

Module Title: Customer Service

Target Audience: Tech Haven frontline employees will be taking the training. The company has mostly younger employees, such as recent graduates and males in their 20s. There are a few professionals in their 30s, 40s, with electrical engineering, computer science, information technology and business degrees.

Enabling Objectives:

Terminal Learning Objectives:

1. Learners will be able to apply active listening techniques when speaking to customers.
2. Learners will utilize positive non-verbal communication while interacting with customers.
3. Learners will be able to respond to customers using empathetic language.
4. Learners will be able to respond to customer complaints using the 5 step method.

Seat time: 20 minutes

Learning Level:

Beginners

Provided Assets and Audio:

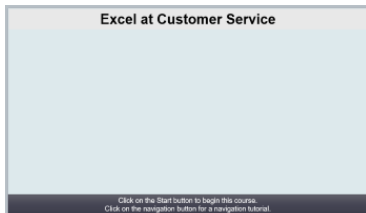
- Audio files that pair with this storyboard are provided in the “Tech Haven ID Team Drive.”

Font:

Arial (body) 14

Arial (bold; headings) 18

















Template Slide:



Global Comments:

- Slide dimensions are 16:9 ratio with slide size (960 x 540)
- Title Bar/Directions Bar
 - Title bar lays across the top of the slide in a light gray color rectangular background (see template slide)
 - Directions bar is across the bottom in a charcoal color with a rectangular background (see template slide)
- Use Modern Player in Storyline.
- Use custom color scheme for shapes throughout (see Color Palette on storyboard cover sheet); light font on colored background / dark font on light background
- Text in (parenthesis) should not appear on the slide or be recorded in voiceover (VO).
- If text in a caption bubble (speech bubble) is too long to display at once, fade-out/fade-in text in the caption (speech bubble) and to arrange sequentially on timeline; do not use scrolling text in captions
- Seekbar visible and controllable for learner on all slides and layers; Menu is “free” in the Player properties; option to adjust playback speed is available on all slides

Color Palette:

Text/Background - Light 1	
Text/Background - Dark 1	
Text/Background - Light 2	
Text/Background - Dark 2	
Accent 1	
Accent 2	
Accent 3	
Accent 4	
Accent 5	
Accent 6	
Hyperlink	
Control 1	
Quiz - Correct	
Quiz - Incorrect	
Custom 1	
Custom 2	

Avatars: (Provided in Storyline)

4 photographic avatars to represent:

Jake (Tech Haven New Associate)

Sarah (Tech Haven Expert Associate)

Robert (Customer) Slide 1.3

Lisa (Customer) Slide 1.13a

- Slide numbers with letters (ex. 1.8a) indicate layers for corresponding slide numbers.

Outline:

- Welcome
- Navigation
- Introduce Scenario
- Learning Objectives
- Active Versus Passive Listening
- Nonverbal Communication
- Body Language
- Knowledge Check
- Handling Customer Complaints
- Resolving Tense Interactions
- Summary
- Assessment
- Congratulations

Directions:

Please review all fields. To leave feedback, please add a comment or track suggestions within the document text. Please ensure that your comments provide actionable feedback that can be implemented, aiming to ensure that the module is comprehensive and accurate.

Ex. Instead of writing, "This is confusing," please write, "This would be clearer if it said: _____," (and suggest language that works better).

Module Resources/References:
N/A



Slide (1.1) / Menu Title: Welcome Slide			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Player shows the Menu on the left.</p> <p>No top/bottom border</p> <p>Background image: Photographic image of 2 people using a computer, while working together and smiling in the center.</p> <p>Course title bar across the top says “Excel at Customer Service.”</p> <p>Custom Start and Navigation buttons in charcoal.</p> <p>Yellow horizontal arrows pointing to the navigation and start course buttons.</p>	<p>(Slide Title) Excel at Customer Service</p> <p>(Buttons)</p> <p>START</p> <p>NAVIGATION</p> <p>(Directions Bar) Click on the navigation button for a navigation tutorial.</p> <p>Click on the Start button to begin this course.</p>	<p>(Joanne) Hi! I am Joanne and I will be your guide. I am glad you are here. Welcome to Tech Haven’s course on how to be a customer service professional. After completing this course, working with customers will become second nature.</p> <p>If you would like a quick tutorial on how to navigate the course, click on the navigation button. If you Start the course, click the Start course button to begin.</p>	<p>The Start and Navigation buttons will fade in timed with the VO reference</p> <p>Yellow arrows will fade in time with their VO reference to the navigation and start buttons.</p> <p>The Start button will jump to slide 1.3</p> <p>The Navigation button will jump to the next slide (slide 1.2)</p> <p>The Direction bar fades in with VO “click on the navigation button.”</p> <p>The previous and next button on the player are hidden on this slide..</p>

Slide (1.2) / Menu Title: Navigation

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background image: An image of a map covers most of the background with the top and bottom of the slide with light margins.</p> <p>Top and bottom border is a light colored solid background from the slide template.</p> <p>A smaller image of a weather vane with North, South, East, West is centered on the slide.</p> <p>The weather vane image contains a gray frame around it.</p> <p>Yellow arrows point to player features: Next Previous Accessibility Playback Speed Volume Refresh Seekbar Progress Checkmark Menu</p>	<p>(Slide Title) Course Navigation</p> <p>(Directions) Use these options to navigate the course</p> <p>(Arrows for buttons) Each corresponding arrow is labeled. (Next) forward (Previous) back (Accessibility) Accessibility (Playback Speed) Speed (Volume) Volume (Refresh) Refresh (Seekbar) Seek (Progress Checkmark) Progress (Menu) Menu</p>	<p>(Joanne) Please take a moment to familiarize yourself with the course navigation buttons.</p> <p>To move forward and back in the course, you can click on the previous and next buttons. This is the accessibility button. You have options you can customize such as zoom, text and keyboard shortcuts. Select the ones you want and color will be turned on to indicate they are functional.</p> <p>This is the playback speed button. You may adjust it to your preference. This is the volume button. Slide the circle up and down depending on your preferences. This is the refresh button.</p> <p>If you want to redo an interaction in this course, you can click this button, and the slide will revert back to the original setup. This is the seekbar. You can use it to go backward or forward on a slide. This can be helpful if you want to replay portions of the</p>	<p>Yellow arrows will fade in time with their reference in the audio and point to the various buttons.</p> <p>Next and Previous arrow fades on the slide until the timeline ends when VO says to "To move forward and back."</p> <p>Accessibility arrow fades on the slide until the timeline ends when VO says "accessibility button."</p> <p>Speed arrow fades on the slide until the timeline ends when VO says "playback speed."</p> <p>Volume arrow fades on the slide until the timeline ends when VO says "volume."</p> <p>Refresh arrow fades on the slide until the timeline ends when VO says "you can click on this button to revert.."</p> <p>Seek arrow fades on the screen until the timeline ends when VO says "this is the seek bar."</p>

		<p>learning, but not the entire thing. Once you have completed all required activities on a slide, your progress will be recorded with this checkmark. And finally, this is the menu icon. It allows you to see upcoming topics.</p>	<p>The Progress arrow fades on the slide when VO says 'your progress will.'</p> <p>The Menu arrow fades on the slide until the timeline ends when VO says "this is the menu icon."</p>
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Slide (1.3) / Menu Title: Opening Scenario (hidden from Menu)			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background image - Tech Store Setting fits to background of slide</p> <p>Title Bar: Welcome to Tech Haven</p> <p>This slide begins with just the avatar of Jake (Tech Haven New Associate) on the left side of the slide facing the customer. Sarah (Tech Haven Expert Associate) avatar will appear standing behind Jake on the left side facing right. Customer (Robert) will be on</p>	<p>(Slide Title) Opening Scenario</p> <p>(Jake caption) Sir, I've already told you three times, if your device isn't working, you'll have to send it in for repairs.</p> <p>(Robert caption) But I just bought it last week! Can't you do anything else?</p> <p>(Jake caption)</p>	<p>(Jake) Sir, I've already told you three times, if your device isn't working, you'll have to send it in for repairs.</p> <p>(Customer) But I just bought it last week! Can't you do anything else?</p> <p>(Jake) Look, I don't make the rules. Take it up with our customer service department.</p> <p>(Sarah)</p>	<p>The thought and caption text will be displayed on the slide timed with the VO audio.</p> <p>Slide begins with Jake rolling his eyes and upset, facing forward, changes to facing right, pointing at Robert when VO says "if your device isn't working, you'll have to send." Jake turns towards Sarah (left) when he begins to say "What now, Sarah?"</p> <p>Slide begins with Sarah behind Jake with her hand on</p>

<p>the right side, facing left.</p> <p>Caption bubbles (speech bubbles) track Jake's and Robert's conversation and their conversation on center of the screen. As Jake and Sarah converse, the caption shape will remain between them.</p> <p>Jake's avatar has 3 poses: Arms crossed rolling his eyes changes to Side stance facing Robert, finger pointing and angry after VO 1. Angry pointing finger changes to hands on hips facing Sarah after VO 3.</p> <p>Sarah has 2 poses: Hand on face looking embarrassed changes to hands up talking after VO 3.</p> <p>Robert has 2 poses: Looking down at device changes to Arms up and looking frustrated after VO 2 and walks out after VO 3.</p>	<p>Look, I don't make the rules. Take it up with our customer service department.</p> <p>(Sarah caption) Jake, do you mind if I give you some feedback?</p> <p>(Jake caption) What now, Sarah?</p> <p>(Sarah caption) I noticed that you weren't really listening to the customer's concerns. Building rapport and showing empathy can go a long way in situations like these.</p> <p>(Jake caption) Spare me the lecture Sarah. Not all of us are born with your people skills.</p> <p>(Sarah caption) It's not about being born with it Jake. It's about actively trying to improve. Let me show you.</p>	<p>Jake, do you mind if I give you some feedback?</p> <p>(Jake) What now, Sarah?</p> <p>(Sarah) I noticed that you weren't really listening to the customer's concerns. Building rapport and showing empathy can go a long way in situations like these.</p> <p>(Jake) Spare me the lecture, Sarah. Not all of us are born with your people skills. (Sarah) It's not about being born with it, Jake. It's about actively trying to improve. Let me show you.</p>	<p>her face embarrassed, changes to hands up talking when voice over says "Jake, do you mind if"</p> <p>Slide begins with Robert facing forward with a device in his hand changes to arms up looking frustrated when VO says "Can't you do anything else?"</p> <p>Move Robert along a motion path to exit Tech Haven from the right after voice narration 3.</p> <p>Caption bubbles track their conversation, with slide text fading in and out on time timeline, timed with the VO</p> <p>The Next button will be hidden on this slide. After the slide ends, it will automatically jump to slide 1.4.</p>
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Slide (1.4) / Menu Title: Welcome Name (hidden from Menu)			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Title Bar: Welcome!</p> <p>A computer monitor takes up most of the screen with “Type your name on the line below” left justified on the screen.</p> <p>A line large enough for a learner to type their name is below.</p>	<p>(Slide Title)</p> <p>Welcome!</p> <p>On monitor)</p> <p>Type your name on the line below.</p>	<p>(Joanne)</p> <p>Welcome! Type your name on the line below.</p>	<p>The Next button will be hidden on this slide until the VO finishes.</p> <p>An object trigger is placed on the line for the learner to place their name. Name the object trigger “Learnername”</p>

Slide (1.5) / Menu Title: Objectives			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Title Bar: Welcome to this course, %Learnername% project variable created on slide 1.4 should appear on the title bar.</p> <p>The same large computer monitor from slide 1.4 takes up most of the screen.</p>	<p>(Slide Title)</p> <p>Welcome to this course,” Learnername”.</p> <p>(On the monitor)</p> <p>After completing this course, you will be able to...</p> <p>After successful completion of this course you will be able</p>	<p>(Joanne)</p> <p>Upon successful completion of this course you will be able to...</p> <p>Utlzye positive non-verbal communication when interacting with customers.</p> <p>Apply interactive listening techniques</p>	<p>All of the text and objectives should float in alignment with the VO.</p> <p>Next button is hidden until VO completes.</p>

	<p>to...</p> <p>Utilize positive non-verbal communication when interacting with customers.</p> <p>Apply interactive listening techniques when speaking to customers.</p> <p>Respond to customers using empathetic language.</p> <p>(1) Offer solutions to customers who have complaints using the 5 steps.</p>	<p>when speaking to customers.</p> <p>Respond to customers using empathetic language.</p> <p>Offer solutions to customers who have complaints using the 5 steps outlined.</p>	
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Slide (1.6) / Menu Title: Active Listening v. Passive Listening			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Title Bar: Active Listening versus Passive Listening</p> <p>Two pictures in large rectangular shapes are on the left and right on the screen.</p>	<p>(Slide Title)</p> <p>Active Listening versus Passive Listening</p> <p>(Under title bar)</p>	<p>(Joanne)</p>	<p>Active listening text left arrow moves along a straight motion path from the right to the left under the active listening image, when VO says "active</p>

<p>On the left is a picture of people in an office that look like they are actively listening. On the right is a picture of people that appear to be passively listening. Both pictures have a black 2 point frame outline.</p> <p>Under the left picture is a left arrow that says active listening. Under the right arrow is a right arrow that says passive listening.</p> <p>The directions bar at the bottom appears.</p>	<p>What is the difference between active and passive listening?</p> <p>(Under active listening picture) Active Listening</p> <p>(Under passive listening picture) Passive Listening</p> <p>(Directions) Click on each picture to learn more.</p>	<p>What is active listening and how is it different from passive listening?</p> <p>Click on each picture to learn more.</p>	<p>listening.”</p> <p>The directions bar at the bottom appears when VO says “click on each picture to learn more.”</p> <p>Passive listening text right arrow moves along a straight motion path from the left to the right under the active listening image, when VO says “passive listening.”</p> <p>The Active listening image is a button (Hotspot) that takes the learner to Slide 1.6a when the learner clicks on it.</p> <p>The Passive listening image is a button (Hotspot) that takes the learner to Slide 1.6b when the learner clicks on it.</p> <p>Active listening and passive listening image hotspots can be clicked in any order, and the visited state will be grayed out to 50% transparency when the learner clicks to reveal layer 1.6a or 1.6b.</p> <p>Set the Next button on the player to hidden until both</p>
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			active listening and passive listening are visited.
Slide (1.6a) / Menu Title: Active Listening v. Passive Listening			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Title Bar: Active Listening versus Passive Listening</p> <p>Light colored solid background</p> <p>Dark Text</p>	<p>(Title Bar from base layer) Active Versus Passive Listening</p> <p>(Slide Title) Active Listening</p> <p>Active listening is a way of listening and responding to another person that improves mutual understanding.</p> <p>(In bullet points)</p> <ul style="list-style-type: none"> • Gives the speaker your full attention • Listens to understand • Considers tone and body language • Asks follow up questions • Summarizes what the speaker says 	<p>(Joanne)</p> <p>What does passive listening look like?</p> <p>Active listening is a way of listening and responding to another person that improves mutual understanding.</p> <p>Actively listening gives the speaker your full attention</p> <p>An active listener should listen to understand the person without judgment.</p> <p>Skilled active listeners also pay attention to the speaker's tone and body language.</p> <p>After the speaker is finished speaking the active listener can ask follow up questions or summarize what has been said.</p>	<p>Slide text faded on the slide with VO.</p> <p>Custom Back button to the base slide appears on the upper right corner at the end of the VO that will close the layer. .</p>

Slide (1.6b) / Menu Title: Active Listening v. Passive Listening

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Title Bar: Active Listening versus Passive Listening</p> <p>Light colored solid background</p> <p>Dark Text</p>	<p>(Slide Title) Passive Listening</p> <p>Active listening is a way of listening and responding to another person that improves mutual understanding.</p> <p>(Title Bar) Active Listening versus Passive Listening</p> <p>(In bullet points)</p> <ul style="list-style-type: none">• Distracted or multi-tasking during the conversation• Thinking about what to say next• Uses condescending or closed body language• Provides a generic response• Projects ideas and jumps to conclusions	<p>What does passive listening look like?</p> <p>Passive listening is being distracted while someone is talking to you. An example of this is scrolling on a cell phone.</p> <p>Passive listeners may be thinking about what to say next instead of listening to understand.</p> <p>Their body language is closed off. They may not be facing, nor making eye contact with the speaker.</p> <p>Other signs of passive listening is when the person provides a generic respond or projects irrelevant ideas or jumps to conclusions.</p>	<p>Slide text faded on the slide with VO.</p> <p>Back button to the base slide appears on the upper right corner at the end of the VO.</p>

Slide (1.7) / Menu Title: Knowledge Check 1 (hidden from Menu)

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Title Bar: Active Listening versus Passive Listening.</p> <p>The background is an office area hallway.</p> <p>Jake is standing on the left in a position where he is listening/thinking.</p> <p>Sarah is standing on the right talking.</p> <p>An active listening and passive listening button is centered/horizontally aligned on the slide.</p> <p>The directions bar at bottom.</p>	<p>(Slide Title) Active Listening versus Passive Listening</p> <p>(Under title bar) Which type of listening is more beneficial at Tech Haven? (CORRECT Button) Active Listening</p> <p>(Button) Passive Listening</p> <p>(Directions bar) Click on the button that Jake should follow to help customers at Tech Haven.</p>	<p>(Sarah)</p> <p>Which type of listening is more beneficial at Tech Haven?</p> <p>(Joanne)</p> <p>Click on the button that Jake should follow to help customers at Tech Haven.</p>	<p>Directions bar fades in with VO.</p> <p>Caption bubbles track Sarah's words, with slide text fading in and out on time timeline, timed with the VO.</p> <p>The directions bar fades in with the VO.</p> <p>The Active Listening button will open layer 1.7a.</p> <p>The Passive Listening button will open layer 1.7b.</p>

Slide (1.7a) / Menu Title: Knowledge Check 1

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Title Bar: Active Listening versus Passive Listening.</p>	<p>(Slide Title) Active Listening Correct Answer</p>	<p>1. (Sarah)</p>	<p>The Next button is hidden until the end of the</p>

<p>The background is an office area hallway.</p> <p>Caption bubbles (speech bubbles) track Jake's and Robert's conversation and their conversation on center of the screen. As Jake and Sarah converse, the caption shape will remain between them.</p> <p>Jake's avatar has 2 poses: Jake is standing on the left in a position where he is listening/thinking. Changes to arms up in the air facing forward cheering.</p> <p>Sarah is standing on the right talking.</p>	<p>(Sarah Caption) That's right Jake! Active listening will help you understand the customer.</p> <p>(Jake Caption) Yes!</p> <p>(Sarah Caption) Active listening will help you understand the customer.</p>	<p>That's right Jake!.</p> <p>2. (Jake) Yes!</p> <p>3. (Sarah) Active listening will help you understand the customer.</p> <p>4. (Sarah) We still have more to learn.</p>	<p>timeline.</p> <p>The Next button on the player will jump to slide 1.8.</p> <p>Jake is standing on the left in a position where he is listening/thinking. Changes to arms up in the air facing forward cheering when VO says "Yes!"</p> <p>Jake goes back to listening when VO says "we still have more to learn."</p> <p>Caption bubbles track their conversation, with slide text fading in and out on time timeline, timed with the VO</p>
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Slide (1.7b) / Menu Title: Knowledge Check 1

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Title Bar: Active Listening versus Passive Listening.</p> <p>The background is an office area hallway.</p> <p>Caption bubbles (speech bubbles)</p>	<p>(Slide Title) Passive Listening (Incorrect Answer)</p> <p>(Sarah Caption) Not quite</p> <p>(Sarah Caption)</p>	<p>(Sarah) Not quite.</p> <p>(Sarah) Active listening helps us understand the customer.</p>	<p>The Next button is hidden.</p> <p>Jake poses frustrated facing forward changes to listening and facing Sarah when VO says "Let's review</p>

<p>track Jake's and Robert's conversation and their conversation on center of the screen. As Jake and Sarah converse, the caption shape will remain between them.</p> <p>Jake's avatar has 2 poses:</p> <p>Jake is standing on the left in a position where he is frustrated and he is listening.</p> <p>Sarah is standing on the right talking.</p>	<p>Active listening helps us understand the customer.</p> <p>(Sarah Caption) Let's review active listening Jake.</p>	<p>(Sarah) Let's review active listening Jake.</p>	<p>active listening Jake."</p> <p>Slide jumps to layer 7c when the timeline completes.</p>
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Slide (1.7c) / Menu Title: Knowledge Check 1

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Title Bar: Active Listening versus Passive Listening.</p> <p>The background is an office area hallway.</p> <p>Jake is standing on the left in a position where he is taking notes.</p> <p>Sarah is standing on the right talking.</p> <p>A big whiteboard is in the center.</p>	<p>(Slide Title)</p> <p>Review After Incorrect Layer</p> <p>(On the board)</p> <p>Active listening is listening to understand, and giving the customer your full attention.</p> <p>(On the board)</p> <p>Passive listening may cause misunderstandings.</p>	<p>(Sarah)</p> <p>We want to practice active listening here at Tech Haven. Remember Jake, active listening is listening to understand, and giving the customer your full attention.</p> <p>This way you can better serve our customers.</p>	<p>The Next button is hidden until the timeline ends.</p> <p>Text on board remains until the end of the timeline.</p> <p>Next button is hidden until the end of the timeline.</p>

		(Sarah) Passive listening may cause misunderstandings. That is when both you and the customer become frustrated.	
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Slide (1.8) / Menu Title: Nonverbal communication			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Title Bar: Nonverbal Communication</p> <p>Use the Slide Template</p> <p>There are 3 text boxes that are aligned vertically on the left side.</p>	<p>(Slide Title) Nonverbal Communication</p> <p>(Title Bar) Nonverbal Communication</p> <p>(Inside the text boxes) Words Body Language</p>	<p>(Joanne)</p> <p>There are 3 main types of communication: our words, our body language or nonverbal communication, and our tone of voice. How much communication is nonverbal? Take a look at the</p>	<p>Next button on the player is hidden until the VO completes.</p> <p>Text box Tone fades on slide when VO says “tone of voice.” and stays until the timeline ends.</p>

<p>A pie chart showing that the majority of communication is nonverbal takes up most of the right side of the slide. There are 3 colors on the pie chart, and 55%, 38% and 7% are the split.</p>	<p>Tone of Voice</p> <p>(On the pie chart)</p> <p>Nonverbal 55%</p> <p>Tone 38%</p> <p>Words 7%</p>	<p>pie chart and see if you can guess.</p> <p>The majority of our communication is nonverbal. 55% of our communication is through body language. Our tone of voice makes up 38% of how we communicate. 7% of our communication comes from our words.</p> <p>Customer satisfaction relies on your ability to use nonverbal cues.</p> <p>Using nonverbal communication can mean the difference between service failure and customer satisfaction.</p>	<p>Text box Body Language fades on screen when VO says “body language” and stays until the end of the timeline.</p> <p>Text box Tone of Voice fades on the screen when the VO says ‘tone of voice” and stays until the end of the timeline.</p> <p>The text Nonverbal 55% fades into the pie chart when VO says 55%, and stays until the end of the timeline.</p> <p>The text Tone 38% fades into the pie chart when VO says 38%, and stays until the end of the timeline.</p> <p>The text Words 7% fades into the pie chart when VO says 7%, and stays until the end of the timeline.</p>
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Slide (1.9) / Menu Title: Nonverbal communication

Visual / Display:

Slide Text:

Narration / Voiceover:

Animation / Interaction:

<p>Title Bar: Nonverbal Communication</p> <p>A background image of an open gathering space in the distant background.</p> <p>Images of 6 people in various poses from left to right are centered on the front of the slide. You can use various avatars from Storyline photographic avatars.</p> <p>6 markers are above each person/avatar with an arrow pointing to the person. (From left to right)</p> <p>Avatar 1 Facing forward nodding head</p> <p>Avatar 2 Back to the screen</p> <p>Avatar 3 Looking at cell phone</p> <p>Avatar 4 Arms crossed</p> <p>Avatar 5 facing avatar 6/facing right</p> <p>Avatar 6 facing avatar 5/facing left</p> <p>Making eye contact with avatar 5 and speaking.</p>	<p>(Slide Title) Nonverbal Communication</p> <p>(Marker 1 Title and text)</p> <p>The Head Nod - When you nod your head or see the customer shaking their head, it is saying that the service is resonating. You are in agreement.</p> <p>(Marker 2 Title and text)</p> <p>Body Positioning - You should always face the customer with your full body while speaking with them. You can stand a distance of 3 feet away for an ideal proximity.</p> <p>(Marker 3 Title and text)</p> <p>Distractions - It is best to put away all devices and to refrain from texting or scrolling on your cell phone during customer interactions.</p> <p>(Marker 4 Title and text)</p> <p>Crossing Arms - Crossing your arms can indicate that you are closed off and not interested</p>	<p>(Joanne)</p> <p>Our body language indicates how we communicate with the customer. At Tech Haven it is important to convey the message of openness and responsiveness. Can you spot the good and poor body language in this picture? Click on the icons to learn more.</p> <p>(VO on Marker 1)</p> <p>When we are listening to a customer, we can nod our head. When you nod your head or see the customer shaking their head, it is saying that the service is resonating. You are in agreement.</p> <p>(VO on Marker 2)</p> <p>You should always face the customer with your full body while speaking with them. You can stand a distance of 3 feet away for an ideal proximity.</p> <p>(VO on Marker 3)</p> <p>Fidgeting with something in your hand can be distracting. It is best to put away all</p>	<p>The Direction bar fades on to slide when VO says "Click on the icons to learn more."</p> <p>Markers can be clicked in any order.</p> <p>Next button on the player is hidden until all of the markers are visited.</p> <p>The visited state of the markers is gray.</p> <p>Show layer 9a when the learner clicks on The Head Nod marker.</p> <p>Show layer 9b when the learner clicks on the Body Positioning marker.</p> <p>Show layer 9c when the learner clicks on the Distractions marker.</p> <p>Show layer 9d when the learner clicks on the Crossing Arms marker.</p> <p>Show layer 9e when the user clicks on the Posture marker.</p> <p>Show layer 9f when the user</p>
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<p>Directions bar: Click on each button to learn about the different types of nonverbal communication.</p> <p>The 6 markers are blue. The visited state of the 6 markers is gray colored.</p>	<p>in what the customer has to say.</p> <p>(Marker 5 Title and text)</p> <p>Posture - You should lean in and keep your arms by your side and open. This is a sign you are connecting with the customer.</p> <p>(Marker 6 Title and text)</p> <p>Eye Contact - When a customer is talking you want to make sure that you are engaged. Eye contact is an important aspect of body language</p>	<p>devices and to refrain from texting or scrolling on your cell phone during customer interactions.</p> <p>(VO on Marker 4)</p> <p>Crossing your arms can indicate that you are closed off and not interested in what the customer has to say. It is best to keep the arms open</p> <p>(VO on Marker 5)</p> <p>Your posture matters. You should lean in and keep your arms by your side and open. This is a sign you are connecting with the customer.</p> <p>(VO on Marker 6)</p> <p>When a customer is talking you want to make sure that you are engaged. Eye contact is an important aspect of body language because it conveys that you are listening.</p>	<p>clicks on the Eye Contact layer.</p>
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Slide (1.9a) / Menu Title: Nonverbal communication			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
The same layer as the base layer.	(Slide Title) Eye Contact	<p>(Joanne)</p> <p>When we are listening to a customer, we can nod our head. When you nod your head, or see the customer shaking their head, yes, It is saying that the service is resonating.</p>	A green checkmark that floats in and covers avatar 1.
Slide (1.9b) / Menu Title: Nonverbal communication			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
The same layer as the base layer.	(Slide Title) Posture	<p>(Joanne)</p> <p>Your posture matters. You should lean in and keep your arms by your side and open. This is a sign you are</p>	A green checkmark that floats in and covers avatar 5.

		connecting with the customer.	
Slide (1.9c) / Menu Title: Nonverbal Communication			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
The same layer as the base layer.	(Slide Title) Crossing Arms	<p>(Joanne)</p> <p>Crossing your arms can indicate that you are closed off and not interested in what the customer has to say. It is best to keep the arms open.</p>	A red circle with an X floats in and covers avatar 4.
Slide (1.9d) / Menu Title: Nonverbal Communication Cell Phone			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
The same layer as the base layer.	(Slide Title) Distractions	<p>(Joanne)</p> <p>Fidgeting with something in your hand can be distracting. It is best to put away all devices and refrain from texting or scrolling on your cell phone during customer interactions.</p>	A red circle with an X floats in and covers avatar 3.
Visual / Display:	Slide Text:		Animation / Interaction:

The same layer as the base layer.	(Slide Title) Facing the Customer		A red circle with an X floats in and covers avatar 2.
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Slide (1.9f) / Menu Title: Nonverbal Communication

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
The same layer as the base layer.	(Slide Title) The Head Nod	<p>(Joanne)</p> <p>When we are listening to a customer, we can nod our head. When you nod your head, or see the customer shaking their head, yes, It is saying that the service is resonating.</p>	A green check mark floats in and covers avatar 1.

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Slide (1.10) / Menu Title: Knowledge Check 2

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction
<p>Background should be a lightened palette color.</p> <p>Jake avatar is on left and Sarah</p>	<p>Slide Title]</p> <p>Knowledge Check</p>	<p>(Joanne)</p> <p>It's time for a knowledge check. Help Jake determine if</p>	<p>This slide is a freeform drag-and-drop KC interaction.</p> <p>There will be 4 examples of</p>

<p>avatar on right. They are looking at the boxes on the canter.</p> <p>There are 2 rectangular outlines of boxes the same size and horizontally aligned in the center of the screen with thick weighted (8) dashes around the outside.</p> <p>The rectangle on the left has green dashes outlined and in the center of the box is a green star.</p> <p>The rectangle on the right has red dashes boarding it and a red ex in the center.</p> <p>The avatars are set far apart to allow room for 2 large rectangles to use for the drag and drop area.</p> <p>The top of the slide contains the title bar and the instructions directly below the title bar.</p> <p>To the right of the instructions is a stack of cards to drag and drop.</p> <p>The bottom of the slide will</p>	<p>(Directions across the top of the screen)</p> <p>Active Listening Sort</p> <p>Read each card and determine if it is an active listening tip.</p> <p>Drop the active listening tips into the green star.</p> <p>If it is not an active listening tip, drop it into the red ex.</p> <p>A stack of cards on the upper right corner of the screen read:</p> <p>(CORRECT Green Star)</p> <ul style="list-style-type: none"> • Watch the customer's body and language expressions • Make eye contact • Face the person with your whole body • Avoid distractions <p>(INCORRECT Red X)</p> <ul style="list-style-type: none"> • Turn your head to the side • Get a coworker to help you <p>(Directions bar) When you are finished, click submit.</p>	<p>each card is an active listening tip. If it is an active listening tip, drop the active listening tips into the green star. If it is not an active listening tip, drop it into the red ex. You've got this.</p>	<p>good active listening as drag items that the learner will need to sort between the two targets. The 4 correct answers will be dropped in the left rectangle.</p> <p>The 2 examples of incorrect answers will be dropped in the red X rectangle.</p> <p>The drag items should be arranged in a scrambled order so they are not already sorted by any type of good/bad active listening.</p> <p>Allow 2 attempts in the form settings.</p> <p>When the learner clicks Submit, it will show either the correct or try again feedback layer on the first attempt.</p> <p>After the second attempt, the learner will see either the correct or incorrect layer.</p>
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appear with the Directions Bar.			
Slide (1.10a) / Menu Title: Knowledge Check 2			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction
Slide Template is used.	<p>Correct</p> <p>That's right! Active listening is making eye contact, observing a customer's body language, facing a customer, and listening to understand.</p>	<p>(Joanne)</p> <p>That's right! Active listening is making eye contact, observing a customer's body language, facing a customer, and listening to understand.</p>	
Slide (1.10b) / Menu Title: Knowledge Check			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction
Slide Template	<p>(Slide Title) Incorrect</p> <p>Incorrect</p> <p>Active listening is watching the customer's body language, facing the customer, making eye contact and putting away distractions like cell phones.</p>	<p>(Joanne)</p> <p>Active listening is watching the customer's body language, facing the customer, making eye contact and putting away distractions like cell phones.</p>	

Slide (1.10b) / Menu Title: Knowledge Check 2			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction
Slide Template	<p>(Slide Title) Try Again</p> <p>Active listening is giving the speaker your full attention, listening to understand, considering the tone and body language, and summarizing what has been said.</p>	<p>(Joanne)</p> <p>Active listening is giving the speaker your full attention, listening to understand, considering the tone and body language, and summarizing what has been said.</p>	

Slide (1.11) / Menu Title: Empathetic Language			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction
<p>Title Bar: Empathetic Language</p> <p>Background: Should be a picture of Tech Haven's storeroom sales floor. On the right side of the slide there should be a large computer monitor with a blue and black screensaver.</p>	<p>(Slide Title)</p> <p>Empathetic Language</p> <p>(Directions bar fades in)</p> <p>Click on the arrow to see the ways to use empathetic language.</p>	<p>(Joanne)</p> <p>Empathetic language in customer service is more than just important — it's crucial. As a customer service representative, demonstrating empathy fosters healthy customer relations, and can</p>	<p>The screensaver of black and blue design moves on the computer monitor.</p> <p>Directions bar Click on the arrow to see the ways to use empathetic language fades in with VO</p>

<p>Jake avatar is on left with a notebook in his hands taking notes of what will appear on the monitor.</p> <p>A right arrow/next icon pointing right is on the button center of the slide.</p>		<p>build customer loyalty over time.</p> <p>Click on the arrow to see the ways to use empathetic language.</p>	<p>The Next button on the player is hidden.</p> <p>The arrow has a Hotspot that will be active when VO says "Click the arrow"</p> <p>A hotspot that covers the right next arrow will take the learner to layer 1.11a.</p>
Slide (1.11a) / Menu Title: Empathetic			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction
<p>Background from base layer should be showing.</p> <p>Words will animate on the screen.</p> <p>Jake avatar is on the left facing towards the monitor.</p> <p>An arrow icon pointing right is on the button center of the slide.</p>	<p>(Slide Title) Happy to Help</p> <p>(Jake Captions) Happy to help!</p> <p>(On the computer monitor) These words show that the customer is not a burden and that you care. If the customer has lingering concerns, they will be more likely to be resolved.</p>	<p>(Joanne)</p> <p>Our words show customers that they are not a burden. Saying phrases such as "happy to help" and my pleasure allows the customer to open up and listen.</p> <p>If they have lingering concerns, they will be more likely to be resolved, and the customer will walk away satisfied.</p>	<p>"Happy to help" caption floats on the slide at the beginning of the timeline.</p> <p>"These words show that" fades on the monitor.</p> <p>At the end of the timeline the right arrow icon should light up with a yellow background using the grow animation.</p>

			A hotspot that covers the right next arrow will take the learner to layer 1.11b.
Slide (1.11b) / Menu Title: Empathetic Language			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction
<p>Background from base layer should be showing.</p> <p>Words will animate on the screen.</p> <p>Jake avatar is on the left facing towards the monitor.</p> <p>An arrow icon pointing right is on the button center of the slide.</p>	<p>(Slide Title) I Can Offer You</p> <p>(Jake Captions) "I can offer you ____"</p> <p>(On the monitor) Some requests from customers aren't feasible. Instead of saying "no," what alternative solutions can you offer the customer?</p>	<p>As a Tech Haven associate, you can offer the customer various solutions. Avoid using the word "no" or phrases like "there's nothing I can do."</p> <p>If you offer the customer solutions, they will leave Tech Haven satisfied.</p>	<p>"I can offer you" caption floats on the slide at the beginning of the timeline.</p> <p>"Some requests...t" fades on the monitor.</p> <p>At the end of the timeline the right arrow icon should light up with a yellow background using the grow animation.</p> <p>A hotspot that covers the right next arrow will take the learner to layer 1.11c.</p>
Slide (1.11c) / Menu Title: Empathetic			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction
<p>Background from base layer should be showing.</p> <p>Words will animate on the</p>	<p>(Slide Title) Great Question</p>	<p>If you are unsure of an answer, find the answer for them. The team at Tech Haven is ready to support you. Avoid</p>	<p>"I can find that out.." caption floats on the slide at the beginning of the timeline.</p>

<p>screen.</p> <p>Jake avatar is on the left facing towards the monitor.</p> <p>An arrow icon pointing right is on the button center of the slide.</p>	<p>(On the monitor)</p> <p>If you aren't sure of an answer, keep the focus on what can be done to find the answer. Never say, "I don't know" or "I am new." Say you will find the answer and do just that.</p>	<p>phrases like, "I don't know, or "I am new." Say, "I will find that out for you" and do just that.</p>	<p>"If you aren't..." fades on the monitor.</p> <p>At the end of the timeline the right arrow icon should light up with a yellow background using the grow animation.</p> <p>A hotspot that covers the right next arrow will take the learner to layer 1.11d.</p>
Slide (1.11d) / Menu Title: Empathetic Language I Completely Understand			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction
<p>Background from base layer should be showing.</p> <p>Words will animate on the screen.</p> <p>Jake avatar is on the left facing towards the monitor.</p> <p>An arrow icon pointing right is on the button center of the slide.</p>	<p>(Slide Title) I completely Understand</p> <p>(Jake Captions)</p> <p>"I completely understand_____."</p> <p>Use this phrase thoughtfully. but read the customer's mood and relate to how they feel. Great support is defined by genuine empathy.</p>	<p>If you use active listening you can repeat what the customer said. Put yourself in their shoes, and show empathy trying to understand them. Great support is defined by genuine empathy.</p>	<p>"I completely understand...." caption floats on the slide at the beginning of the timeline.</p> <p>"Use this phrase..." fades on the monitor.</p> <p>At the end of the timeline the right arrow icon should light up with a yellow background using the grow animation.</p> <p>A hotspot that covers the right next arrow will take the learner to layer 1.11e. .</p>
Slide (1.11e) / Menu Title: Empathetic Language Thank You For Being			

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction
<p>Background from base layer should be showing.</p> <p>Words will animate on the screen.</p> <p>Jake avatar is on the left facing towards the monitor.</p> <p>An arrow icon pointing right is on the button center of the slide.</p>	<p>(Slide Title) Thank You For Being</p>	<p>Customers have choices on where to make their tech purchases. A simple thank you goes a long way in where they make their purchases. Let's have them return to tech haven.</p>	<p>Show the Next button on the player when the slide finishes. To go to next slide 1.12.</p>

Slide (1.12) / Menu Title: Steps for Handling Complaints			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background: Template slide is used</p> <p>Direction slide text appears at the bottom.</p> <p>In the center of the slide are 5 rectangular shapes horizontally aligned. Each shape has a greater height than length. The rectangular shapes left to right take up</p>	<p>Title: 5 Step for Handling Customer Complaints</p> <p>(Title Bar)</p> <p>5 Step for Handling Customer Complaints</p> <p>(Listed horizontally below each of the pictures)</p> <ol style="list-style-type: none"> 1. Listen to the Customer 2. Show Empathy 3. Apologize 4. Ask Questions 	<p>(Joanne)</p> <p>Sometimes a customer has complaints. There are 5 steps to manage the complaints to ensure that the customer leaves Tech Haven satisfied.</p> <p>The first step is to listen to the customer. Showing empathy and a sincere apology goes a long way.</p>	<p>Hide the player Next button when the timeline starts.</p> <p>The Next button becomes normal after all the layers have been visited.</p> <p>The yellow frame behind each picture will start the wheel animation with each VO..</p> <p>The yellow frame under picture 1 will start the wheel</p>

<p>most of the space.</p> <p>Each rectangle has a yellow frame around them, and inside the rectangle is a picture that corresponds with the 5 steps. Below the picture inside the yellow frame, each one is numbered (1-5) and labeled 1. Listen to the Customer, 2, Show Empathy, The slide background is white or neutral, no image.</p>	<p>5. Find a Swift Solution</p>	<p>The next step is to ask follow up questions to learn how you can help the customer. And finally find a swift solution.</p> <p>Click on step 1, listen to the customer.</p>	<p>animation when the VO says "The first step."</p> <p>The yellow frame under picture 2 will start the wheel animation when the VO says "Showing empathy."</p> <p>The yellow frame under picture 3 will start the wheel animation when the VO says "and a sincere apology."</p> <p>The yellow frame under picture 4 will start the wheel animation when the VO says "ask follow up."</p> <p>The yellow frame under picture 5 will start the wheel animation when VO says "find a swift solution,"</p> <p>The Directions bar fades in when VO says "Click on step 1..."</p> <p>Each of the 5 pictures contain a hotspot label the hotspots with the steps 1-5. Hotspot 1 -goes to layer a, Hotspot 2 goes to layer 2, Hotspot 3 goes to layer 3, Hotspot 4 goes to</p>
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			<p>layer d. Hotspot 5 goes to layer 5.</p> <p>A transparent image is placed over each box so they must be visited in order 1-5</p> <p>Next button appears once all 5 layers have been visited.</p>
Slide (1.12a) / Menu Title: Steps for Handling Complaints Listen to the Customer			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The Title bar text says Listen to the Customer</p> <p>The same 1. Listen to the Customer picture from the base layer on the left side of the screen. On the right side is a framed text box with information.</p> <p>Back button icon.</p>	<p>(Slide Title) Listen to the Customer</p> <p>(Title Bar) Listen to the Customer</p> <p>If a customer has complained, it means that they want their unique problem to be heard. Use the active listening techniques to help the customer feel heard.</p>	<p>(Joanne)</p> <p>If a customer has complained, it means that they want their unique problem to be heard. Use the active listening techniques to help the customer feel heard.</p>	<p>Text fades onto screen with VO.</p> <p>A Back button icon with a hotspot is in the upper right corner. The hotspot takes the learner back to the base layer.</p>
Slide (1.12b) / Menu Title: Steps for Handling Complaints Show Empathy			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The Title bar text says Show Empathy</p>	<p>(Slide Title) Show Empathy</p> <p>(Title Bar) 2. Empathy</p>	<p>(Joanne)</p>	<p>Text fades onto screen with VO.</p>

The same 2. Show Empathy picture from the base layer on the left side of the screen. On the right side is a framed text box with information.	Empathy is a key part of resolving any customer-facing problem or confrontation. Practicing empathy means stepping into the customer's shoes and trying to see a problem from their point of view.	Empathy is a key part of resolving any customer-facing problem or confrontation. Practicing empathy means stepping into the customer's shoes and trying to see a problem from their point of view.	A Back button icon with a hotspot is in the upper right corner. The hotspot takes the learner back to the base layer.
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Slide (1.12c) / Menu Title: Steps for Handling Complaints Apologize

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The Title bar text says Apologize</p> <p>The same 3. Apologize for the picture from the base layer on the left side of the screen. On the right side is a framed text box with information.</p>	<p>(Slide Title) Apologize</p> <p>(Title Bar) 3. Apologize</p> <p>When dealing with unhappy customers, an apology can go a long way. If you made a mistake or didn't deliver on a particular promise, sincerely apologize to the customer.</p>	<p>(Joanne)</p> <p>When dealing with unhappy customers, an apology can go a long way. If you made a mistake or didn't deliver on a particular promise, sincerely apologize to the customer.</p>	<p>Text fades onto screen with VO.</p> <p>A Back button icon with a hotspot is in the upper right corner. The hotspot takes the learner back to the base layer.</p>

Slide (1.12d) / Menu Title: Steps for Handling Complaints Ask Questions

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The Title bar text says Ask Questions</p> <p>The same 4. Ask Questions for the picture from the base layer</p>	<p>(Slide Title) Ask Questions</p> <p>(Title Bar) 4. Ask Questions</p>	<p>(Joanne)</p> <p>After listening to a customer's complaint, make sure to ask</p>	<p>Text fades onto screen with VO.</p> <p>A Back button icon with a hotspot is in the upper right</p>

on the left side of the screen. On the right side is a framed text box with information.	After listening to a customer's complaint, make sure to ask any relevant questions in order to better understand the situation.	any relevant questions in order to better understand the situation.	corner. The hotspot takes the learner back to the base layer.
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Slide (1.12e) / Menu Title: Steps for Handling Complaints Find a Swift Solution	
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Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>The Title bar text says Ask Questions</p> <p>The same 5. Find a Swift Solution for the picture from the base layer on the left side of the screen. On the right side is a framed text box with information.</p>	<p>Title: Find a Swift Solution</p> <p>(Title Bar) 5. Find a Swift Solution</p> <p>The most important part of handling customer complaints is finding a resolution—and quickly. No unhappy customer wants to wait around for days as you come up with a solution. Use go-to solutions for common complaints on what you can offer them.</p>	<p>(Joanne)</p> <p>The most important part of handling customer complaints is finding a resolution—and quickly. No unhappy customer wants to wait around for days as you come up with a solution. Use go-to solutions for common complaints on what you can offer them.</p>	<p>Text fades onto screen with VO.</p> <p>A Back button icon with a hotspot is in the upper right corner. The hotspot takes the learner back to the base layer.</p>

Slide (1.13) / Menu Title: Resolving Tense Interactions	
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Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background image - Image a a break room fits to background</p> <p>Title Bar: Welcome to Tech Haven</p> <p>This slide begins with Jake on the left side facing Sarah on the right side.. Sarah is on the right side facing Jake.</p> <p>Caption bubbles (speech bubbles) track Jake's and Sarah's conversation and their conversation on center of the screen. As Jake and Sarah converse, the caption shape will remain between them.</p> <p>Jake's avatar has 4 poses: Jake listening/neutral to Jake changing to Jake with his arms up and frustrated, back to Jake neutral change to thumbs up.</p> <p>Sarah has 1 pose: Talking</p>	<p>(Slide Title) Resolving Tense Interactions</p> <p>(Sarah caption) Hello, Jake. How is it going?</p> <p>(Jake caption) It;s going well, Sarah.</p> <p>(Sarah caption) You know you have learned how to use active listening techniques and empathetic language but, sometimes the customer still has complaints.?</p> <p>(Jake caption) I know Sarah. That's when I get frustrated.</p> <p>(Sarah caption) If you use the 5 steps, the customer will walk away happy.I want you to stay working with us at Tech Haven.</p> <p>(Sarah Caption) Do you think you are ready to practice the 5 steps?</p> <p>(Jake caption)</p>	<p>(Sarah) (1) Hello, Jake. How is it going?</p> <p>(Jake) (2) It;s going well, Sarah.</p> <p>(Sarah) (3) You know you have learned how to use active listening techniques and empathetic language but, sometimes the customer still has complaints.?</p> <p>(Jake) (4) I know Sarah. That's when I get frustrated.</p> <p>(Sarah) (5) If you use the 5 steps, the customer will walk away happy. I want you to stay working with us at Tech Haven.</p> <p>(Sarah) Do you think you are ready to practice the 5 steps?</p> <p>(Jake) Bring on the customer!</p>	<p>The thought and caption text will be displayed on the slide timed with the VO audio.</p> <p>Slide begins with Jake listening/neutral to Sarah and then changes to Jake with his arms up in the air when the VO says "I know Sarah, That's when I get frustrated." Then goes back to listening/neutral with VO "If you use the 5 steps." When VO says "Bring on the customer!." Jake turns forward and puts his thumb up.</p> <p>Sarah remains in the talking pose for the entire slide.</p> <p>Caption bubbles track their conversation, with slide text fading in and out on time timeline, timed with the VO.</p> <p>The Next button on the player is hidden.</p> <p>Automatically jump to Slide 13a when the timeline ends on this slide.</p>

	<p>Spare me the lecture Sarah. Not all of us are born with your people skills.</p> <p>(Sarah caption) It's not about being born with it Jake. It's about actively trying to improve. Let me show you.</p> <p>(Jake caption) Bring on the customer!</p>		
Slide (1.13a) / Menu Title: Resolving Tense Interactions			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background image - Image a tech store covers the background</p> <p>This slide begins with Jake on the left side smiling facing Lisa on the right side.</p> <p>Lisa is holding a device and looking at it.</p> <p>Caption bubbles (speech bubbles) track Jake's and Lisa's conversation and their conversation on center of the screen. As Jake and Lisa</p>	<p>(Slide Title) Jake's Practice Scenario</p> <p>(Lisa Caption) Hi, I bought this tablet last week, and it's not working properly. It keeps freezing.</p> <p>(Jake Caption) I am sorry to hear that. Let me take a look at it.</p> <p>(Lisa) This is unacceptable! I need it for work and it's causing me a lot of problems.</p>	<p>(Lisa) Hi, I bought this tablet last week, and it's not working properly. It keeps freezing.</p> <p>(Jake) I am sorry to hear that. Let me take a look at it.</p> <p>(Lisa) This is unacceptable! I need it for work and it's causing me a lot of problems.</p> <p>(Jake) I apologize for the inconvenience.</p>	<p>Lisa changes from looking at her device to facing Jake when VO says "Yes, I was in a meeting."</p> <p>Caption bubbles track their conversation, with slide text fading in and out on time timeline.</p> <p>Hide the player Next button until the timeline ends.</p>

<p>converse, the caption shape will remain between them.</p> <p>Jake's avatar has 4 poses: Jake listening/neutral to Jake changing to Jake with his arms up and frustrated, back to Jake neutral change to thumbs up.</p> <p>Lisa has 2 poses.</p>	<p>(Jake Caption) I apologize for the inconvenience.</p> <p>(Jake Caption) Can you provide more details about when it started happening?</p> <p>(Lisa Caption) Yes, I was in a meeting on Thursday, and opened this tab, and it started freezing.</p> <p>(Jake Caption) Thank you for sharing that information.</p> <p>(Jake Caption) I will need to involve our technical support team to resolve this.</p> <p>(Jake) While we fix your device I would like to offer you a loaner device free of charge.</p> <p>(Lisa) Oh yes. That would be very helpful.</p>	<p>(Jake) Can you provide more details about when it started happening?</p> <p>(Lisa) Yes, I was in a meeting on Thursday, and opened this tab, and it started freezing.</p> <p>(Jake) Thank you for sharing that information.</p> <p>(Jake) I will need to involve our technical support team to resolve this.</p> <p>(Jake) While we fix your device I would like to offer you a loaner device free of charge.</p> <p>(Lisa) Oh yes. That would be very helpful.</p>	
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Slide (1.14) / Menu Title: Summary			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:

<p>A large monitor takes up most of the screen. The same monitor that is used on slides 1.4 and 1.5.</p> <p>The Summary Points will appear in the monitor.</p> <p>The summary text will appear in the same styled rectangle as the learning objectives from 1.5</p>	<p>[Slide Title] Summary</p> <p>Let's review what we have learned _____.</p> <p>(Summary Points) Active listening builds trust with customers and reduces misunderstanding.</p> <p>We can connect with our customers nonverbally by facial expressions and our body language.</p> <p>Customers appreciate when we use positive language and phrases that show empathy.</p> <p>Communication and timely solutions will solve customer complaints.</p>	<p>[Joanne] [1] Let's review what you have learned, %Learnername%.</p> <p>VO: Active listening builds trust with customers and reduces misunderstanding.</p> <p>We can connect with our customers nonverbally by facial expressions and our body language.</p> <p>Customers appreciate when we use positive language and phrases that show empathy.</p> <p>Communication and timely solutions will solve customer complaints.</p>	<p>Text will float in alignment with VO.</p>
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Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>A dark purple thick frame surrounds the outside of the slide.</p> <p>On the top of the slide inside the frame is "Quiz Time!" in bold.</p> <p>Inside the frame is a dark background with light letters.</p> <p>2 Question marks with rectangles around the question marks zoom in the center of the screen.</p>	<p>[Slide Title] Quiz Time</p> <p>[Directions] There will be 5 questions total.</p> <p>You must answer at least 4 of 5 correctly to earn 80% and pass this course. You got this!</p>	<p>[Joanne] Now it's time for your final graded assessment. This will give you the opportunity to demonstrate what you've learned about customer service.</p> <p>You will answer a series of 5 questions. You must earn an 80% to pass.</p> <p>You will be able to review your answers only once after you complete the quiz. When you are ready to begin click the next button. Good luck!</p>	<p>Quiz time has a "grow" animation.</p> <p>The question marks design has a "grow" animation.</p> <p>Next button on the player is hidden until the end of the timeline.</p>

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>All 5 assessment question slides should have the same layout and formatting.</p> <p>This slide does not have the standard top/bottom border. Rather, "Question #" is placed at the very top center of the slide. The rest of the slide uses the pale blue color from the palette as a solid background.</p> <p>Same visual layout for Slides 1.17, 1.18, 1.19, 1.20,</p>	<p>[Slide Title]</p> <p>Assessment</p> <p>(Directions) Select the Best answer choice and click Submit.</p> <p>(Question) Emily, a new customer, enters the store looking for a new laptop. She seems a bit unsure about her requirements and has a few questions for you. What are some ways you can show that you are active listening? Select all that apply.</p> <p>(Answer Choices)</p> <p>(INCORRECT ANSWERS) 2. Show Emily the latest model of the computer in stock 3. Try to think of how you will respond to Emily</p> <p>[CORRECT ANSWER] 1. Make eye contact and face Emily 4. Summarize what Emily says</p>	<p>[Joanne)</p> <p>Emily, a new customer enters the store looking for a new laptop. She seems a bit unsure about her requirements and has a few questions for you. What are some ways you can show that you are active listening?</p> <p>Select all that apply.</p>	<p>Score by question with 1 attempt for each quiz question as the learner progresses through the quiz. They will be able to Retake the entire quiz at the end if they do not pass.</p> <p>Results slide 1.21; graded quiz slide – multiple choice.</p> <p>When the learner clicks Submit, submit multiple choice and advance to the next slide.</p> <p>The learner should not get <i>immediate</i> feedback with Correct or Incorrect feedback layers. They should answer all of the questions sequentially FIRST in the graded assessment, then receive their score on the Results page.</p> <p>If they do not pass, they can come back and review the quiz.</p> <p>Question 1 - Multiple answer question type</p>

Slide (1.18a) / Menu Title: Question 1 Feedback (hidden from Menu)			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same visual layout for Slides 1.16a, 1.17a, 1.18a 1.19a, 1.20a, 1.20a</p> <p>Background is pale blue.</p> <p>Text is centered on the slide in Arial 18 font.</p>	<p>[Slide Title]</p> <p>Review</p> <p>Active listening techniques include:</p> <p>Facing the customer with your entire body</p> <p>Making eye contact</p> <p>Listening to understand without judgment</p> <p>Summarizing what the customer said</p>		<p>Same direction for Slides 1.16a, 1.17a, 1.18a, 1.19a, 1.20a,</p>

Slide (1.17) / Menu Title: Question 2 (hidden from Menu)			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides	[Slide Title]	[Joanne]	Same settings for Slides 1.16,

<p>1.16 1.17, 1.18, 1.19, 1.20,</p> <p>All 5 assessment question slides should have the same layout and formatting.</p> <p>This slide does not have the standard top/bottom border. Rather, “Question #” is placed at the very top center of the slide. The rest of the slide uses the pale blue color from the palette as a solid background</p>	<p>Assessment</p> <p>[Directions] Select the Best answer choice and click Submit.</p> <p>[Question] A customer approaches you and asks about the new printers in stock. He seems reserved and appears to be not only scoping out the printers, but also your interpersonal skills. How would you connect with the customer using non-verbal techniques?</p> <p>Select all that apply.</p> <p>[Answer Choices]</p> <p>(INCORRECT ANSWERS) 1.Slouch down to make yourself smaller 2. Walk in front of the customer</p> <p>(CORRECT ANSWERS) 3. Keep an open stance 4. Avoid crossing your arms</p>	<p>A customer approaches you and asks about the new printers in stock. He seems reserved and appears to be not only scoping out the printers, but also your interpersonal skills. How would you connect with the customer using non-verbal techniques?</p> <p>Select all that apply.</p>	<p>1.17, 1.18, 1.19, 1.20,</p> <p>Question 2- Multiple answer question type</p>
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Slide (1.17a) / Menu Title: Question 2 Feedback			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background is pale blue.</p> <p>Text is centered on the slide in Arial 18 font.</p>	<p>[Slide Title]</p> <p>Review</p> <p>(Feedback)</p> <p>Non-verbal communication techniques that are encouraged are:</p> <p>Keeping an open stance with open arms</p> <p>Nodding your head</p> <p>Maintaining a distance of 3 feet from the customer</p>		<p>Same direction for Slides 1.17a, 1.18a, 1.19a, 1.20a, 1.21a</p>

Slide (1.17a) / Menu Title: Question 2 Feedback			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Background is pale blue.</p> <p>Text is centered on the slide in Arial 18 font.</p> <p>“The directions bar that says Select the best answer choice and click submit.” is across the</p>	<p>[Slide Title]</p> <p>Review</p> <p>(Feedback)</p> <p>Non-verbal communication techniques that are encouraged are:</p>		<p>Same direction for Slides 1.17a, 1.18a, 1.19a, 1.20a, 1.21a</p>

bottom of the slide.	Keeping an open stance with open arms Nodding your head Maintaining a distance of 3 feet from the customer.		
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Slide (1.18) / Menu Title: Question 3 (hidden from Menu)			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same visual layout for Slides 1.16, 1.17 1.18, 1.19, 1.20,</p> <p>All 5 assessment question slides should have the same layout and formatting.</p> <p>This slide does not have the standard top/bottom border. Rather, "Question #" is placed at the very top center of the slide. The rest of the slide uses the pale blue color from the palette as a solid background</p>	<p>[Slide Title] Assessment</p> <p>[Directions] Select the Best answer choice and click Submit.</p> <p>[Question] The manager at Tech Haven observed and took notes of Jake to provide feedback. The manager observed the following four customer interactions. Select the quotations in which Jake conveyed empathic language with customers.</p>	<p>(Joanne) The manager at Tech Haven observed and took notes of Jake to provide feedback. The manager observed the following four customer interactions. Select the quotations in which Jake conveyed empathic language with customers.</p> <p>Select all that apply.</p>	<p>Same settings for Slides 1.17, 1.18, 1.19, 1.20, 1.21</p> <p>Question 3 - Multiple answer question type</p>

	<p>Select all that apply.</p> <p>[Answer Choices]</p> <p>[CORRECT ANSWERS]</p> <ol style="list-style-type: none"> 1. “I am happy to help you with that!” 2. “I understand how frustrating that could be, that your computer is broken.” 3. “I will consult with my colleague and find the answer for you.” <p>(INCORRECT ANSWER)</p> <p>4 “I can’t get that charger for you.”</p>		
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Slide (1.18a) / Menu Title: Question 3 Feedback			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same visual layout for Slides 1.16a, 1.17a, 1.18a, 1.19a, 1.20a,</p>	<p>[Slide Title]</p> <p>Review</p> <p>[Feedback]</p> <p>A few important phrases to use in customer service are:</p> <p>“I am glad to help.”</p> <p>“I understand how you feel.”</p> <p>“I will find the answer for you.”</p>		<p>Same direction for Slides 1.16a, 1.17a, 1.18a, 1.19a, 1.20a,</p>

Slide (1.19) / Menu Title: Question 4 (hidden from Menu)

Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Same visual layout for Slides 1.16, 1.17, 1.18, 1.19, 1.20,</p> <p>All 5 assessment question slides should have the same layout and formatting.</p> <p>This slide does not have the standard top/bottom border. Rather, "Question #" is placed at the very top center of the slide. The rest of the slide uses the pale blue color from the palette as a solid background</p>	<p>[Slide Title] Assessment</p> <p>[Directions] Select the Best answer choice and click Submit.</p> <p>[Question] Place the following in order, based on the question. A customer comes to you furious about a recent technical issue they have encountered with a product they purchased. They are demanding a solution. In which order would you handle this tense interaction based on the provided steps.</p> <p>[CORRECT ANSWER ORDER] 1. Listen to the customer 2. Show Empathy 3. Apologize 4. Ask Questions 5. Find a Swift Solution</p>	<p>(Joanne) Place the following in order, based on the question. A customer comes to you furious about a recent technical issue they have encountered with a product they purchased. They are demanding a solution. In which order would you handle this tense interaction based on the provided steps.</p> <p>Select the BEST answer choice and click Submit.</p>	<p>Same settings for Slides 1.17, 1.18, 1.19, 1.20, 1.21</p> <p>Question 4 - Drop down ordered answer question type</p>

Slide (1.19a) / Menu Title: Question 4 Feedback			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides 1.16a, 1.18a, 1.19a, 1.20a, 1.21a	[Slide Title] Review [Feedback] The 5 steps for handling customer complaints are: 1. Listen to the customer 2. Show empathy 3. Apologize 4. Ask follow up questions 5. Find a swift solution..		Same direction for Slides 1.1.6a, 1.17a, 1.18a, 1.19a, 1.20a,

Slide (1.20) / Menu Title: Question 5 (hidden from Menu)			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides 1.16, 1.17, 1.18, 1.19, 1.20, All 5 assessment question slides should have the same layout and formatting. This slide does not have the	[Slide Title] Assessment (Directions) Select the Best answer choice and click Submit. (Question)	(Joanne) A customer walks into Tech Haven, visibly frustrated, and complains about their recently purchased laptop not functioning properly. The customer demands an	Same settings for Slides 1.1.6, 1.17, 1.18, 1.19, 1.20,

<p>standard top/bottom border. Rather, “Question #” is placed at the very top center of the slide. The rest of the slide uses the pale blue color from the palette as a solid background</p>	<p>A customer walks into Tech Haven, visibly frustrated, and complains about their recently purchased laptop not functioning properly. The customer demands an immediate solution, expressing disappointment with the inconvenience. Using the 5 steps for handling customer complaints, what would be the best way to respond?</p> <p>(Answer Choices) (INCORRECT ANSWERS)</p> <p>2. “The service department is really busy at this time. I am not sure when we will be able to fix your laptop. Perhaps you should purchase a different model.”</p> <p>3. “We received new laptops in stock and offer a financing option. How about you purchase a new laptop today</p> <p>(CORRECT ANSWER)</p> <p>1. “I understand how you must be frustrated with the laptop not working. I am going to ask you a few</p>	<p>immediate solution, expressing disappointment with the inconvenience. Using the 5 steps for handling customer complaints, what would be the best way to respond?</p>	
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	questions and notify the technical department. We will get this fixed for you right away.		
Slide (1.20a) / Menu Title: Question 5 Feedback			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Same visual layout for Slides 1.17a, 1.18a, 1.19a, 1.20a,	[Slide Title] Review [Feedback]		Same direction for Slides 1.17a, 1.18a, 1.19a, 1.20a,

Slide (1.21) / Menu (hide from Menu)			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Color from palette is shows as background on slide.	(Slide Title) Results Your Score: XX % Passing Score: 80 %	<i>[Narration only on layers]</i>	Use a Result side to show Success layer 1.22a when timeline starts if results are equal to or greater than the passing score. Show Failure layer 1.22b when

			<p>timeline starts if results are less than passing score.</p> <p>Base layer will be visible (show through) from Success or Failure slide layers.</p> <p>Results variable reference shows the percent score only. Do not show the points variable reference.</p> <p>Built in graded quiz variable reference displays learner score where XX appears on slide.</p>
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Slide [1.21a] / Menu Title:			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Marcus and Jodie avatars appear, both happy.</p> <p>Green checkmark next to slide text</p>	<p>Congratulations, you passed.</p> <p>(BUTTON)</p> <p>Continue</p>	<p>[Joanne]</p> <p>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 your results and ready to move on, please click on the continue button.</p>	<p>Review button: shows correct/incorrect response when reviewing</p> <p>Continue button: jumps to Slide 1.22</p>

Slide (1.21b) / Menu Title: (hidden from menu)			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
	<p>Sorry, %Learnername%, you didn't pass.</p> <p>[buttons]</p> <p>Retake Quiz</p> <p>Review Quiz</p>	<p>(Joanne)</p> <p>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.</p>	<p>Retake button: resets results slide and jumps to Slide 1.16</p> <p>Review button: shows correct/incorrect response when reviewing</p> <p>After the learner clicks the Review button and flips through each slide to review answers, the feedback that shows will be customized using the Review layer.</p>

Slide (1.22) / Menu Title: Congratulations			
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>This slide has a similar design as the Welcome slide.</p>	<p>[Slide Title]</p> <p>Congratulations!</p>	<p>(Sarah)</p> <p>Congratulations, Jake! You did it! You are ready to provide</p>	<p>Slide begins with Jake facing Sarah and Jake faces forward and puts his arms in the air</p>

<p>A thick border frames the slide.</p> <p>Jake avatar has 2 poses: Jake is on the left side of the screen facing Sarah, and Jake is on the left side of the screen facing forward with his arms up in celebration.</p> <p>Sarah is holding a sign on the right side of the screen.</p>	<p>(In the center of the screen) You finished the course %Username%!</p> <p>(On the sign Sarah is holding) You are ready to provide exceptional customer service.</p> <p>(Button) End Course</p>	<p>exceptional customer service.</p>	<p>when VO says “You did it!”</p> <p>The button (end course) will allow the learner to exit the course.</p>
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