

Instructional Design Storyboard: Management 101
 Authoring Program: PowerPoint, Adobe Captivate

| Ref | Text/Script | Interactions/list items | Development Notes |
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| | <p>Title: Management 101 Subtitle: Managing Difficult Situations</p> <p>As a manager you encounter difficult situations daily. It is important that you respond appropriately in order to resolve issues more efficiently. This training will help you to increase your skills when dealing with tardy employees.</p> | <p>Buttons:</p> <p>Start</p> | <p>Type: Animated screen without Navbar Images: Group of business office employees Start button Animations: The user will click the Start button to begin the training</p> |
| | <p>Scenario 1:</p> <p>Jason Andrews Business Analyst Petrol Engineering</p> <p>Jason is the newest member to the team. He's been with the company for 4 months. Jason is a hardworking employee that produces results and gets along well with his co-workers.</p> | <p>Buttons:</p> <p>Next Exit</p> | <p>Type: Animated screen with navbar Images: Faded background image of a conference room Male in business attire sitting in chair Animations: 1) The user can click Next to go to the next slide 2) Or Exit to return to the title screen</p> |
| | <p>Scenario 2:</p> <p>Kathy Thomas Department Manager Petrol Engineering</p> <p>Kathy is responsible for handling the day to day operations for the Finance department. Her responsibilities include managing a department of six employees. Jason is the newest member of the team.</p> | <p>Buttons:</p> <p>Next Exit</p> | <p>Type: Animated screen with Navbar Images: Background image of a conference room Female in business attire standing with arms crossed Animations: 1) The user can click Next to go to the next slide 2) Or click Exit to return to the title screen</p> |
| | <p>Kathy notices that Jason has been late to work the past 3 days and 2 times last week. She he has already given him a written warning. How should Kathy handle this situation?</p> | <p>Buttons/Menu Items:</p> <p>Exit</p> | <p>Type: Animated screen with Navbar Images: Faded background image of a conference room Male in business attire sitting in chair</p> |

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| | | <p>Menu Items:</p> <ul style="list-style-type: none"> • Report Jason • Meet with Jason • Confront Jason | <p>Animations:</p> <ol style="list-style-type: none"> 1) The user can select a choice from the menu items 2) Or click Exit to return to the title screen |
| | <p>Report Jason</p> <p>This was not the best way to handle the situation. Kathy reports Jason to her director, Todd.</p> <p>Todd immediately scheduled a meeting with the entire department. In the meeting Todd proceeded to lecture about the company's strict policy on attendance and arriving to work on time.</p> <p>The majority of the team is upset that they were reprimanded in this way. Especially since it was very obvious to everyone that the meeting was really meant for Jason. Jason is upset and embarrassed. He does not say much to anyone after the meeting.</p> | <p>Buttons:</p> <p>Try Again Exit</p> | <p>Type: Animated screen with Navbar</p> <p>Images:</p> <p>Faded background image of a conference room Male in business attire holding a clipboard</p> <p>Animations:</p> <ol style="list-style-type: none"> 1) The user can select Try Again to return to the decision screen 2) Or click Exit to return to the title screen |
| | <p>Meet with Jason</p> <p>Great Job! Meeting with Jason is the best way to handle the situation. Kathy schedules a one-on-one meeting with Jason.</p> <p>In the meeting she reviews his documented tardiness then revisits the company's policies regarding work hours. Kathy explains that Jason's tardiness hurts the company, the customers and the team. Then she asks him to explain why he is always late. Kathy and Jason work together to</p> | <p>Buttons:</p> <p>Exit</p> | <p>Type: Animated screen with Navbar</p> <p>Images:</p> <p>Background image of a conference room Male in business attire sitting in chair Female in business attire standing with arms crossed</p> <p>Animations:</p> <ol style="list-style-type: none"> 1) The user can click Exit to finish the training or return to the title screen |

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| | establish a plan to deal with Jason's tardiness. | | |
| | <p>Confront Jason</p> <p>This was not the way to handle the situation. Kathy confronts Jason the very next day as he arrives to work. In an overly firm tone she asserts that his tardiness is not acceptable and will no longer be tolerated. Although, Jason does not respond. Kathy can tell that he is angry. He avoids making eye contact and looks down and the floor. Jason is embarrassed since the confrontation takes place in front of his co-workers. He spends the rest of the day avoiding Kathy.</p> | <p>Buttons:</p> <p>Try Again Exit</p> | <p>Type: Animated screen with Navbar</p> <p>Images:</p> <p>Background image of a conference room Silhouette of a business male and female talking</p> <p>Animations:</p> <ol style="list-style-type: none">1) The user can select Try Again to return to the decision screen2) Or click Exit to return to the title screen |