxes: Click Continue. [Button] ● Continue [Caption Bubbles] [Val]	[Val] YES! You know how to differentiate between the five generations in the workplace! [Narrator] Click the Continue button to learn more about generational conflict and how to resolve a clash, or opposition of ideas, interests, or persons when in the workplace.	[Buttons] ● The Continue button maintains the same trigger as the original built-in button from this layer. ● The Continue button jumps to Slide 1.11.

[Buttons] ● Include the Continue button that was in the built-in button on this layer. ● The Continue button should be one of the palette colors and slightly bigger.	● Yes! You know how to differentiate between the five generations in the workplace!		
--	--	--	--

Slide [1.9b]/ Menu Title:			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] ● Try Again feedback layer [Assets] ● The slide is similar to 1.9a. ● Delete the built-in buttons and textboxes on the feedback layer and hide the remaining objects by using a white rectangle to cover objects on the slide. ● Include all assets from Slide 1.9a except: - o Val's avatar is behind the Generation Z box, but more of her body is showing from waist up. - o Val's avatar is talking with one hand out, palm up, other hand on hip. [Buttons] ● Include the Try Again button that was in the built-in button on this layer. ● The Try Again button should be like the Continue button.	[Slide Title] Knowledge Check [Directions] ● Change the direction bar to: Try Again - o Same font size as the Correct text. ● Add directional text above the green rectangle boxes: Click Try Again. [Button] ● Try Again [Caption Bubbles] [Val] You've almost got it.	[Val] You've almost got it. [Narrator] Click the Try Again button to see if you can sort the range of years correctly.	[Buttons] ● The Try Again button maintains the same trigger as the original built-in button from this layer. ● The Try Again button hides the layer.

Slide [1.9c]/ Menu Title:			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] - Incorrect feedback layer [Assets] - The slide is similar to 1.9b. - Delete the built-in buttons and textboxes on the feedback layer and hide the remaining objects by using a white rectangle to cover objects on the slide. - Include all assets from Slide 1.9b except text has changed. [Buttons] - Include the Review button that was in the built-in button on this layer. - The Review button should be like the Continue button, but it is a different palette color.	[Slide Title] Knowledge Check [Directions] - Change the direction bar to: Incorrect - Same font size as the Correct text. - Add directional text above the green rectangle boxes: Click Review. [Button] - Review [Caption Bubbles] [[Val] It looks like you could still use some practice.	[Val] It looks like you could still use some practice. [Narrator] The correct answers are shown here. Click on the Review button to see each generation and their main characteristic.	[Buttons] - The Review button maintains the same trigger as the original built-in button from this layer. - The Review button jumps to Slide 1.10.

Slide [1.10]/ Menu Title: KC Review [hidden from Menu]			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] Each avatar will be displayed under their generational name and will be labeled with the	[Slide Title] Review [Assets] Rounded rectangles under each avatar	[Narrator] The Silent Generation, also called Traditionalists, is the oldest generation in the workforce today. They were born between 1926 and 1945.	[Buttons] Remove interactivity from the buttons, they are only for display.

range of years that corresponds to the generation. [Assets] ● The format of this slide looks like Slide 1.7 with the same buttons, rectangles, background. ● All 5 avatars are smiling with their hands at their sides. ● Place each avatar under their corresponding button: - o Silent Generation: Marie - o Baby Boomer: Thomas - o Gen X: Terri - o Millennial: Robert - o Gen Z: Val ● Include a rounded rectangle under each avatar that displays the generational year range.	- o [Marie] 1926-1945 - o [Thomas] 1946-1964 - o [Terri] 1965-1980 - o [Robert] 1981-1995 - o [Val] 1996-2010	The Baby Boomer generation was born between 1946 and 1964. They were named for the birth rate explosion in the post-World War two era, in which there was a boom in birth rates. Generation X, or Gen X, are the first generation to be raised by two working parents. They were born between 1965 and 1980. Millennials were born between 1981 and 1996. Millennials, or Generation Y, grew up alongside technology and are considered the first digital generation. Generation Z, or Gen Z, are digital natives and have never known a world without the Internet. Generation Z was born between 1997 and 2010. Click the next button when you are ready.	● The Next button jumps to Slide 1.11 [Animation] ● Each avatar floats-in and down timed with VO.
--	---	--	--

Slide [1.11]/ Menu Title: What is Generational Conflict?			Objective: [1]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] - Avatars have a discussion and watch a video. [Assets] - This slide is similar to Slide 1.3: background, title bar and avatars. - Robert's avatar [1] is on the far left of slide and facing the learner with hands up asking question. - Robert's avatar [2] looks concerned with arms crossed, one on side of his face, looking to the right. - Val's avatar [1] is also on the left side of slide and facing Robert (to the left). She is happy and pointing at him. - Val's avatar [2] turns her body forward, but left hand is presenting. - A large rectangular border with matching color palette to the video, almost as tall as the avatars is displayed on the right side of slide. - A custom video of employees arguing plays inside the border after Val's VO ends. [Caption Bubbles] - Val and Robert's bubbles display above them under the title bar.	[Slide Title] What is Generational Conflict? [Caption Bubbles] [Robert] Ok, Val. So, what IS generational conflict? [Val] Great question, Robert! Let's look at what happened at yesterday's project review with Liz, Brandon, and Iris. [Narrator] Generational conflict is the discord that arises when one generation's values, beliefs, and behaviors clash with those of another. This type of conflict is often seen in the workplace, as different generations have different work styles and communication styles. [Video] *See notes	[Assets] - Robert's avatar changes to pose [2] when Val's VO ends. - Val's avatar changes to pose [2] when Val's VO ends. [Animation] - Val and Robert use motion paths to slide closer to the left to make room for a video to appear and play after Val's VO ends. [Buttons] - The Next button will be disabled on this layer. - The slide jumps to Slide 1.12 when the timeline ends.	
Notes: Creating the custom video [Generation Z Video] in Canva - Select video template that was used in Slide 1.7a - Insert video of employees arguing - Insert two text boxes after video plays that display this text: - Text box top: values, beliefs, behaviors - Text box bottom: work, communication			

Slide [1.12]/ Menu Title: Generational Conflict Scenario			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] - This is a knowledge check with feedback layers. Avatars have a discussion, including a question/answer selection. [Assets] - This slide is similar to Slide 1.11: background, title bar, avatar are in the same positions as the end of slide, and video/border. - Robert's avatar [1] begins facing the learner with arms crossed, hand on face, thinking. - Robert's avatar [2] - Val's avatar [1] begins facing to the left, one hand on hip, other hand palm up stretched out. - A screenshot of the video in 1.11 will replace the actual video. [Buttons] - On top of the screenshot and within the border add rectangles for a question and 3 answers (total of 4 rectangles, similar to Slide 1.4 format, but smaller) - Rectangle [1] on top is the direction. This is a smaller rectangle than the other 3.	[Slide title] Generational Conflict Scenario [Caption Bubbles] [Robert] Wow. They clearly had some conflict there. What was the problem? [Val] The manager, Liz, was trained to write reports a certain way and that's the way she has always done it. She assumed Brandon and Iris would do it the same way she does. She resorted to using generational stereotypes when discussing the problem with them. She called them "entitled and lazy" and that "they don't know how to work hard like she did when she was their age." What do you think they could have done differently in this situation? [Assets] - Rectangle [1]: Click on the best answer. - Rectangle [2]: Brandon and Iris should have ignored their	[Robert] Wow. They clearly had some conflict there. What was the problem? [Val] The manager, Liz, was trained to write reports a certain way and that's the way she has always done it. She assumed Brandon and Iris would do it the same way she does. She resorted to using generational stereotypes when discussing the problem with them. She called them "entitled and lazy" and that "they don't know how to work hard like she did when she was their age." What do you think they could have done differently in this situation? [Narrator]	[Assets] - Robert's avatar changes to pose [2] when Val's VO "What do you think they..." begins. - Val's avatar changes to pose [2] when Val's VO "What do you think they..." begins. [Animation] - Val uses a motion path to slide closer to the left to make room for the question and answer when Val's VO "What do you think they..." begins. - Rectangles [1,2,3,4] grow from bottom-right. Their animations are separated by a second. [Buttons] - Rectangle/Buttons 2,3,4 should have hover and visited states. - The Next button is disabled on this slide.

- o Rectangles/Buttons [2,3,4] are below the direction rectangle and are bigger. [Caption Bubbles] • Val and Robert’s bubbles are displayed above them under the title bar.	manager’s expectation since it’s not the way they were recently trained. • Rectangle [3]: Liz should have shared her vision for the task upfront and provided illustrative examples. • Rectangle [4]: Liz should have completed the report herself; the way she assumed it would be done.	Help Robert choose the best answer for this situation. Click Submit when you are finished.	
--	---	---	--

Slide [1.12a]/ Menu Title:			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] • This is a feedback layer in the KC. [Assets] • This slide is similar to the KC feedback layer on Slide 1.4a. • All base layer objects are visible on this layer, except the avatars and caption bubbles. • Robert avatar turns to the learner with one hand up and a confused look. • Val’s avatar is facing the feedback, she is worried, arms crossed, on hand at her mouth. • 1 rounded rectangle - o Light green feedback rectangle placed over Rect/Button [2] on base layer.	[Caption Bubbles] [Val] Not quite. Try again. [Rectangle Text] • The light green rounded rectangle will display: Try Again.	[Val] Not quite. Try again. [Narrator] Ignoring your supervisor’s request can have negative consequences for your job and career. It can damage your relationship with your supervisor and make it difficult to work together in the future.	[Animation] • The caption bubble will fade-in when the slide begins. • The Try Again rectangle will zoom from object center as one object. [Properties] • Hide slide layer when timeline finishes.

Slide [1.12b]/ Menu Title:			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] - This is a feedback layer in the KC. [Assets] - This slide is similar to the KC feedback layer on Slide 1.4c. - All base layer objects are visible on this layer, except the avatars and caption bubbles. - Robert avatar faces the learner. - Robert's avatar is excited with one hand pointing at learner. - Val's avatar is happy with one arm raised in the air. 1 rounded rectangle - Yellow feedback rectangle placed over Button [3] on base layer.	[Caption Bubbles] [Val] You've got it! [Assets] A yellow rounded rectangle will display: YES!	[Val] You've got it! [Narrator] Establishing your vision for the task upfront and providing illustrative examples can prevent a lot of frustration for you both, while also opening a constructive dialogue about alternative ways of working together. Click on the next button to learn about avoiding generational stereotypes in the workplace.	[Animation] - The caption bubble will fade-in when the slide begins. - The YES! rectangle will zoom from object center as one object. [Properties] - Hide slide layer when timeline finishes. [Buttons/Triggers] - Rectangle [3] will have a 24px glow as it zooms in. - The Next button is normal when the timeline ends. - The Next button jumps to Slide 1.13.

Slide [1.12c]/ Menu Title:			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] - This is a feedback layer in the KC. [Assets] - This slide is similar to the KC feedback layer on Slide 1.4b. - All base layer objects are visible on this layer, except the avatars and caption bubbles.	[Caption Bubbles] [Val] Sorry, that's not correct. Keep trying! [Rectangle Text]	[Val] Sorry, that's not correct. Keep trying! [Narrator] While it may be tempting to do the work yourself, collaboration helps companies come up with	[Animation] - The caption bubble will fade-in when the slide begins. - The Try Again rectangle will zoom from object center as one object.

● Robert avatar turns to the learner with one hand up and a confused look. ● Val's avatar is facing the feedback, she is worried, arms crossed, on hand at her mouth. ● 1 rounded rectangle ● Light green feedback rectangle placed over Rect/Button [4] on base layer.	● The light green rounded rectangle will display: Try Again.	innovative, out-of-the-box solutions. It also helps build a workplace conducive to teamwork and leads to higher employee engagement and morale.	[Properties] ● Hide slide layer when timeline finishes.
--	--	--	--

Slide [1.13]/ Menu Title: Avoid Generational Stereotyping				Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:	
[Concept] ● All 5 avatars appear and make comments based on stereotypes while a custom video plays. [Assets] ● Background image of casual office setting with many windows (same as slide 1.3). ● All 5 avatar poses are angry/annoyed, pointing or have hands up/annoyed as they look to the right towards the video. ● Video in the center of the slide but slightly off-set to the right.	[Slide title] Avoid Generational Stereotyping [Caption Bubbles] All caption bubbles display above the video. [Terri] Gen Zs are such snowflakes and they're always on their phones! [Val] Baby Boomers are useless when it comes to technology! [Marie] Millennials are all entitled and lazy!	[Narrator] To maintain a productive work environment, both employers and employees need to avoid stereotypes or labeling employees. Age stereotypes assume that every person has reacted to the milestones of their generation in the same ways. Stereotypes and labeling can make employees feel judged based on their age before they even step into the workplace. This can affect performance. The first	[Animation] ● Terri avatar enters from left using motion path at beginning of slide. She fades out as Gen Z video transitions. ● Val avatar enters from left using motion path after Terri fades out. Val fades out as Baby Boomer video transitions. ● Marie avatar enters from left using motion path after Val fades out. Marie fades out as Millennial video transitions. ● Robert avatar enters from left using motion path after Marie fades out. Robert fades out as Silent Gen video transitions. ● Thomas avatar enters from left using motion path after Robert fades out. Thomas remains on screen as video ends. ● Do not enter icon float up from bottom when "need to avoid stereotypes..." VO begins. Play for 5 seconds, then float down.	

- o Video has a palette color border. ● Custom icons appear at the bottom right corner of video - o Do not enter icon - o Gavel icon - o Speech bubble icon	[Robert] The Silent Generation never wants to learn new things! [Thomas] Gen Xers are so sarcastic and cynical!	step to overcoming age bias, resolving generational conflict, and developing mutual respect, is to debunk stereotypes. Click the next button to continue.	● Gavel icon float up from bottom when “Stereotypes and labeling can make...” begins. Play for 5 seconds, then float down. ● Speech bubble icon float up from bottom when “This can affect performance..” begins. Play for 5 seconds, then float down. ● The Next button is disabled until the timeline ends. ● The Next button jumps to Slide 1.14.
---	---	---	---

Notes: Creating the custom video in Canva

- 5 separate videos need to be stitched into one video to match the timeline of the VO.
- Videos 1-5 should include transitions from slide to slide.
- Video [1] Young person at work, playing on his phone, not working.
- Video [2] Older person trying to get help from younger person while working on laptop.
- Video [3] Young person sleeping on the job.
- Video [4] Younger worker getting annoyed with older worker in an office.
- Video [5] Middle age (Gen X) in office being sarcastic/cynical.

Slide [1.14]/ Menu Title: Debunking Stereotypes			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] ● This will be an accordion interaction with layers and 4 tabs of text/video that takes up most of the slide. [Assets] ● Background image of casual office setting with many windows (same as slide 1.13).	[Slide title] Debunking Stereotypes [Accordion Tabs] 1. Share Knowledge 2. Find Common Ground 3. Communicate Preferences	[Narrator] Each generation’s communication style, professional values, and preferred leadership style have been shaped by the culture they grew up in. Let’s look at some ways to debunk generational stereotypes and resolve generational conflict.	[Animation] ● Communication video on cover of accordion with an abstract communication theme is inserted in the accordion cover. ● The avatars float up on the accordion cover with 2-second staggered timing. ● The directional rectangle will fade in when the “Select each tab...” VO begins.

● Communication video on cover of accordion. ● All 5 avatar poses are angry/annoyed on accordion cover. ● The accordion and tabs have palette colors. ● Directional rectangle pointing at the tabs at bottom of accordion.	4. Participate in Team Building [Directional Rectangle] ● Select each tab to learn more.	Although it's helpful to be aware of generational differences, using stereotypes will likely lead to an unproductive workplace. Select each tab to learn more about resolving generational conflict in the workplace. Select the next button when you finish.	● Accordion will use motion paths to glide the cover and tabs. ● The cover will glide closed after each layer finishes. ● Learner can click on any tab. [Buttons] ● Tabs should have hover and visited states. ● The Next button will be disabled on this slide until all tabs have been visited. ● The Next button will jump to Slide 1.15.
---	--	---	---

Slide [1.14a]/ Menu Title:			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Assets] ● The slide background image and title bar are visible from the base layer. ● The accordion cover is shown on this layer and glides open with the 1. Share Knowledge tab. ● Office background image on left side of accordion behind the cover. - o Two avatars face each other with positive gestures on top of an office background. ● The right side of the accordion will have palette color background that matches the tab color.	[Slide Text] ● Identify and acknowledge knowledge gaps ● Ensure every voice is heard and considered ● Share experiences and best practices ● Participate in job shadowing, mentoring, and peer coaching.	[Narrator] Share knowledge across the ages. Each generation has something valuable to share with others. Knowledge sharing and mentoring can foster an environment of mutual respect across all ages. Identifying and acknowledging your knowledge gaps can ensure every voice is heard and considered, despite years of experience. Sharing your experiences and best practices with each other through job shadowing, mentoring, and peer coaching will build a better team	[Animation] ● The tab and cover will glide open/closed with a motion path. ● The layer will automatically close to base layer when timeline finishes with motion path. ● The share knowledge icon is displayed when tab opens. It fades out when the "Identifying and acknowledging your..." VO begins. ● The bulleted text fades in timed with corresponding VO.

o While the VO plays a share knowledge icon and text with bullet points will fade in/out.		and working environment for everyone.	
---	--	---------------------------------------	--

Slide [1.14b]/ Menu Title:			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Assets] • This layer is similar to 1.14a. • The slide background image and title bar are visible from the base layer. • The accordion cover is shown on this layer and glides open with tabs 1 and 2. • Office background image on left side of accordion behind the cover. - o Two avatars face each other with positive gestures on top of an office background. • The right side of the accordion will have palette color background that matches the tab color. - o While the VO plays a find common ground icon and text with bullet points will fade in/out.	[Slide Text] • Everyone wants to feel valued and help the company succeed • All employees strengths to bring to the company • Generations have been influenced by events which shape purpose, preferences, and drivers for success	[Narrator] Find common ground. It's important to recognize that everyone wants to feel valued and help the company succeed. Acknowledging that all employees have strengths to bring to the company can complement the strengths of others on the team and lead to more growth. There is value in understanding that generations have been influenced by events out of their control and those events helped to shape their sense of purpose, preferences, and drivers for success. The best way to find common ground or get to really know someone is by starting a conversation.	[Animation] • The tabs and cover will glide open/closed with a motion path. • The layer will automatically close to base layer when timeline finishes with motion path. • The find common ground icon is displayed when tab opens. It fades out when the "Everyone wants to feel valued..." VO begins. • The bulleted text fades in timed with corresponding VO.

Slide [1.14c]/ Menu Title:			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Assets] • This layer is similar to 1.14a.	[Slide Text] • Handwritten notes • Phone Calls	[Narrator] Communicate Preferences. Employees should be talking openly to one another about their	[Animation]

● The slide background image and title bar are visible from the base layer. ● The accordion cover is shown on this layer and glides open with tabs 1,2,3. ● Office background image on left side of accordion behind the cover. - o Two avatars with technology in their hands are happy and placed on top of an office background. ● The right side of the accordion will have palette color background that matches the tab color. - o While the VO plays a communication icon and text with bullet points will fade in/out.	● Email ● Text ● Instant Messaging ● Social Media ● Team meetings ● Face-to-face meetings ● 1 on 1 Feedback sessions ● Recorded videos ● And video conferencing platforms	preferences, particularly when it comes to methods of communication. Such methods of communication include: Handwritten notes Phone Calls Email Text Instant Messaging Social Media Team meetings Face-to-face meetings 1 on 1 Feedback sessions Recorded videos And video conferencing platforms Because all generations differ in their preferences, there will come a time when each must use a less familiar method. Discuss how flexible you are about time, place, and media. Be willing to teach and learn.	● The tabs and cover will glide open/closed with a motion path. ● The layer will automatically close to base layer when timeline finishes with motion path. ● The communication icon is displayed when tab opens. It fades out when the “Handwritten notes..” VO begins. ● The bulleted text fades in timed with corresponding VO.
---	---	---	---

Slide [1.14d]/ Menu Title:			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Assets] ● This layer is similar to 1.14a. ● The slide background image and title bar are visible from the base layer. ● The accordion cover is shown on this layer and glides open with tabs 1,2,3,4. ● Recreational background image on left side of accordion behind the cover.	[Slide Text] ● Break down barriers ● Help employees let off steam ● Facilitate bond-building ● Initiate creative problem-solving	[Narrator] Participate in team-building activities. It’s natural to gravitate toward others from the same age group since you likely share common interests and experiences; however, collaboration and idea sharing can suffer if you only spend time with your demographic group. Activities such as these helps	[Animation] ● The tabs and cover will glide open/closed with a motion path. ● The layer will automatically close to base layer when timeline finishes with motion path.

- o All 5 avatars with hands in the air are happy and placed on top of the recreational background. • The right side of the accordion will have palette color background that matches the tab color. - o While the VO plays a teamwork icon and text with bullet points will fade in/out.		break down generational barriers. Team-building activities can help employees let off steam, but more importantly, it helps create an atmosphere to facilitate bond-building and initiate creative problem-solving.	• The teamwork icon is displayed when tab opens. It fades out when the “Break down barriers...” VO begins. • The bulleted text fades in timed with corresponding VO.
---	--	--	---

Slide [1.15]/ Menu Title: Summary			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] Val and Robert complete their discussion and lead into reviewing the objectives covered in course. [Assets] • This layer is similar to 1.3 in regards to title bar, background pic, position of avatars and caption bubbles. • Val’s pose [1] begins looking to the right at Robert with hands clasped in front of her. • Val’s pose [2] changes to hands at sides, smiling.	[Slide title] Summary [Caption Bubbles] [Robert] Wow, Val. I had no idea I had so many biases based on my coworkers’ ages. I will be thinking about how I can be a better asset to my coworkers and to our company using these new skills I have learned today. Thank you for showing me that every generation has something to teach and something to learn. We all have experiences and knowledge to share! [Val] That’s so great to hear, Robert! I know my projects have gone a lot smoother when my teammates and I take the time to	[Robert] Wow, Val. I had no idea I had so many biases based on my coworkers’ ages. I will be thinking about how I can be a better asset to my coworkers and to our company using these new skills I have learned today. Thank you for showing me that every generation has something to teach and something to learn. We all have experiences and knowledge to share! [Val] That’s so great to hear, Robert! I know my projects have gone a lot smoother when my teammates and I take the time to work	[Caption Bubbles] • Conversation bubbles with slide text fade-in/out, timed with VO references. [Avatars] • Robert changes to pose [2] after ““Let’s review what you learned...” VO begins. • Val changes to pose [2] when “That’s so great to hear...” VO begins. [Buttons]

● Robert's pose [1] begins looking at Val to the left with one hand on hip, other hand out-stretched towards Val. ● Robert's pose [2] smiles with thumb up	work through our generational differences. Let's review what you have learned about generational conflicts.	through our generational differences. Let's review what you have learned about generational conflicts.	● The Next button will be disabled on this slide. ● The Next button will jump to Slide 1.16.
---	---	--	---

Slide [1.16]/ Menu Title: <i>Summary2 [hidden from Menu]</i>			Objective: [1,2,3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] ● Review the learning objectives. [Assets] ● This layer is similar to 1.6 in regard to title bar, white background and LO rectangles. There are no avatars. ● The 3 learning objectives will take up almost the entire slide with the same attributes as slide 1.6.	[Slide title] Summary [Slide text] In this module you learned how to:	[Narrator] In this module you learned how to: Define generational conflict in the workplace. Differentiate between the five generations in the workplace and identify resolutions for generational conflict in the workplace. Click the next button to continue.	[Animations] ● The LO rectangles float up when the timeline starts. ● The LO rectangles use a fade in/fade out glow when timed with appropriate VO. [Buttons] ● The Next button will be disabled on this slide. ● The Next button will be enabled when the timeline ends.

Slide [1.17]/ Menu Title: <i>Graded Assessment</i>			Objective: [1,2,3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] ● Val and Robert introduce the quiz .	[Slide Title] Quiz [Caption Bubbles]	[Val] Let's check what you have learned about	[Animations] ● Val and Robert are present when the timeline begins.

[Assets] ● Background is the workplace hallway with windows, seen in Slide. 1.7. ● A large rectangle on the left side includes the directions/requirements of the quiz. ● Val and Robert are on the right side of the rectangle box. - o Robert is on the left side with his arm pointing to his brain. - o Val is on the right side pointing at the learner. - o Val's caption bubble is in between the two avatars. [Buttons] ● A custom button is created to take the quiz.	[Val] Let's check what you have learned about resolving generational conflicts. [Narrator] It's time for your assessment. You will answer 6 questions. You must earn 80% to pass. Use the menu to review the course, if needed. Click on the Take the Quiz button when you are ready to begin. [Slide Text] ● Inside the large rectangle: - o Graded Assessment - o There are 6 questions in this quiz. - o You must earn 80% to pass. - o Use the MENU to review course, if needed. - o Click Take the Quiz button when you are ready to begin.	resolving generational conflicts. [Narrator] It's time for your assessment. You will answer 6 questions. You must earn 80% to pass. Use the menu to review the course, if needed. Click on the Take the Quiz button when you are ready to begin.	● The large rectangle box with heading "Graded Assessment" text fades-in when the narrator VO begins. ● The requirements fade-in timed with the VO. [Buttons] ● The Take the Quiz button becomes available timed with VO. ● The Next button is disabled. ● The Take the Quiz button takes the learner to the quiz, Slide 1.18.
---	---	--	--

Slide [1.18]/ Menu Title: <i>Quiz Question 1 [hidden from Menu]</i>				Objective: [1]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:	
[Concept] ● Multiple choice question. [Assets]	[Slide Title/Quiz Question/Directions] ● What is Generational Conflict? [Quiz Answer Choices]	[Narrator] What is Generational Conflict?	[Quiz Settings/Interactions] ● Score by question with 1 attempt for each quiz question.	

• The title bar is the same color as previous slides; however, it is larger to fit question text. • All quiz slides have the same background as 1.17. • The LO icon associated with LO 1 is placed in the right corner of the slide.	• Generational conflict occurs when two (or more) people find themselves in conflict not over a particular issue or incident, but due to a fundamental incompatibility in their personalities, their approaches to things, or their style of life. ✓ • Generational conflict happens when a person relies on someone else's co-operation, output, or input for them to get their job done. • Generational conflict is the discord that arises when one generation's values, beliefs, and behaviors clash with those of another.		• Learner can retake the quiz at the end if they do not pass. • When the learner clicks Submit button, submit multiple choice, and advance to next slide. • There is no immediate feedback; scores are on the Results slide 1.24. • If learner does not pass, they can review the quiz.
--	--	--	--

Slide [1.19]/ Menu Title: <i>Quiz Question 2 [hidden from Menu]</i>			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] • Multiple choice question. [Assets] • This slide is similar to Slide 1.18. • The LO icon associated with LO 2 is placed in the right corner of the slide.	[Slide Title/Quiz Question/Directions] • Today's workforce contains which generations? Select all that apply. [Quiz Answer Choices] • Baby Boomers ✓ • Generational Alpha • Millennials ✓ • Generation Z ✓ • The Silent Generation ✓ • Generation X ✓ • The Greatest Generation	[Narrator] Today's workforce contains which generations? Select all that apply.	[Quiz Settings/Interactions] • Same as 1.18 • When the learner clicks Submit button, submit multiple choice, and advance to next slide.

Slide [1.20]/ Menu Title: <i>Quiz Question 3 [hidden from Menu]</i>			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] - Multiple choice question. [Assets] - This slide is similar to Slide 1.19. - The LO icon associated with LO 2 is placed in the right corner of the slide.	[Slide Title/Quiz Question/Directions] Which generation makes up the biggest percentage of the workforce today? [Quiz Answer Choices] - The Silent Generation - Baby Boomers - Generation X - Millennials ✓ - Generation Z	[Narrator] Which generation makes up the biggest percentage of the workforce today?	[Quiz Settings/Interactions] - Same as 1.18 - When the learner clicks Submit button, submit multiple choice, and advance to next slide.

Slide [1.21]/ Menu Title: <i>Quiz Question 4 [hidden from Menu]</i>			Objective: [2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] - Matching drag-and-drop question. [Assets] - This slide is similar to Slide 1.20. - The LO icon associated with LO 2 is placed in the	[Slide Title/Quiz Question/Directions] Match the appropriate working generation to its description. <i>Click on the description and slide it to match the generation name.</i> [Quiz Answer Choices] - Baby Boomers - The generation named after a birth rate explosion post-World War II. - Generation X - The first generation to be raised by two working parents. - The Silent Generation - The oldest generation in the workforce today.	[Narrator] Match the appropriate working generation to its description. Click on the description and slide it to match the generation name.	[Quiz Settings/Interactions] - Same as 1.18 - When the learner clicks Submit button, submit match drag-and-drop, and advance to next slide.

right corner of the slide.	● Generation Z - o Digital natives that have never known a world without the Internet. ● Millennials - o The generation considered the first ‘digital’ generation.		
----------------------------	---	--	--

Slide [1.22]/ Menu Title: <i>Quiz Question 5 [hidden from Menu]</i>			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] ● Multiple choice question. [Assets] ● This slide is similar to Slide 1.20. ● The LO icon associated with LO 3 is placed in the right corner of the slide.	[Slide Title/Quiz Question/Directions] ● Which debunking stereotypes strategy would work best in this scenario? - o A Baby Boomer project manager, who prefers face-to-face discussions, schedules a team meeting to brainstorm ideas for an upcoming campaign. However, some remote Millennial team members are annoyed with the “Baby” and find it disruptive to their workflow, as they feel the same objectives could be achieved through an online discussion without the need for a physical meeting. [Quiz Answer Choices] ● The team needs to find common ground by communicating and adapting to the communication style preferences of their colleagues. ✓ ● The team needs to share their knowledge and best practices with each other through job shadowing, mentoring, and peer coaching.	[Narrator] Which debunking stereotypes strategy would work best in this scenario? A Baby Boomer project manager, who prefers face-to-face discussions, schedules a team meeting to brainstorm ideas for an upcoming campaign. However, some remote Millennial team members find it disruptive to their workflow, as they feel the same objectives could be achieved through an online discussion without the need for a physical meeting.	[Quiz Settings/Interactions] ● Same as 1.18 ● When the learner clicks Submit button, submit multiple choice, and advance to next slide.

	• The team needs to organize a scavenger hunt with clues and challenges that require teamwork, problem-solving and cooperation to succeed.		
--	--	--	--

Slide [1.23]/ Menu Title: <i>Quiz Question 6 [hidden from Menu]</i>			Objective: [3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] • Multiple choice question. [Assets] • This slide is similar to Slide 1.22. • The LO icon associated with LO 3 is placed in the right corner of the slide.	[Slide Title/Quiz Question/Directions] • Which debunking stereotypes strategy would work best in this scenario? - o During a kick-off meeting some Baby Boomers and Gen Xers express concerns about adopting cutting-edge technologies for their upcoming project. The Gen Z and Millennials believe the “dinosaurs” are slowing down the project's pace and resisting modern practices. On the other hand, the Baby Boomers and Gen Xers feel that the “kids” are impulsive and dismissive of their experiences and best practices. [Quiz Answer Choices] • The team needs to talk openly to one another about their methods of communication preferences. • The team needs to share their knowledge and best practices with each other through job shadowing, mentoring, and peer coaching. ✓ • The company needs to host game challenges within the office, such as trivia contests, Pictionary, or Minute to	[Narrator] Which debunking stereotypes strategy would work best in this scenario? During a kick-off meeting some Baby Boomers and Gen Xers express concerns about adopting cutting-edge technologies for their upcoming project. The Gen Z and Millennials believe the “dinosaurs” are slowing down the project's pace and resisting modern practices. On the other hand, the Baby Boomers and Gen Xers feel that the “kids” are impulsive and dismissive of their experiences and best practices.	[Quiz Settings/Interactions] • Same as 1.18 • When the learner clicks Submit button, submit multiple choice, and advance to next slide.

	Win It games, to encourage team collaboration and fun.		
--	--	--	--

Slide [1.24]/ Menu Title: <i>Quiz Results</i>		Objective: [1,2,3]	
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] - Quiz Results with success and failure layers. [Assets] - This slide is similar to Slide 1.22.	[Slide Title] Quiz Results [Slide Text] Your Score XX% Passing Score YY%		[Interactions] - Learner will be directed to the Success layer when timeline starts if results are equal to or greater than 80%. - Learner will be directed to the Failure layer when timeline starts if results are less than 80%. - Base layer will be visible in the Success and Failure slide layers. - Results variable reference shows the percent score. - The points variable reference will not be visible. - Built-in graded quiz variable reference displays learner score where XX appears on slide. 80% to pass shown where YY appears on slide.

S

Slide [1.24a]/ Menu Title:		Objective: [1,2,3]	
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] - Quiz Results success layer with avatars and review/continue buttons. [Assets] - This slide is similar to Slide 1.24. - Robert avatar is on the left of slide with a smile/thumbs up.	[Slide Text] - Nice job, you passed! - Click Review Quiz to see your results or click Continue to move on.	[Narrator] Thank you for taking the quiz. Congratulations! You passed. You can review your results by clicking on the review quiz button. If you are satisfied with	[Buttons] - Review button shows incorrect/correct response when reviewing. - Continue button jumps to Slide 1.25.

● Val is on the left side of slide smiling/excited. ● A green checkmark icon is placed in between avatars. ● The score results text/variables, title bar, background are visible from the base layer. [Buttons] ● Review Quiz ● Continue		your results and ready to move on, please click on the continue button.	
--	--	--	--

Slide [1.24b]/ Menu Title:			Objective: [1,2,3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] ● Quiz Results failure layer with avatars and review/retry buttons. [Assets] ● This slide is similar to Slide 1.24a. ● Robert avatar is on the left of slide with a confused look, arms crossed, hand on face. ● Val is on the left side of slide looking down/hand on head. ● A red X icon is placed in between avatars. ● The score results text/variables, title bar, background are visible from the base layer. [Buttons] ● Review Quiz ● Retry Quiz	[Slide Text] ● Sorry, you didn't pass. ● Click Review Quiz to see your results or click Retry Quiz to try again.	[Narrator] Thank you for taking the quiz. Unfortunately, you did not pass. You can review your results by clicking on the review quiz button. When you are ready to try again, please click on the retake quiz button.	[Buttons] ● Review button shows incorrect/correct response when reviewing. ● Retry Quiz button resets results slide and jumps to Slide 1.18.

Slide [1.25]/ Menu Title: <i>Congratulations</i>			Objective: [1,2,3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
[Concept] ● Closing slide with narration summary and button to close module. [Assets] ● Title bar is the same as Slide 1.3. ● Background slide is same as Slide 1.24. ● All 5 avatars: Maria, Robert, Val, Thomas, Terri (excited/cheering) are on the left to center of slide. ● The very right side of slide will have directions and complete button.	[Slide Title] Congratulations! [Button Directions] Click the Complete button to end this course. [Button] Complete	[Narrator] Congratulations on completing the Resolving Generational Conflict in the Workplace course. You have now learned ways to bridge the generational gap by being inclusive, understanding, and developing mutual respect. Take advantage of what makes you all different, your unique experiences, backgrounds, skills, and perspectives. This will empower you and your coworkers to bring your best self to work and learn from those around you to become a well-rounded team. Click the Complete button to end this course.	[Animations] ● The 5 avatars will float up together when the timeline begins. ● The Complete button will become available when timed with VO. ● The Complete button will have hover/down state. ● The Complete button will exit the course.