

Slide 1	Splash Screen
Topic Title	Exceptional Customer Service to Others
Topic Summary	<ul style="list-style-type: none"> • IPA Guide's role in providing exceptional customer service • Identify various customers- internal and external • Understand potential language and cultural issues in the workplace
Audio Transcript	Exceptional Customer Service to Others. IPA Guide's role in providing exceptional customer service. Identify various customers- internal and external. Understand potential language and cultural issues in the workplace.

Slide 2	Presentation / Slide 1 of 54
Screen Type	Photo Story – Text Right Image Left C
Slide Title	What Do Customers Need? 1 st Need of 6
On-Screen Text	<p>Text 1: Feel welcome</p> <p>Text 2: Open & inviting</p> <p>Text 3: Greet warmly & use name</p> <p>Text 4: Thank them</p> <p>Text 5: Be positive</p>
Image <380 x 320>	<p>soldierneeds.jpg (alt text: An image of a soldier's needs being parachuted in.) <i>Include an image of a person having needs, such as the one at the following link-</i> http://www.iclipart.com/download.php?iid=281819&submit=&keys=needs&notkeys=&start=0&andor=AND&c1=COLOR&c2=BA NDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All &type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.Ujj0lhbgCp4</p>
Audio Transcript	What do customers need? There are six main categories of things that customers need. First, we need to make them feel welcome. These are some ways that you can help them to feel welcome. You should display open and inviting non-verbal behavior. Greet them warmly and use their name when speaking to them. Thank the customer. Being positive goes a long way.
Development Notes	Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.

	<p>“What do customers need? There are six main categories of things that customers need. (T1) First, we need to make them feel welcome. These are some ways that you can help them to feel welcome. (T2) You should display open and inviting non-verbal behavior. (T3) Greet them warmly and use their name when speaking to them. (T4) Thank the customer. (T5) Being positive goes a long way.”</p>
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Slide 3	Presentation / Slide 2 of 54
Screen Type	Photo Story – Text Right Image Left C
Slide Title	What Do Customers Need? 2 nd need of 6
On-Screen Text	<p>Text 1: To Be Understood</p> <p>Text 2: Listen Carefully</p> <p>Text 3: Repeat</p> <p>Text 4: Offer options</p> <p>Text 5: Compassion</p>
Image <380 x 320>	<p>soldierneeds.jpg (alt text: An image of a soldier's needs being parachuted in.) <i>Include an image of a person having needs, such as the one at the following link-</i> http://www.iclipart.com/download.php?iid=281819&submit=&keys=needs&notkeys=&start=0&andor=AND&c1=COLOR&c2=BA NDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All &type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.Ujj0lhbgCp4</p>
Audio Transcript	<p>The second thing that customers need is to be understood. Some ways to accomplish this are: to listen carefully, to repeat what you heard to make sure you understand correctly, to offer options or solutions, and to have compassion.</p>
Development Notes	<p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>“The second thing that customers need (T1) is to be understood. Some ways to accomplish this are: (T2) to listen carefully, (T3) to repeat what you heard to make sure you understand correctly, (T4) to offer options or solutions, and (T5) to have compassion.”</p>

Slide 4	Presentation / Slide 3 of 54
Screen Type	Photo Story – Text Right Image Left C
Slide Title	What Do Customers Need? 3 rd need of 6
On-Screen Text	<p>Text 1: Feel comfortable</p> <p>Text 2: Welcome eagerly</p> <p>Text 3: Relieve anxiety</p> <p>Text 4: Explain actions</p> <p>Text 5: Physical comfort</p>
Image <380 x 320>	<p>soldierneeds.jpg (alt text: An image of a soldier's needs being parachuted in.) <i>Include an image of a person having needs, such as the one at the following link-</i> http://www.iclipart.com/download.php?iid=281819&submit=&keys=needs&notkeys=&start=0&andor=AND&c1=COLOR&c2=BA NDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All &type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.Ujj0lhbgCp4 </p>
Audio Transcript	<p>The third thing that customers need is to feel comfortable. In order to make them comfortable, you should: welcome them eagerly, relieve their anxiety by having clear communication with them, explain your actions calmly, and ensure they are physically comfortable by making sure their seats are comfortable, refreshments are available, and the temperature in the room is pleasant.</p>
Development Notes	<p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>“The third thing that customers need is (T1) to feel comfortable. In order to make them comfortable, you should: (T2) welcome them eagerly, (T3) relieve their anxiety by having clear communication with them, (T4) explain your actions calmly, and (T5) ensure they are physically comfortable by making sure their seats are comfortable, refreshments are available, and the temperature in the room is pleasant.”</p>

Slide 5	Presentation / Slide 4 of 54
Screen Type	Photo Story – Text Right Image Left C
Slide Title	What Do Customers Need? 4 th Need of 6
On-Screen Text	<p>Text 1: Feel appreciated</p>

	<p>Text 2: Thank customer</p> <p>Text 3: Follow through</p> <p>Text 4: Follow-up</p> <p>Text 5: Go beyond</p>
Image <380 x 320>	<p>soldierneeds.jpg (alt text: An image of a soldier's needs being parachuted in.) <i>Include an image of a person having needs, such as the one at the following link-</i> http://www.iclipart.com/download.php?iid=281819&submit=&keys=needs&notkeys=&start=0&andor=AND&c1=COLOR&c2=BA NDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All &type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.Ujj0lhbgCp4</p>
Audio Transcript	<p>The fourth thing that customers need is to feel appreciated. To make them feel appreciated, you should: thank the customer, follow through and do what you say you are going to do, follow-up, and go beyond service expectations.</p>
Development Notes	<p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>“The fourth thing that customers need is (T1) to feel appreciated. To make them feel appreciated, you should: (T2) thank the customer, (T3) follow through and do what you say you are going to do, (T4) follow-up, and (T5) go beyond service expectations.”</p>

Slide 6	Presentation / Slide 5 of 54
Screen Type	Photo Story – Text Right Image Left C
Slide Title	What Do Customers Need? 5 th Need of 6
On-Screen Text	<p>Text 1: Feel important</p> <p>Text 2: Use name</p> <p>Text 3: Personalize</p> <p>Text 4: Special treatment</p> <p>Text 5: Ask feedback</p>
Image <380 x 320>	<p>soldierneeds.jpg (alt text: An image of a soldier's needs being parachuted in.) <i>Include an image of a person having needs, such as the one at the following link-</i></p>

	<a href="http://www.iclipart.com/download.php?iid=281819&submit=&keys=needs&notkeys=&start=0&andor=AND&c1=COLOR&c2=BA
NDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All
&type=REGULAR&rows=20&jump=0&period=&collection=&gro
up=&orien=&safe=1&tl=clipart&adv=#.Ujj0lhbgCp4">http://www.iclipart.com/download.php?iid=281819&submit=&keys=needs&notkeys=&start=0&andor=AND&c1=COLOR&c2=BA NDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All &type=REGULAR&rows=20&jump=0&period=&collection=&gro up=&orien=&safe=1&tl=clipart&adv=#.Ujj0lhbgCp4
Audio Transcript	The fifth thing that customers need is to feel important. To make them feel important, you should: use the customer's name, personalize service, give special treatment whenever possible, and ask them for feedback such as their opinions or solutions.
Development Notes	Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter. "The fifth thing that customers need is (T1) to feel important. To make them feel important, you should: (T2) use the customer's name, (T3) personalize service, (T4) give special treatment whenever possible, (T5) and ask them for feedback such as their opinions or solutions."

Slide 7	Presentation / Slide 5 of 54
Screen Type	Photo Story – Text Right Image Left C
Slide Title	What Do Customers Need? 6 th Need of 6
On-Screen Text	Text 1: Be respected Text 2: Listen carefully Text 3: Take time Text 4: Time management Text 5: Ask feedback & advice
Image <380 x 320>	soldierneeds.jpg (alt text: An image of a soldier's needs being parachuted in.) <i>Include an image of a person having needs, such as the one at the following link-</i> <a href="http://www.iclipart.com/download.php?iid=281819&submit=&keys=needs&notkeys=&start=0&andor=AND&c1=COLOR&c2=BA
NDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All
&type=REGULAR&rows=20&jump=0&period=&collection=&gro
up=&orien=&safe=1&tl=clipart&adv=#.Ujj0lhbgCp4">http://www.iclipart.com/download.php?iid=281819&submit=&keys=needs&notkeys=&start=0&andor=AND&c1=COLOR&c2=BA NDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All &type=REGULAR&rows=20&jump=0&period=&collection=&gro up=&orien=&safe=1&tl=clipart&adv=#.Ujj0lhbgCp4
Audio Transcript	The sixth thing that customers need is to be respected. To help them to feel respected, you should: Listen carefully, take the time to serve them without rushing, be on time and use your time wisely, ask the customer for feedback and advice.
Development Notes	Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1

	<p>should enter.</p> <p>“The fifth thing that customers need is (T1) to be respected. To help them to feel respected, you should: (T2) Listen carefully, (T3) take the time to serve them without rushing, (T4) be on time and use your time wisely, (T5) ask the customer for feedback and advice.”</p>
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Exceptional service- Fred Factor video??

Slide 9	Presentation / Slide 8 of 54
Screen Type	Photo Story – Text Left Image Right A
Slide Title	Who Is Your Customer?
On-Screen Text	<p>Text 1: Supervisors</p> <p>Text 2: Co-workers</p> <p>Text 3: Healthcare consumers</p>
Image <380 x 320>	<p>customer.jpg (alt text: An image of a customer)</p> <p><i>Include an image of a customer such as the one at the following link-</i></p> <p>http://www.iclipart.com/download.php?iid=647433&submit=&keys=customer&notkeys=&start=0&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UjkDkxbgCp4</p>
Audio Transcript	<p>Who is your customer? All people that you come into contact with are your customers. Your supervisors are customers as well as your co-workers. Your most vital customers are the healthcare consumers, such as small business owners, people in the community, veterans and retirees, church groups, neighborhood groups, or other groups. All of these types of customers should be treated with respect.</p>
Development Notes	<p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>“Who is your customer? All people that you come into contact with are your customers. (T1) Your supervisors are customers as well as (T2) your co-workers. Your most vital customers are (T3) the healthcare consumers, such as small business owners, people in the community, veterans and retirees, church groups, neighborhood groups, or other groups. All of these types of customers should be treated with respect. “</p>

Slide 10	Presentation / Slide 9 of 54
Screen Type	Photo Story – Text Right Image Left C
Slide Title	A Positive Attitude
On-Screen Text	<p>Text 1: It's contagious</p> <p>Text 2: Perceived?</p> <p>Text 3: Greet?</p> <p>Text 4: In spite of?</p> <p>Text 5: Communicate?</p>
Image <380 x 320>	<p>attitude.jpg (alt text: An image of a person with a positive attitude) <i>Include an image of a person with a positive attitude such as the one at the following link:</i> http://www.iclipart.com/download.php?iid=394977&submit=&keys=positive%20attitude&notkeys=&start=0&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UjklthbgCp4 </p>
Audio Transcript	<p>Attitude is another name for your mood and is often noticed by other people right away. Not only do people notice your attitude, but they are contagious. If you are cheerful and smile at someone, they will often respond with a smile and feel positive about the interaction. A bad attitude is just as contagious and will leave others feeling uncomfortable or worse. You should think about the following questions: Does your attitude affect how others perceive you?, Do you think your attitude changes the way you greet people?, Can you provide Exceptional Service to others regardless of your attitude?, How do you communicate when feeling emotions such as irritated, distracted, angry, frustrated?</p>
Development Notes	<p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>“Attitude is another name for your mood and is often noticed by other people right away. Not only do people notice your attitude, (T1) but it is contagious. If you are cheerful and smile at someone, they will often respond with a smile and feel positive about the interaction. A bad attitude is just as contagious and will leave others feeling uncomfortable or</p>

	worse. You should think about the following questions: (T2) Does your attitude affect how others perceive you?, (T3) Do you think your attitude changes the way you greet people?, (T4) Can you provide Exceptional Service to others regardless of your attitude?, (T5) How do you communicate when feeling emotions such as irritated, distracted, angry, frustrated?"
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Slide 11	Splash Screen
Topic Title	Communication & Listening Skills
Topic Summary	<ul style="list-style-type: none"> Identify and use effective listening and communication skills. Have a basic understanding of potential barriers to communication and how to eliminate them.
Audio Transcript	Communication & Listening Skills. Identify and use effective listening and communication skills. Have a basic understanding of potential barriers to communication and how to eliminate them.

Slide 12	Presentation / Slide 10 of 54
Screen Type	Photo Story – Text Left Image Right B
Slide Title	Communication Exercise
On-Screen Text	<p>Text: When you have a piece of paper and are ready to proceed, click on the button.</p> <p>Listen to the instructions and follow them exactly.</p>
Image <380 x 320>	<p>blankcanvas.jpg (alt text: An image of a blank canvas)</p> <p><i>Include an image of a blank canvas such as the one at the following link (except the whole easel does not need to be visible, main focus on the canvas itself)-</i></p> <p>http://www.iclipart.com/download.php?iid=609017&submit=&keys=blank%20canvas%20painting&notkeys=&start=0&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UkCN-BbgCp4</p>
Audio Transcript	This is a communication exercise. You will need a blank piece of paper and something to write with. When you have the paper and are ready to proceed, click on the button. Listen to the instructions and follow them exactly. Draw a large square on the paper. The bottom of the square should be at the bottom of

	the paper. In the center of the square at the bottom, draw a vertical rectangle. In the middle of that rectangle, draw a small circle on the right side. To either side of the rectangle, draw a square centered in the blank space. Inside the square, draw a vertical and horizontal line centered in the square space. Go to the next slide to continue.
Development Notes	<p>Put a button near the first text that the user will click in order to hear the narration directions. Put 10 second pauses between the direction steps of the narration to give the learner time to complete each step. Where the * is in the narration below, is where the narration should pause until the user has clicked the button.</p> <p>“This is a communication exercise. You will need a blank piece of paper and something to write with. When you have the paper and are ready to proceed, click on the button. * Listen to the instructions and follow them exactly. Draw a large square on the paper. The bottom of the square should be at the bottom of the paper. In the center of the square at the bottom, draw a vertical rectangle. In the middle of that rectangle, draw a small circle on the right side. Go to the next slide to continue.”</p>

Slide 13	Presentation / Slide 11 of 54
Screen Type	Photo Story – Text Left Image Right B
Slide Title	Communication Exercise continued
On-Screen Text	<p>Text:</p> <p>Listen to the instructions and follow them exactly.</p>
Image <380 x 320>	<p>blankcanvas.jpg (alt text: An image of a blank canvas)</p> <p><i>Include an image of a blank canvas such as the one at the following link (except the whole easel does not need to be visible, main focus on the canvas itself)-</i></p> <p>http://www.iclipart.com/download.php?iid=609017&submit=&keys=blank%20canvas%20painting&notkeys=&start=0&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UkCN-BbgCp4</p>
Audio Transcript	<p>We are continuing the communication exercise. Continue to listen to the instructions and follow them exactly. To either side of the rectangle, draw a square centered in the blank space. Inside the square, draw a vertical and horizontal line centered in the square space. Last, draw a triangle on top of the large</p>

	square. Are you ready to see how well you did with the communication exercise? Your drawing should look like the one to the right. Did you do a good job or is your drawing very different? This exercise demonstrates some of the principles we will discuss about being a good communicator.
Development Notes	<p>Put 10 second pauses between the direction steps of the narration to give the learner time to complete each step. The first image that shows is a placeholder image. Where the * is in the narration below is where the first image should be replaced with the drawing of the house.</p> <p>“We are continuing the communication exercise. Continue to listen to the instructions and follow them exactly. To either side of the rectangle, draw a square centered in the blank space. Inside the square, draw a vertical and horizontal line centered in the square space. Last, draw a triangle on top of the large square. Are you ready to see how well you did with the communication exercise? Your drawing should look like * the one to the right. Did you do a good job or is your drawing very different? This exercise demonstrates some of the principles we will discuss about being a good communicator.”</p>

Slide 14	Presentation / Slide 12 of 54
Screen Type	Photo Story – Text Right Image Left A
Slide Title	Be Sensitive to Your Audience
On-Screen Text	<p>Text 1: Communication subtle & misleading</p> <p>Text 2: Culture is a lens</p> <p>Text 3: Aware of language or cultural issues</p>
Image <380 x 320>	<p>audience.jpg (alt text: An image of an audience that is a diverse group of people)</p> <p><i>Include an image of a diverse audience such as the one at the following link-</i></p> <p>http://www.iclipart.com/download.php?iid=450591&submit=&keys=audience&notkeys=&start=0&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UjkYChbgCp4</p>
Audio Transcript	Communication can be subtle and misleading. Everyone has their own thoughts and feelings regardless of whether or not they speak the same language. Cultures provide a lens through

	<p>which people see the world- what they see and hear in the world around them, which impacts their thoughts about their surroundings. The same words can mean different things to people from different cultures and even with people who speak the same language. It is important to be aware of any potential language or cultural issues that might be present before you start to communicate with someone. Consider how they might respond or react to what you say. It is helpful to select words and terms they will clearly understand.</p>
Development Notes	<p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>(T1) “Communication can be subtle and misleading. Everyone has their own thoughts and feelings regardless of whether or not they speak the same language. (T2) Cultures provide a lens through which people see the world- what they see and hear in the world around them, which impacts their thoughts about their surroundings. The same words can mean different things to people from different cultures and even with people who speak the same language. (T3) It is important to be aware of any potential language or cultural issues that might be present before you start to communicate with someone. Consider how they might respond or react to what you say. It is helpful to select words and terms they will clearly understand.”</p>

Slide 15	Presentation / Slide 13 of 54
Screen Type	Photo Story – Text Right Image Left C
Slide Title	Communication Principles for Language/Cultural Sensitivity
On-Screen Text	<p>Text 1: Humor?</p> <p>Text 2: Taboos</p> <p>Text 3: Seek to understand</p> <p>Text 4: Be flexible</p> <p>Text 5: Stereotypes & prejudice</p>
Image <380 x 320>	<p>audience.jpg (alt text: An image of a audience that is a diverse group of people) <i>Include an image of a diverse audience such as the one at the following link-</i> http://www.iclipart.com/download.php?iid=450591&submit=&keys=audience&notkeys=&start=0&andor=AND&c1=COLOR&c2=</p>

	BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UjkYChbgCp4
Audio Transcript	There are some principles that are helpful to know when communicating with others and being sensitive to other languages or cultures. This is the first of three slides that discuss these principles. Humor does not translate well across cultures or languages and should be avoided. Conversational taboos usually include religion and politics. It is wise to steer clear of these topics. We should seek to understand other cultures. Be flexible when communicating and willing to rephrase a question when needed for better understanding. It is wise to avoid stereotyping and prejudices. Go to the next slide to see the next set of communication principles.
Development Notes	<p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>“There are some principles that are helpful to know when communicating with others and being sensitive to other languages or cultures. This is the first of three slides that discuss these principles. (T1) Humor does not translate well across cultures or languages and should be avoided. (T2) Conversational taboos usually include religion and politics. It is wise to steer clear of these topics. (T3) We should seek to understand other cultures. (T4) Be flexible when communicating and willing to rephrase a question when needed for better understanding. (T5) It is wise to avoid stereotyping and prejudices. Go to the next slide to see the next set of communication principles.”</p>

Slide 16	Presentation / Slide 14 of 54
Screen Type	Photo Story – Text Right Image Left C
Slide Title	Communication Principles for Language/Cultural Sensitivity continued
On-Screen Text	<p>Text 1: In common</p> <p>Text 2: Recognize differences</p> <p>Text 3: Respect</p> <p>Text 4: Nonjudgmental</p> <p>Text 5: Uncertainty</p>

Image <380 x 320>	<p>audience.jpg (alt text: An image of a audience that is a diverse group of people)</p> <p><i>Include an image of a diverse audience such as the one at the following link-</i></p> <p>http://www.iclipart.com/download.php?iid=450591&submit=&keys=audience&notkeys=&start=0&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UjkYChbgCp4</p>
Audio Transcript	<p>This slide continues the communication principles from the previous slide. Try to find things that you have in common. Recognize the validity of difference. Communicate with respect. Be nonjudgmental. Tolerate uncertainty and know that you will not always have all the answers. Go to the next slide to see the last set of communication principles.</p>
Development Notes	<p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>“This slide continues the communication principles from the previous slide. (T1) Try to find things that you have in common. (T2) Recognize the validity of difference. (T3) Communicate with respect. (T4) Be nonjudgmental. (T5) Tolerate uncertainty and know that you will not always have all the answers. Go to the next slide to see the last set of communication principles.”</p>

Slide 17	Presentation / Slide 15 of 54
Screen Type	Photo Story – Text Right Image Left C
Slide Title	Communication Principles for Language/Cultural Sensitivity continued
On-Screen Text	<p>Text 1: Personal differences</p> <p>Text 2: Patient</p> <p>Text 3: Avoid doubts or criticism</p> <p>Text 4: Proper actions</p> <p>Text 5: Rule of thumb</p>
Image <380 x 320>	<p>audience.jpg (alt text: An image of a audience that is a diverse group of people)</p> <p><i>Include an image of a diverse audience such as the one at the</i></p>

	<p><i>following link-</i></p> <p>http://www.iclipart.com/download.php?iid=450591&submit=&keys=audience&notkeys=&start=0&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UjkYChbgCp4</p>
Audio Transcript	<p>This slide completes the communication principles from the previous slides. Be aware of personal differences. Be patient. Avoid expressing doubts or criticism. Each culture has its own rules concerning proper actions, which affects verbal and nonverbal communication. How cultures display emotion is an example of this. Some cultures get very emotional and others try to keep their emotions hidden. A good rule of thumb is: To handle yourself, use your head. To handle others, use your heart.</p>
Development Notes	<p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>“This slide completes the communication principles from the previous slides. (T1) Be aware of personal differences. (T2) Be patient. (T3) Avoid expressing doubts or criticism. (T4) Each culture has its own rules concerning proper actions, which affects verbal and nonverbal communication. How cultures display emotion is an example of this. Some cultures get very emotional and others try to keep their emotions hidden. (T5) A good rule of thumb is: To handle yourself, use your head. To handle others, use your heart.”</p>

Slide 18	Presentation / Slide 16 of 54
Screen Type	Photo Story – Text Right Image Left A
Slide Title	Potential Communication Barriers
On-Screen Text	<p>Text 1:</p> <p>Barriers break down communication</p> <ul style="list-style-type: none"> • be aware • reduce impact <p>Text 2:</p> <p>Frame of reference</p> <ul style="list-style-type: none"> • new situation- refer to past • Never assume <p>Text 3:</p>

	<p>Selective listening</p> <ul style="list-style-type: none"> • fail to notice • distort info to fit
<p>Image</p> <p><380 x 320></p>	<p>pushwall.jpg</p> <p>(alt text: An image of a person trying to push a brick wall)</p> <p><i>Include an image of a person pushing against a brick wall such as the one at the following link-</i></p> <p>http://www.iclipart.com/download.php?iid=349620&submit=&keys=brick%20wall&notkeys=&start=400&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.Ujo9ExbgCp4</p>
<p>Audio Transcript</p>	<p>Barriers break down communication. It is a good idea to be aware of potential barriers in communication in order to reduce their impact. In this section, we will discuss some of the more common communication barriers. We all have our own history of experiences, which is our frame of reference. When we're in a new situation, our brains search for past experiences that were similar. These past experiences help us to interpret new situations. It is never wise to assume that others will interpret something the same way as you. Selective listening occurs when people block out new information, especially if it conflicts with what they believe. Or, they may distort the information to fit their beliefs.</p>
<p>Development Notes</p>	<p>In text boxes, bullet the text that is bulleted, although the style of the bullet may be different based on the type used in the other modules.</p> <p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>(T1) "Barriers break down communication. It is a good idea to be aware of potential barriers in communication in order to reduce their impact. In this section, we will discuss some of the more common communication barriers. (T2) We all have our own history of experiences, which is our frame of reference. When we're in a new situation, our brains search for past experiences that were similar. These past experiences help us to interpret new situations. It is never wise to assume that others will interpret something the same way as you. (T3) Selective listening occurs when people block out new information, especially if it conflicts with what they believe. Or, they may distort the information to fit their beliefs."</p>

Slide 19	Presentation / Slide 17 of 54
Screen Type	Photo Story – Text Right Image Left A
Slide Title	Potential Communication Barriers continued
On-Screen Text	<p>Text 1:</p> <p>Semantics</p> <ul style="list-style-type: none"> • same language but misunderstood • abstract or technical terms/phrases <p>Text 2:</p> <p>Source credibility</p> <ul style="list-style-type: none"> • present yourself, communicate, & listen • reputation & track record <p>Text 3:</p> <p>Poor Listening Skills</p> <ul style="list-style-type: none"> • practice & patience for effective listening • impaired listening
Image <380 x 320>	<p>pushwall.jpg (alt text: An image of a person trying to push a brick wall) <i>Include an image of a person pushing against a brick wall such as the one at the following link-</i> http://www.iclipart.com/download.php?iid=349620&submit=&keys=brick%20wall&notkeys=&start=400&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.Ujo9ExbgCp4</p>
Audio Transcript	<p>Another barrier is semantics, which takes place when people use words differently, causing misunderstandings. It can especially be true with abstract concepts or technical terms or phrases. Source credibility is another barrier. It is the trust, confidence, and faith that the listener has in your words and actions. The way that you present yourself, communicate, and how well you listen builds credibility. The opposite is also true. People pay attention to your reputation and your performance track record. Poor listening skills is another barrier. Effective listening skills requires practice and patience. Sometimes people are distracted or in a bad mood, causing their listening to be impaired. We cannot assume that the other person is listening well.</p>
Development Notes	<p>In text boxes, bullet the text that is bulleted, although the style of the bullet may be different based on the type used in the other modules.</p> <p>Enter text boxes timed with the narration. In the audio transcript</p>

	<p>when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>(T1) “Another barrier is semantics, which takes place when people use words differently, causing misunderstandings. It can especially be true with abstract concepts or technical terms or phrases. (T2) Source credibility is another barrier. It is the trust, confidence, and faith that the listener has in your words and actions. The way that you present yourself, communicate, and how well you listen builds credibility. The opposite is also true. People pay attention to your reputation and your performance track record. (T3) Poor listening skills is another barrier. Effective listening skills requires practice and patience. Sometimes people are distracted or in a bad mood, causing their listening to be impaired. We cannot assume that the other person is listening well.”</p>
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Slide 20	Presentation / Slide 18 of 54
Screen Type	Photo Story – Text Right Image Left C
Slide Title	Potential Communication Barriers continued
On-Screen Text	<p>Text 1: Semantics</p> <p>Text 2: Source credibility</p> <p>Text 3: Poor Listening Skills</p> <p>Text 4: Judgmental language</p>
Image <380 x 320>	<p>pushwall.jpg (alt text: An image of a person trying to push a brick wall) <i>Include an image of a person pushing against a brick wall such as the one at the following link-</i> http://www.iclipart.com/download.php?iid=349620&submit=&keys=brick%20wall&notkeys=&start=400&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.Ujo9ExbgCp4</p>
Audio Transcript	<p>Semantics is when people use words differently, causing misunderstandings. It can especially be true with abstract concepts or technical terms/phrases. Source credibility is the trust, confidence, and faith that the listener has in your words and actions. The way that you present yourself, communicate, and how well you listen builds credibility. The opposite is also true. Poor listening skills is another barrier. Effective listening</p>

	skills requires practice and patience. Sometimes people are distracted or in a bad mood, causing their listening to be impaired. We cannot assume that the other person is listening well. Judgmental language or actions make others feel defensive and can cause feeling of blame. This slide concludes the list of communication barriers.
Development Notes	<p>Remove Text Box 4 and recenter remaining text boxes.</p> <p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>(T1)“Semantics is when people use words differently, causing misunderstandings. It can especially be true with abstract concepts or technical terms/phrases. (T2) Source credibility is the trust, confidence, and faith that the listener has in your words and actions. The way that you present yourself, communicate, and how well you listen builds credibility. The opposite is also true. (T3) Poor listening skills is another barrier. Effective listening skills requires practice and patience. Sometimes people are distracted or in a bad mood, causing their listening to be impaired. We cannot assume that the other person is listening well. (T4) Judgmental language or actions make others feel defensive and can cause feeling of blame. This slide concludes the list of communication barriers.”</p>

Slide 21	Presentation / Slide 19 of 54
Screen Type	Photo Story – Text Right Image Left C
Slide Title	Ways to Prevent Communication Barriers
On-Screen Text	<p>Text 1: Slow down</p> <p>Text 2: Separate questions</p> <p>Text 3: Avoid negative questions</p> <p>Text 4: Don't take it personally</p> <p>Text 5: Take turns</p>
Image <380 x 320>	<p>breakwall.jpg (alt text: An image of a brick wall being broken down) <i>Include an image of a brick wall being broken down such as at the link-</i> http://www.iclipart.com/download.php?iid=482814&submit=&keys=brick%20wall&notkeys=&start=0&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=</p>

	&cat=All&type=REGULAR&rows=20&jump=0&period=&collecti on=&group=&orien=&safe=1&tl=clipart&adv=#.UjpQtRbgCp4
Audio Transcript	Following are some suggestions on ways to prevent communication barriers. Speak slowly and make sure your pronunciation is clear. Ask separate questions instead of double questions. Avoid negative questions because they cause misunderstandings (for example- “Are you not coming?”). Be careful about your nonverbal actions and don't take theirs personally. Make sure to take turns in speaking so that both parties have a chance to communicate and to listen. Go to the next slide to hear more ways to prevent communication barriers.
Development Notes	<p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>“Following are some suggestions on ways to prevent communication barriers. (T1) Speak slowly and make sure your pronunciation is clear. (T2) Ask separate questions instead of double questions. (T3) Avoid negative questions because they cause misunderstandings (for example- “Are you not coming?”). (T4) Be careful about your nonverbal actions and don't take theirs personally. (T5) Make sure to take turns in speaking so that both parties have a chance to communicate and to listen. Go to the next slide to hear more ways to prevent communication barriers.”</p>

Slide 22	Presentation / Slide 20 of 54
Screen Type	Photo Story – Text Right Image Left C
Slide Title	Ways to Prevent Communication Barriers continued
On-Screen Text	<p>Text 1: Write down</p> <p>Text 2: Be supportive</p> <p>Text 3: Check meanings</p> <p>Text 4: Avoid slang</p> <p>Text 5: Watch humor</p>
Image <380 x 320>	<p>breakwall.jpg (alt text: An image of a brick wall being broken down) <i>Include an image of a brick wall being broken down such as at the link-</i> http://www.iclipart.com/download.php?iid=482814&submit=&ke</p>

	<u>ys=brick%20wall&notkeys=&start=0&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UjpQtRbgCp4</u>
Audio Transcript	Here are more suggestions to prevent communication barriers. If you're unsure whether something is understood, write it down and check, which is especially useful when working with numbers. Be encouraging and supportive to help the other person to be comfortable. Summarize what has been said in order to verify. It is never good to assume that the other party has understood. Make sure to avoid slang, idioms, or sayings because while the words may be heard, the meaning may not be. Be careful about using humor in a professional atmosphere. Many cultures do not appreciate the use of humor or jokes. Go to the next slide to hear more ways to prevent communication barriers.
Development Notes	Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter. “Here are more suggestions to prevent communication barriers. (T1) If you're unsure whether something is understood, write it down and check, which is especially useful when working with numbers. (T2) Be encouraging and supportive to help the other person to be comfortable. (T3) Summarize what has been said in order to verify. It is never good to assume that the other party has understood. (T4) Make sure to avoid slang, idioms, or sayings because while the words may be heard, the meaning may not be. (T5) Be careful about using humor in a professional atmosphere. Many cultures do not appreciate the use of humor or jokes. Go to the next slide to hear more ways to prevent communication barriers.”

Slide 23	Presentation / Slide 21 of 54
Screen Type	Photo Story – Text Right Image Left C
Slide Title	Ways to Prevent Communication Barriers continued
On-Screen Text	Text 1: Mind manners Text 2: Educate yourself Text 3: No stereotypes Text 4: Patient & forgiving

Image <380 x 320>	<p>breakwall.jpg (alt text: An image of a brick wall being broken down) <i>Include an image of a brick wall being broken down such as at the link-</i> http://www.iclipart.com/download.php?iid=482814&submit=&keys=brick%20wall&notkeys=&start=0&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UjpQtRbgCp4</p>
Audio Transcript	<p>Here are the last suggestions on ways to prevent communication barriers. It is important to be aware of customs in other cultures by taking cross cultural awareness training. Educate yourself so that you are open-minded. It is never wise to assume that others share your same beliefs, attitudes or values. Do not use stereotypes and also try not to judge others by your cultural values. Be patient and forgiving because it can be stressful talking with someone of a different culture. It may take more focused listening and being careful to use simple words.</p>
Development Notes	<p>Remove Text Box 4 and recenter remaining boxes.</p> <p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>“Here are the last suggestions on ways to prevent communication barriers. (T1) It is important to be aware of customs in other cultures by taking cross cultural awareness training. (T2) Educate yourself so that you are open-minded. It is never wise to assume that others share your same beliefs, attitudes or values. (T3) Do not use stereotypes and also try not to judge others by your cultural values. (T4) Be patient and forgiving because it can be stressful talking with someone of a different culture. It may take more focused listening and being careful to use simple words.”</p>

Slide 24	Presentation / Slide 22 of 54
Screen Type	Photo Story – Text Right Image Left C
Slide Title	Nonverbal Communication
On-Screen Text	<p>Text 1: Body language</p> <p>Text 2: Be aware info & emotions</p> <p>Text 3: Words backed up with actions</p>

	<p>Text 4: Believe see more than hear</p> <p>Text 5: Observe listener's actions</p>
<p>Image</p> <p><380 x 320></p>	<p>armscrossed.jpg (alt text: An image of a person with their arms crossed)</p> <p><i>Include an image of a person with their arms crossed such as the one at the following link-</i></p> <p>http://www.iclipart.com/download.php?iid=278814&submit=&keys=cross%20arms&notkeys=&start=0&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UjpedBbgCp4</p>
<p>Audio Transcript</p>	<p>Nonverbal communication, or body language, is how feelings and emotions are expressed without the use of spoken or written language. We should be aware of the information and emotions that are being communicated nonverbally. What we say must be supported by our nonverbal actions. People believe what they see much more than what they hear. It is also important to observe the nonverbal actions of the listener to see how they are responding.</p>
<p>Development Notes</p>	<p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>“Nonverbal communication, (T1) or body language, is how feelings and emotions are expressed without the use of spoken or written language. (T2) We should be aware of the information and emotions that are being communicated nonverbally. (T3) What we say must be supported by our nonverbal actions. (T4) People believe what they see much more than what they hear. (T5) It is also important to observe the nonverbal actions of the listener to see how they are responding.”</p>

Slide 25	Activity / Slide 23 of 54
Screen Type	Activity – Matching
Slide Title	What Is Your Body Language Saying?
On-Screen Text	<p>Question Title: Match the body language with its common meaning.</p> <p>Column 1 Title: Body language</p> <p>Column 1 Terms:</p>

	<p>A) arms folded B) higher eye level C) yawning/fidgeting D) arriving late</p> <p>Column 2 Title: Meaning</p> <p>Column 2 Answers (should match A-D with terms above):</p> <p>A) Superiority B) You can't control me. C) Defensiveness D) Boredom/tired</p>
Audio Transcript	Match the body language with its common meaning.
Development Notes	Here are the matching answers (Column 1 and Column 2) B and A, C and D, D and B, A and C.

Slide 26	Presentation / Slide 24 of 54
Screen Type	Photo Story – Text Right Image Left C
Slide Title	Effective Communication Skills
On-Screen Text	<p>Text 1: Plan ahead</p> <p>Text 2: Organize thoughts</p> <p>Text 3: State purpose</p> <p>Text 4: Establish main points</p> <p>Text 5: Clarify actions needed</p>
Image <380 x 320>	<p>thinking.jpg (alt text: An image of a person thinking about what they will say)</p> <p><i>Include an image of a person with a caption bubble over their head. Have them doing the thinking gesture with their pointer finger pointing to their temple as if they are thinking about what to say. Here's an example of a person with a caption bubble-</i></p> <p>http://www.iclipart.com/download.php?iid=414326&submit=&keys=speak&notkeys=&start=100&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UjtM5xbgCp5</p>
Audio Transcript	Before communicating anything vital, take a few minutes to plan what you will say and how you will say it. An inappropriate use of words or nonverbal actions can cause the listener to

	become defensive and can lead to a misunderstanding. By planning ahead, this problem can usually be avoided. It is also good to organize your thoughts so that it is easier for others to understand. State your purpose or intent so that it is clear to the listener. Establish your main points. Lastly, clarify any action that is needed or required of the listener.
Development Notes	<p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>“Before communicating anything vital, (T1) take a few minutes to plan what you will say and how you will say it. An inappropriate use of words or nonverbal actions can cause the listener to become defensive and can lead to a misunderstanding. By planning ahead, this problem can usually be avoided. (T2) It is also good to organize your thoughts so that it is easier for others to understand. (T3) State your purpose or intent so that it is clear to the listener. (T4) Establish your main points. (T5) Lastly, clarify any action that is needed or required of the listener.”</p>

Slide 27	Presentation / Slide 25 of 54
Screen Type	Text Art - Columns
Slide Title	Ways to Improve How You Communicate
On-Screen Text	<p>Text 1 (top left): Pronunciation</p> <p>Text 2 (middle left): Tone of voice</p> <p>Text 3 (bottom left): Clear & slow speaking</p> <p>Text 4 (top right): No fillers- “um” or “uh”</p> <p>Text 5 (middle right): Ask one question</p> <p>Text 6 (bottom right): Use easy words & no slang</p>
Audio Transcript	There are some strategies that you can use to improve the way you communicate. These strategies will help others to listen and understand. Be clear and precise in your communication. Be aware of your tone of voice. Speak clearly and slowly, making sure not to mumble or cover your mouth when you're talking. Try not to use fillers when you speak (such as saying “uh” or “um”). Ask only one question at a time. Use easy words and avoid slang words.
Development Notes	Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1

	<p>should enter.</p> <p>“There are some strategies that you can use to improve the way you communicate. These strategies will help others to listen and understand. (T1) Be clear and precise in your communication. (T2) Be aware of your tone of voice. (T3) Speak clearly and slowly, making sure not to mumble or cover your mouth when you're talking. (T4) Try not to use fillers when you speak (such as saying “uh” or “um”). (T5) Ask only one question at a time. (T6) Use easy words and avoid slang words.”</p>
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Slide 28	Presentation / Slide 26 of 54
Screen Type	Photo Story – Text Right Image Left C
Slide Title	Confirm Understanding
On-Screen Text	<p>Text 1: Nonverbal behavior</p> <p>Text 2: Ask questions</p> <p>Text 3: Listener repeat</p> <p>Text 4: Repeat to clarify</p>
Image <380 x 320>	<p>boxeschecked.jpg (alt text: An image of several boxes with checkmarks) <i>Include an image of boxes with checkmarks such as the one at the following link-</i> http://www.iclipart.com/download.php?iid=653222&submit=&keys=confirm&notkeys=&start=0&andor=AND&c1=COLOR&c2=BLACK&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UkCP8xbgCp4</p>
Audio Transcript	<p>Part of effective communication skills is making sure that you were understood. Below are some strategies that can help to make sure you were understood. It is good to watch for the nonverbal behaviors of the listener to know if you were understood. You can ask questions to learn how well you were understood. In the right situation, you can ask the listener to repeat what they heard. It is always wise to repeat your message if it wasn't clearly understood.</p>
Development Notes	<p>Remove Text Box 5 and recenter remaining text boxes on screen.</p> <p>Enter text boxes timed with the narration. In the audio transcript</p>

	<p>when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>“Part of effective communication skills is making sure that you were understood. Below are some strategies that can help to make sure you were understood. (T1) It is good to watch for the nonverbal behaviors of the listener to know if you were understood. (T2) You can ask questions to learn how well you were understood. (T3) In the right situation, you can ask the listener to repeat what they heard. (T4) It is always wise to repeat your message if it wasn't clearly understood.”</p>
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Slide 29	Presentation / Slide 27 of 54
Screen Type	Photo Story – Text Right Image Left C
Slide Title	Language to Avoid
On-Screen Text	<p>Text 1: Avoid sarcasm</p> <p>Text 2: Defensive</p> <p>Text 3: Judgmental language</p> <p>Text 4: Offensive & builds walls</p> <p>Text 5: Avoid anything negative</p>
Image <380 x 320>	<p>nosign.jpg (alt text: An image of a red circle with a line through it that means no)</p> <p><i>Include an image of a red circle with a line going through it diagonally to symbolize not to do something. There is an example at the following link (but leave out the sign below the circle)-</i></p> <p>http://www.iclipart.com/download.php?iid=78109&submit=&keys=avoid&notkeys=&start=0&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UjtflxbgCp4</p>
Audio Transcript	<p>Some people think sarcasm is funny or harmless. However, there is often a mean undercurrent to sarcasm, and it can put people on the defensive. Judgmental language can sneak into conversations in seemingly innocent ways but is offensive and builds walls between people. An example might be saying, “You people aren't from around here, are you?” This statement could be offensive to someone. It is wise to avoid anything that might be seen as negative or that might give your message a negative tone.</p>

Development Notes	<p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>(T1) “Some people think sarcasm is funny or harmless. However, there is often a mean undercurrent to sarcasm, and (T2) it can put people on the defensive. (T3) Judgmental language can sneak into conversations in seemingly innocent ways but is (T4) offensive and builds walls between people. An example might be saying, “You people aren’t from around here, are you?” This statement could be offensive to someone. (T5) It is wise to avoid anything that might be seen as negative or that might give your message a negative tone.”</p>
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Slide 30	Presentation / Slide 28 of 54
Screen Type	Photo Story – Text Right Image Left B
Slide Title	Listening Skills Exercise
On-Screen Text	<p>Text: Have a piece of paper, a pen or pencil, and number your paper from 1 to 7.</p> <p>Click the button when you are ready to start this exercise.</p> <p>Write down your answers to each question.</p>
Image <380 x 320>	<p>listeningear.jpg (alt text: An image of a hand behind an ear trying to listen) <i>Include an image of a person's ear with their hand behind it like they are trying to hear. An example is at the following link-</i> http://www.iclipart.com/download.php?iid=281653&submit=&keys=listening%20ear&notkeys=&start=0&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UkBeQhbgCp4</p>
Audio Transcript	<p>Listening effectively is a vital part of communication. Listen to the following questions and write down your answers on a piece of paper. Listen carefully because the questions will not be repeated. There will be a 10 second pause after each question is asked to give you time to write down your answers.</p> <p>1. Is there a federal law against a man marrying his widow's sister? 2. Do they have a 4th of July in England? 3. If you have only one match and entered a cold room that had a kerosene lamp, and oil heater, and a wood stove, which would you light first for maximum heat? 4. The Yankees and the Tigers play five baseball games. They each win three games. No ties or disputed games are involved. How could this be accomplished?</p>

	<p>5. How many birthdays does the average man have? The average woman? 6. According to International law, if an airplane should crash on the exact border between two countries, would unidentified survivors be buried in the country they were traveling to or the country they were traveling from? 7. A man builds an ordinary house with four sides, except that each side has a southern exposure. A bear comes to the door and rings the doorbell. What color is the bear?</p>
Development Notes	<p>Between each question in the narration, put a 10 second pause to give time for the learner to write down their answers on a piece of paper.</p> <p>Put a button below the on-screen text that the user clicks when they have their piece of paper ready.</p>

Slide 31	Presentation / Slide 29 of 54
Screen Type	Photo Story – Text Right Image Left B
Slide Title	Listening Skills Exercise
On-Screen Text	<p>Text:</p> <p>Write down your answers to each question.</p>
Image <380 x 320>	<p>listeningear.jpg (alt text: An image of a hand behind an ear trying to listen) <i>Include an image of a person's ear with their hand behind it like they are trying to hear. An example is at the following link-</i> http://www.iclipart.com/download.php?iid=281653&submit=&keys=listening%20ear&notkeys=&start=0&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UkBeQhbgCp4</p>
Audio Transcript	<p>4. The Yankees and the Tigers play five baseball games. They each win three games. No ties or disputed games are involved. How could this be accomplished? 5. How many birthdays does the average man have? The average woman? 6. According to International law, if an airplane should crash on the exact border between two countries, would unidentified survivors be buried in the country they were traveling to or the country they were traveling from? 7. A man builds an ordinary house with four sides, except that each side has a southern exposure. A bear comes to the door and rings the doorbell. What color is the bear? Go to the next slide to hear the correct answers to this listening exercise.</p>

Development Notes	Between each question and after the last question in the narration, put a 10 second pause to give time for the learner to write down their answers on a piece of paper.
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Slide 32	Presentation / Slide 30 of 54
Screen Type	Photo Story – Text Right Image Left C
Slide Title	Listening Skills Exercise continued
On-Screen Text	Text 1: He would have to be dead to have a widow Text 2: Yes, and many other days in July Text 3: Light the match first
Image <380 x 320>	listeningear.jpg (alt text: An image of a hand behind an ear trying to listen) <i>Include an image of a person's ear with their hand behind it like they are trying to hear. An example is at the following link-</i> http://www.iclipart.com/download.php?iid=281653&submit=&keys=listening%20ear&notkeys=&start=0&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UkBeQhbgCp4
Audio Transcript	Here are the answer to the listening skills exercise: 1. He would have to be dead to have a widow. 2. Yes, they have a July 4 th and many other days in July. 3. Light the match first. Go to the next slide to find out the answers to the remaining questions.
Development Notes	Remove Text Boxes 4 and 5 and recenter remaining boxes. Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter. “Here are the answer to the listening skills exercise: (T1) 1. He would have to be dead to have a widow. (T2) 2. Yes, they have a July 4 th and many other days in July. (T3) 3. Light the match first. Go to the next slide to find out the answers to the remaining questions.

Slide 33	Presentation / Slide 31 of 54
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Screen Type	Photo Story – Text Right Image Left C
Slide Title	Listening Skills Exercise continued
On-Screen Text	<p>Text 1: Didn't play each other</p> <p>Text 2: Only one day of birth</p> <p>Text 3: Don't bury survivors</p> <p>Text 4: At North Pole- bear is white</p> <p>Text 5: How did you do?</p>
Image <380 x 320>	<p>listeningear.jpg (alt text: An image of a hand behind an ear trying to listen) <i>Include an image of a person's ear with their hand behind it like they are trying to hear. An example is at the following link-</i> http://www.iclipart.com/download.php?iid=281653&submit=&keys=listening%20ear&notkeys=&start=0&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UkBeQhbgCp4 </p>
Audio Transcript	<p>Here are the remaining answers to the listening exercise: 4. They did not play each other. 5. You can only have one day of birth. 6. You do not bury survivors because a survivor is still alive. 7. It must be at the North Pole; therefore, the bear is white. How well did you do on this listening exercise? Did you get all of the questions right, just some, or none at all? If you didn't do well on this exercise, you may want to practice listening intently and try another exercise similar to this one and see if you do better. Being an effective listener is important in all aspects of life- both professional and personal.</p>
Development Notes	<p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>“Here are the remaining answers to the listening exercise: (T1) 4. They did not play each other. (T2) 5. You can only have one day of birth. (T3) 6. You do not bury survivors because a survivor is still alive. (T4) 7. It must be at the North Pole; therefore, the bear is white. (T5) How well did you do on this listening exercise? Did you get all of the questions right, just some, or none at all? If you didn't do well on this exercise, you may want to practice listening intently and try another exercise similar to this one and see if you do better. Being an effective listener is important in all aspects of life- both professional and</p>

	personal.”
Slide 34	Presentation / Slide 32 of 54
Screen Type	Photo Story – Text Right Image Left A
Slide Title	Effective Listening Skills
On-Screen Text	Text 1: Prepare to listen Text 2: Decide to listen Text 3: Check your attitude
Image <380 x 320>	listen.jpg (alt text: An image of a person holding their ear to listen) <i>Include an image of a person holding their ear to listen such as the one at the following link-</i> <a href="http://www.iclipart.com/download.php?iid=493648&submit=&keys=listen&notkeys=&start=0&andor=AND&c1=COLOR&c2=BA
NDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All
&type=REGULAR&rows=20&jump=0&period=&collection=&gro
up=&orien=&safe=1&tl=clipart&adv=#.UjuVtRbgCp4">http://www.iclipart.com/download.php?iid=493648&submit=&keys=listen&notkeys=&start=0&andor=AND&c1=COLOR&c2=BA NDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All &type=REGULAR&rows=20&jump=0&period=&collection=&gro up=&orien=&safe=1&tl=clipart&adv=#.UjuVtRbgCp4
Audio Transcript	There are a number of listening skills that are helpful to know. The following slides will discuss these skills. It is important to prepare to listen, which involves both physical and mental actions. The first and most vital action to do when preparing to listen is to make a decision to listen to others. Your attitude can affect your communication and listening style. Poor listeners tend to dominate discussions and attack others with verbal assaults. Having a good attitude is crucial when listening to others. Go to the next slide to learn more effective listening skills.
Development Notes	Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter. “There are a number of listening skills that are helpful to know. The following slides will discuss these skills. (T1) It is important to prepare to listen, which involves both physical and mental actions. (T2) The first and most vital action to do when preparing to listen is to make a decision to listen to others. (T3) Your attitude can affect your communication and listening style. Poor listeners tend to dominate discussions and attack others with verbal assaults. Having a good attitude is crucial when listening to others. Go to the next slide to learn more effective listening skills.”

Slide 35	Presentation / Slide 33 of 54
Screen Type	Photo Story – Text Right Image Left A
Slide Title	Effective Listening Skills
On-Screen Text	<p>Text 1: Remove distractions</p> <p>Text 2: Remove environmental distractions</p> <p>Text 3: Focus on speaker</p>
Image <380 x 320>	<p>listen.jpg (alt text: An image of a person holding their ear to listen) <i>Include an image of a person holding their ear to listen such as the one at the following link-</i> http://www.iclipart.com/download.php?iid=493648&submit=&keys=listen&notkeys=&start=0&andor=AND&c1=COLOR&c2=BA&NDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UjuVtRbgCp4</p>
Audio Transcript	<p>Below are more effective listening skills. It is important to remove distractions by clearing your mind of thoughts or internal noise. Mental distractions are a barrier to effective listening and cloud the mind with noise. Removing environmental distractions is also important. If there is a lot of background noise, it is difficult to listen. If you know that the environmental noise will hinder your ability to listen, relocate and move the conversation to a quieter location. Focusing on the speaker is crucial. You should look at the person and make appropriate eye contact. If you are not looking at the speaker, it is easier for your mind to wander. Go to the next slide to learn more effective listening skills.</p>
Development Notes	<p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>“Below are more effective listening skills. (T1) It is important to remove distractions by clearing your mind of thoughts or internal noise. Mental distractions are a barrier to effective listening and cloud the mind with noise. (T2) Removing environmental distractions is also important. If there is a lot of background noise, it is difficult to listen. If you know that the environmental noise will hinder your ability to listen, relocate and move the conversation to a quieter location. (T3) Focusing on the speaker is crucial. You should look at the person and make appropriate eye contact. If you are not looking at the speaker, it is easier for your mind to wander. Go to the next slide to learn more effective listening skills.”</p>

Slide 36	Presentation / Slide 34 of 54
Screen Type	Photo Story – Text Right Image Left A
Slide Title	Effective Listening Skills
On-Screen Text	<p>Text 1: Focus on content</p> <p>Text 2: Don't defend</p> <p>Text 3: Don't interrupt</p>
Image <380 x 320>	<p>listen.jpg (alt text: An image of a person holding their ear to listen) <i>Include an image of a person holding their ear to listen such as the one at the following link-</i> http://www.iclipart.com/download.php?iid=493648&submit=&keys=listen&notkeys=&start=0&andor=AND&c1=COLOR&c2=BA NDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All &type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UjuVtRbgCp4 </p>
Audio Transcript	<p>Below are more effective listening skills. It is important to keep an open mind and not to make snap judgments. Regardless of a person's credibility, listen to determine if there is some truth to what they are saying. It is important to listen and not defend. Try not to think about what you're going to say next but stay focused on listening instead. It's important not to interrupt. Interrupting frustrates the speaker and limits full understanding of the message. People will not feel the need to repeat themselves if they are allowed to finish speaking without interruption. Go to the next slide to learn more effective listening skills.</p>
Development Notes	<p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>“Below are more effective listening skills. (T1) It is important to keep an open mind and not to make snap judgments. Regardless of a person's credibility, listen to determine if there is some truth to what they are saying. (T2) It is important to listen and not defend. Try not to think about what you're going to say next but stay focused on listening instead. (T3) It's important not to interrupt. Interrupting frustrates the speaker and limits full understanding of the message. People will not feel the need to repeat themselves if they are allowed to finish speaking without interruption. Go to the next slide to learn more effective listening skills.”</p>

Slide 37	Presentation / Slide 35 of 54
Screen Type	Photo Story – Text Right Image Left A
Slide Title	Effective Listening Skills
On-Screen Text	Text 1: Don't jump to conclusions Text 2: Listen with empathy Text 3: Pay attention
Image <380 x 320>	listen.jpg (alt text: An image of a person holding their ear to listen) <i>Include an image of a person holding their ear to listen such as the one at the following link-</i> <a href="http://www.iclipart.com/download.php?iid=493648&submit=&keys=listen&notkeys=&start=0&andor=AND&c1=COLOR&c2=BA
NDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All
&type=REGULAR&rows=20&jump=0&period=&collection=&gro
up=&orien=&safe=1&tl=clipart&adv=#.UjuVtRbgCp4">http://www.iclipart.com/download.php?iid=493648&submit=&keys=listen&notkeys=&start=0&andor=AND&c1=COLOR&c2=BA NDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All &type=REGULAR&rows=20&jump=0&period=&collection=&gro up=&orien=&safe=1&tl=clipart&adv=#.UjuVtRbgCp4
Audio Transcript	Below are more effective listening skills. It's important not to jump to conclusions. Many times people jump to conclusions based on limited information, especially when the information supports what they already believe. Similarly, many people distort communication to fit their current beliefs. It is important to listen with empathy, or compassion, for it reduces the emotions, or tension, behind the communication. It also allows others to address the issues in a more rational way. It is important to have an open and inviting attitude. People will notice if your attitude is saying that you really want to listen and understand, or if you're showing that you're bored or defensive. Go to the next slide to learn more effective listening skills.
Development Notes	Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter. “Below are more effective listening skills. (T1) It's important not to jump to conclusions. Many times people jump to conclusions based on limited information, especially when the information supports what they already believe. Similarly, many people distort communication to fit their current beliefs. (T2) It is important to listen with empathy, or compassion, for it reduces the emotions, or tension, behind the communication. It also allows others to address the issues in a more rational way. (T3) It is important to have an open and inviting attitude. People will notice if your attitude is saying that you really want to listen and understand, or if you're showing that you're bored or defensive.

	Go to the next slide to learn more effective listening skills.”
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Slide 38	Presentation / Slide 36 of 54
Screen Type	Photo Story – Text Right Image Left C
Slide Title	Effective Listening Skills
On-Screen Text	<p>Text 1: Nonverbal actions</p> <p>Text 2: Encourage speaker</p> <p>Text 3: Organize info</p> <p>Text 4: Clarify understanding</p>
Image <380 x 320>	<p>listen.jpg (alt text: An image of a person holding their ear to listen) <i>Include an image of a person holding their ear to listen such as the one at the following link-</i> http://www.iclipart.com/download.php?iid=493648&submit=&keys=listen&notkeys=&start=0&andor=AND&c1=COLOR&c2=BA NDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All &type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UjuVtRbgCp4</p>
Audio Transcript	<p>Below is the last set of effective listening skills. It is important to use appropriate nonverbal actions. Tapping your foot or fidgeting will communicate you're bored or impatient. It is important to encourage your speaker to continue by facing the speaker and making appropriate eye contact. Responding with “Uh-huh”, “Interesting,” and nodding your head are all good examples of ways to encourage your speaker to continue. It is important to organize information in your mind since everyone will not speak in a logical, orderly manner. It is important to clarify your understanding by asking questions and repeating or paraphrasing what has been said. This concludes the section on effective listening skills.</p>
Development Notes	<p>Remove Text Box 5 and recenter the remaining text boxes.</p> <p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>“Below is the last set of effective listening skills. (T1) It is important to use appropriate nonverbal actions. Tapping your foot or fidgeting will communicate you're bored or impatient. (T2) It is important to encourage your speaker to continue by facing the speaker and making appropriate eye contact.</p>

	Responding with “Uh-huh”, “Interesting,” and nodding your head are all good examples of ways to encourage your speaker to continue. (T3) It is important to organize information in your mind since everyone will not speak in a logical, orderly manner. (T4) It is important to clarify your understanding by asking questions and repeating or paraphrasing what has been said. This concludes the section on effective listening skills.”
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Slide 39	Splash Screen
Topic Title	Establish Relationships & Build Trust
Topic Summary	Gain a basic understanding of what is required to establish and maintain relationships. Gain a basic understanding of the high cost of trust violations.
Audio Transcript	Establish Relationships & Build Trust. Gain a basic understanding of what is required to establish and maintain relationships. Gain a basic understanding of the high cost of trust violations.

Slide 40	Presentation / Slide 37 of 54
Screen Type	Photo Story – Text Right Image Left A
Slide Title	Quickly Establish Relationships & Build Trust
On-Screen Text	Text 1: Make first impression Text 2: Appearance Text 3: Perform
Image <380 x 320>	<i>pyramid.jpg</i> (alt text: An image of a pyramid of people) <i>Include an image of a pyramid of people such as the one at this link-</i> http://www.iclipart.com/download.php?iid=450421&submit=&keys=trust&notkeys=&start=100&andor=AND&c1=COLOR&c2=BLACK&w=s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.Uju7GRbgCp4
Audio Transcript	A positive beginning helps pave the way for a positive relationship. Researchers say it only takes about 12 words or 15 seconds to make a first impression. These first words or seconds either benefit or hinder a relationship. Your appearance, including your posture, facial expressions, tone of voice, and attitude also affect the impression you give others. Beyond the first impression, others will judge your ability to perform. It is important to perform your duties and obligations competently and professionally. This section will focus on ways

	to build trust and to maintain health working relationships.
Development Notes	<p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>(T1) “A positive beginning helps pave the way for a positive relationship. Researchers say it only takes about 12 words or 15 seconds to make a first impression. These first words or seconds either benefit or hinder a relationship. (T2) Your appearance, including your posture, facial expressions, tone of voice, and attitude also affect the impression you give others. Beyond the first impression, (T3) others will judge your ability to perform. It is important to perform your duties and obligations competently and professionally. This section will focus on ways to build trust and to maintain health working relationships.”</p>

Slide 41	Presentation / Slide 38 of 54
Screen Type	Photo Story – Text Right Image Left A
Slide Title	Communicate Accurately, Openly, & Transparently
On-Screen Text	<p>Text 1: Be Transparent</p> <p>Text 2: Use tact</p> <p>Text 3: Listen & speak frankly</p>
Image <380 x 320>	<p>talkcans.jpg (alt text: An image of two people talking thru cans) <i>Include an image of two people talking thru cans (but actual people or the images should be colored instead of white) such as the one at the following link-</i> http://www.iclipart.com/download.php?iid=414308&submit=&keys=communicate&notkeys=&start=0&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UkCS9BbgCp4</p>
Audio Transcript	<p>There are some strategies that can help establish relationships and build trust. In order to do so, it is critical to communicate accurately, openly, and transparently. To be transparent means to act openly and to be clear about your intentions and motives and helps the other person calculate your trustworthiness accurately. It is also important to use tact, especially when discussing topics of a sensitive nature with the end-result being a win/win solution. It is also important to display a willingness to listen and speak frankly. Phrasing questions in a non-</p>

	<p>assumptive way is helpful. For example, saying “How is it going with your schedule?” instead of “Why are you always late?” Go to the next slide to learn more strategies.</p>
Development Notes	<p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>“There are some strategies that can help establish relationships and build trust. In order to do so, it is critical to communicate accurately, openly, and transparently. (T1) To be transparent means to act openly and to be clear about your intentions and motives and helps the other person calculate your trustworthiness accurately. (T2) It is also important to use tact, especially when discussing topics of a sensitive nature with the end-result being a win/win solution. (T3) It is also important to display a willingness to listen and speak frankly. Phrasing questions in a non-assumptive way is helpful. For example, saying “How is it going with your schedule?” instead of “Why are you always late?” Go to the next slide to learn more strategies.”</p>

Slide 42	Presentation / Slide 39 of 54
Screen Type	Photo Story – Text Right Image Left A
Slide Title	Communicate Accurately, Openly, & Transparently
On-Screen Text	<p>Text 1: Choose appropriate method</p> <p>Text 2: Be neutral</p> <p>Text 3: Be objective & fair</p>
Image <380 x 320>	<p>talkcans.jpg (alt text: An image of two people talking thru cans) <i>Include an image of two people talking thru cans (but actual people or the images should be colored instead of white) such as the one at the following link-</i> http://www.iclipart.com/download.php?iid=414308&submit=&keys=communicate&notkeys=&start=0&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UkCS9BbgCp4</p>
Audio Transcript	<p>Here are more strategies that can help establish relationships and build trust. It is important to choose the appropriate method for your communication. Private conversations build confidence and public scenes build walls. It is important to be neutral when placed in difficult predicaments. Make sure not to choose sides</p>

	until you know the hard facts. It is important to be objective and fair. When making decision or taking actions, consider how others will perceive your choices when it comes to being objective and fair and not displaying double standards. Go to the next slide to learn more strategies.
Development Notes	<p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>“Here are more strategies that can help establish relationships and build trust. (T1) It is important to choose the appropriate method for your communication. Private conversations build confidence and public scenes build walls. (T2) It is important to be neutral when placed in difficult predicaments. Make sure not to choose sides until you know the hard facts. (T3) It is important to be objective and fair. When making decision or taking actions, consider how others will perceive your choices when it comes to being objective and fair and not displaying double standards. Go to the next slide to learn more strategies.”</p>

Slide 43	Presentation / Slide 40 of 54
Screen Type	Photo Story – Text Right Image Left C
Slide Title	Listen Accurately
On-Screen Text	<p>Text 1: Suspend judgments/opinions</p> <p>Text 2: Be Responsive</p> <p>Text 3: Be Sincere</p> <p>Text 4: Strong Moral Ethic</p>
Image <380 x 320>	<p>takenotes.jpg (alt text: An image of a person taking notes)</p> <p><i>Include an image of a person taking notes such as the one at the following link-</i></p> <p>http://www.iclipart.com/download.php?iid=410454&submit=&keys=take%20notes&notkeys=&start=0&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UkCTqRbgCp4</p>
Audio Transcript	In order to communicate accurately, openly, and transparently, it is crucial to listen accurately. Below are some strategies to help with accurate listening. It is important to suspend your

	<p>judgments or opinions until you understand the communication. When we interrupt, grow restless, or frown, it communicates that we are judging, which can cause the speaker to change what they were going to say. It is important to be responsive by giving and receiving feedback honestly, consciously, and with care. It is important to be sincere and act without deceit or pretense. Your actions should match your words. It is also important to demonstrate a strong moral ethic. People should feel confident that you will not show betrayal in any way.</p>
Development Notes	<p>Remove Text Box 5 and recenter remaining text boxes.</p> <p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>“In order to communicate accurately, openly, and transparently, it is crucial to listen accurately. Below are some strategies to help with accurate listening. (T1) It is important to suspend your judgments or opinions until you understand the communication. When we interrupt, grow restless, or frown, it communicates that we are judging, which can cause the speaker to change what they were going to say. (T2) It is important to be responsive by giving and receiving feedback honestly, consciously, and with care. (T3) It is important to be sincere and act without deceit or pretense. Your actions should match your words. It is also important to demonstrate a strong moral ethic. People should feel confident that you will not show betrayal in any way.”</p>

Slide 44	Presentation / Slide 41 of 54
Screen Type	Photo Story – Text Right Image Left A
Slide Title	Show Concern & Follow Through
On-Screen Text	<p>Text 1: Be courteous- build rapport</p> <p>Text 2: Show sensitivity- grows trust</p> <p>Text 3: Follow through- builds trust</p>
Image <380 x 320>	<p>handlewithcare.jpg (alt text: An image of a label that says “handle with care”)</p> <p><i>Include an image of a label that says “Handle with care” such as the one at the following link (except it should not say delicate instruments</i></p> <p>http://www.iclipart.com/download.php?iid=77995&submit=&key=s=care&notkeys=&start=100&andor=AND&c1=COLOR&c2=BA NDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All &type=REGULAR&rows=20&jump=0&period=&collection=&gro</p>

	up=&orien=&safe=1&tl=clipart&adv=#.UkCXJhbgCp4
Audio Transcript	Another way to communicate accurately, openly, and transparently is to show concern for others. One way to show concern is to be courteous. Simple courtesies like, “Good morning,” and “How are you?” help build rapport. Another way to show concern is to show sensitivity to others needs, desires, and interests. By showing respect and protecting others, their trust in you will grow, which will help when communicating with others. Another important thing to do is to do what you say you will do. Even in small matters, it is important to follow through, or it will undermine your trustworthiness.
Development Notes	<p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>“Another way to communicate accurately, openly, and transparently is to show concern for others. One way to show concern (T1) is to be courteous. Simple courtesies like, “Good morning,” and “How are you?” help build rapport. Another way to show concern is (T2) to show sensitivity to others needs, desires, and interests. By showing respect and protecting others, their trust in you will grow, which will help when communicating with others. (T3) Another important thing to do to help you to communicate accurately, openly, and transparently is to do what you say you will do. Even in small matters, it is important to follow through, or it will undermine your trustworthiness.”</p>

Slide 45	Presentation / Slide 42 of 54
Screen Type	Photo Story – Text Right Image Left C
Slide Title	Honor Commitments
On-Screen Text	<p>Text 1: Honor commitments</p> <p>Text 2: Honor promises</p> <p>Text 3: Be reliable</p> <p>Text 4: Accept Responsibility</p>
Image <380 x 320>	<p>goldmedal.jpg (alt text: An image of a gold medal)</p> <p><i>Include an image of a gold medal such as the one at the following link-</i></p> <p>http://www.iclipart.com/download.php?iid=456395&submit=&keys=honor&notkeys=&start=0&andor=AND&c1=COLOR&c2=BA</p>

	<u>NDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UkCYmRbgCp4</u>
Audio Transcript	In order to communicate well, it is important to honor commitments. When you honor your commitments and your words match your actions, your integrity is reinforced. It is important to honor your promises. Even if a promise you make seems small and insignificant, do not break it. Breaking promises destroys trust. It is also important to be reliable. Others will regard you as trustworthy when you behave in consistent and predictable ways. Being responsible, accountable, and doing a good job will make you reliable. It is also important to accept responsibility by accepting the consequences of your words and actions. Be true to your word, be honest, and don't make excuses. Report mistakes immediately and try to fix the situation.
Development Notes	<p>Remove Text Box 5 and recenter remaining boxes.</p> <p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>“In order to communicate well, it is important to honor commitments. (T1) When you honor your commitments and your words match your actions, your integrity is reinforced. It is important to (T2) honor your promises. Even if a promise you make seems small and insignificant, do not break it. Breaking promises destroys trust. It is also important to (T3) be reliable. Others will regard you as trustworthy when you behave in consistent and predictable ways. Being responsible, accountable, and doing a good job will make you reliable. (T4) It is also important to accept responsibility by accepting the consequences of your words and actions. Be true to your word, be honest, and don't make excuses. Report mistakes immediately and try to fix the situation.”</p>

Slide 46	Presentation / Slide 43 of 54
Screen Type	Photo Story – Text Right Image Left C
Slide Title	Maintain Healthy Boundaries
On-Screen Text	<p>Text 1: Establish good boundaries</p> <p>Text 2: Keep confidences</p> <p>Text 3: Avoid emotional involvement</p>

	Text 4: Never lie
Image <380 x 320>	boundary.jpg (alt text: An image of a person pointing to writing on the floor that says “my space”) <i>Include an image of a person with a space that has something showing the boundaries (such as caution tape, rope, etc.) and it says my space on the floor. Have them pointing to the writing on the floor.</i>
Audio Transcript	It is important to establish boundaries and to have privacy and not to give up your most personal feelings and secrets in order to be trustworthy. It is also important to keep confidences and not to gossip or tell someone else's story.
Development Notes	Remove Text Box 5 and recenter remaining boxes.

Slide 47	Splash Screen
Topic Title	Personal Challenges & Coping Techniques
Topic Summary	<ul style="list-style-type: none"> Identify personal challenges they might encounter. Identify healthy coping techniques to personal challenges.
Audio Transcript	Personal Challenges & Coping Techniques. Identify personal challenges they might encounter. Identify healthy coping techniques to personal challenges.

Slide 48	Presentation / Slide 44 of 54
Screen Type	Photo Story – Text Right Image Left C
Slide Title	Your Personal Challenges
On-Screen Text	Text 1: Providing caring, attentive service Text 2: Healthy habits to manage challenges Text 3: Remain focused on situation Text 4: Take a step away Text 5: Focus on rewards of serving others
Image <380 x 320>	rockclimb.jpg (alt text: An image of a woman rock climbing) <i>Include an image of a person rock climbing such as the one at the following link-</i> http://www.iclipart.com/download.php?iid=166854&submit=&keys=challenge&notkeys=&start=0&andor=AND&c1=COLOR&c2

	=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UkCcOxbgCp4
Audio Transcript	Providing exceptional service to others all day, every day can be a challenge. It is vital to recognize the challenges you may face in providing caring attentive service. It is equally important to identify health habits in managing your personal challenges. Don't take it personally. Remain focused on the situation and not the person. Take a deep breath, a short break, and ask for help when you need it. Take responsibility for your feelings and reactions. Do not react to things that you cannot control. Focus on the rewards of service to others.
Development Notes	<p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>“Providing exceptional service to others all day, every day can be a challenge. It is vital to recognize the challenges you may face (T1) in providing caring attentive service. It is equally important to (T2) identify health habits in managing your personal challenges. Don't take it personally. (T3) Remain focused on the situation and not the person. (T4) Take a deep breath, a short break, and ask for help when you need it. Take responsibility for your feelings and reactions. Do not react to things that you cannot control. (T5) Focus on the rewards of service to others.”</p>

Slide 49	Presentation / Slide 45 of 54
Screen Type	Interaction – Mouse Sequence Text with Images Center
Slide Title	Challenges You May Encounter
On-Screen Caption Text	<p>Text 1: SBO upset about “Obamacare” yells at you</p> <p>Text 2: Family with numerous medical issues</p> <p>Text 3: Confused consumer wants you to help choose a plan</p> <p>Text 4: Running behind schedule and consumer is angry</p> <p>Text 5: Speak different language than who you're helping</p>
Image <300 x 220>	<p>Image 1: logoobamacare.jpg (alt text: An image of the Obamacare logo)</p> <p><i>Include an image of the Obamacare logo from the following link- http://coloradopeakpolitics.com/wp-</i></p>

<p><300 x 220></p>	<p>content/uploads/2013/04/obamacare-logo_full.png</p> <p>Image 2: firstaid.jpg (alt text: An image of a red medical case with the first aid symbol on it) <i>Include an image of a red medical case with the first aid symbol on it such as at the following link-</i> http://www.iclipart.com/download.php?iid=546669&submit=&keys=first%20aid&notkeys=&start=0&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UkD6ZhbgCp4</p>
<p><300 x 220></p>	<p>Image 3: confused.jpg (alt text: An image of a confused person) <i>Include an image of a person that looks confused such as the one at the following link-</i> http://www.iclipart.com/download.php?iid=165398&submit=&keys=confused&notkeys=&start=0&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UkD68RbgCp4</p>
<p><300 x 220></p>	<p>Image 4: runninglate.jpg (alt text: An image of a person who is running late) <i>Include an image of a person who is running late such as the one at the following link-</i> http://www.iclipart.com/download.php?iid=382007&submit=&keys=late&notkeys=&start=0&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UkD8AxbgCp4</p>
<p><300 x 220></p>	<p>Image 5: translatebutton.jpg (alt text: An image of the translate button on an old typewriter) <i>Include an image of the translate button on an old typewriter such as the one at the following link-</i> http://www.iclipart.com/download.php?iid=654894&submit=&keys=translate&notkeys=&start=0&andor=AND&c1=COLOR&c2=BANDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All&type=REGULAR&rows=20&jump=0&period=&collection=</p>

	&group=&orien=&safe=1&tl=clipart&adv=#.UkD9exbgCp4
Audio Transcript	Below is a list of challenges that you may encounter in your day-to-day job. A small business owner is very upset about “Obamacare” and yells at you. A family has had numerous medical issues and your heart hurts seeing what they've gone through. You explain the various options available to a healthcare consumer who seems very confused and asks you to “help them choose” which plan is right for their family. You are running late due to a previous appointment that ran long and you're next appointment is angry you're late. You realize the family you're meeting with doesn't understand what you're saying, and you don't speak their primary language.
Development Notes	Remove the 6 th and 7 th Text and image boxes and recenter remaining boxes.

Slide 50	Presentation / Slide 46 of 54
Screen Type	Photo Story – Text Left Image Right C
Slide Title	Your Personal Commitment
On-Screen Text	Text 1: Write your commitment Text 2: Providing exceptional service? Text 3: Stay the course? Text 4: Make others feel? Text 5: Keep and post it to refer to
Image <380 x 320>	commit.jpg (alt text: A word art image that says, “I commit to...”) <i>Include a word art image that says, “I commit to...”</i>
Audio Transcript	What is your commitment to providing exceptional service to others? On a piece of paper, in an email, or word processing document, draft a personal commitment statement. You might answer the following questions: What is your commitment to providing exceptional service to others? How will you “stay the course” when things get tough? How do you want to make others feel when providing customer service? Hold onto this statement and refer to it when you need a good reminder of why you do what you do. You might post it in your work space

	or another place that is good for you to refer to.
Development Notes	<p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>“What is your commitment to providing exceptional service to others? (T1) On a piece of paper, in an email, or word processing document, draft a personal commitment statement. You might answer the following questions: (T2) What is your commitment to providing exceptional service to others? (T3) How will you “stay the course” when things get tough? (T4) How do you want to make others feel when providing customer service? (T5) Hold onto this statement and refer to it when you need a good reminder of why you do what you do. You might post it in your work space or another place that is good for you to refer to.”</p>

Slide 51	Presentation / Slide 47 of 54
Screen Type	Photo Story – Text Left Image Right C
Slide Title	Famous Quotes- Personal Commitments
On-Screen Text	<p>Text 1: ...what we do for others.</p> <p>Text 2: ...service to others is worth living.</p> <p>Text 3: Find yourself...lose yourself in service</p> <p>Text 4: Kinds words...echoes endless</p> <p>Text 5: Lift yourself up...lift up someone else</p>
Image <380 x 320>	<p>serveplatter.jpg (alt text: An image of a waiter holding a silver platter)</p> <p><i>Include an image of a waiter's hand holding out a silver platter to serve (but nothing on the platter) such as the one at the following link-</i></p> <p>http://www.iclipart.com/download.php?iid=415771&submit=&keys=serve&notkeys=&start=0&andor=AND&c1=COLOR&c2=BA NDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All &type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UkDwnRbgCp4</p>
Audio Transcript	<p>Below are some famous quotes to inspire you. Lewis Carol said, “One of the deep secrets of life is that all that is really worth doing is what we do for others.” Albert Einstein said,</p>

	<p>“Only a life lived in the service to other is worth living.” Mahatma Ghandhi said, “The best way to find yourself is to lose yourself in the service of others.” Mother Theresa said, “Kind words can be short and easy to speak, but their echoes are truly endless.” Booker T. Washington said, “If you want to lift yourself up, lift up someone else.”</p>
Development Notes	<p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>“Below are some famous quotes to inspire you. Lewis Carol said, (T1) “One of the deep secrets of life is that all that is really worth doing is what we do for others.” Albert Einstein said, (T2) “Only a life lived in the service to other is worth living.” Mahatma Ghandhi said, (T3) “The best way to find yourself is to lose yourself in the service of others.” Mother Theresa said, (T4) “Kind words can be short and easy to speak, but their echoes are truly endless.” Booker T. Washington said, (T5) “If you want to lift yourself up, lift up someone else.”</p>

Slide 52	Presentation / Slide 48 of 54
Screen Type	Photo Story – Text Left Image Right C
Slide Title	Famous Quotes- Personal Commitments
On-Screen Text	<p>Text 1: Good leaders...good servants</p> <p>Text 2: ...how you made them feel</p> <p>Text 3: Not serving customer...serve one who is</p> <p>Text 4: Customer service...everyone's job</p>
Image <380 x 320>	<p>serveplatter.jpg (alt text: An image of a waiter holding a silver platter) <i>Include an image of a waiter's hand holding out a silver platter to serve (but nothing on the platter) such as the one at the following link-</i> http://www.iclipart.com/download.php?iid=415771&submit=&keys=serve&notkeys=&start=0&andor=AND&c1=COLOR&c2=BA NDW&s1=&s2=&release1=&release2=&previewcheck=&cat=All &type=REGULAR&rows=20&jump=0&period=&collection=&group=&orien=&safe=1&tl=clipart&adv=#.UkDwnRbgCp4</p>
Audio Transcript	<p>Below are more famous quotes to inspire you. Robert Greenleaf said, “Good leaders must first become good</p>

	servants.” Maya Angelou said, “I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.” The ex-CEO of SAP Group, Jan Carlzon, said, “If you're not serving the customer, your job is to be serving someone who is.” An anonymous quote to end with is, “Customer service is not a department, it's everyone's job.”
Development Notes	<p>Remove Text Box 5 and recenter remaining boxes.</p> <p>Enter text boxes timed with the narration. In the audio transcript when you see (T1) for example, it means that Text Box 1 should enter.</p> <p>“Below are more famous quotes to inspire you. Robert Greenleaf said, (T1) “Good leaders must first become good servants.” Maya Angelou said, (T2) “I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel.” The ex-CEO of SAP Group, Jan Carlzon, said, (T3) “If you're not serving the customer, your job is to be serving someone who is.” An anonymous quote to end with is, (T4) “Customer service is not a department, it's everyone's job.””</p>

Slide 53	Activity / Slide 49 of 54
Screen Type	Activity - MC Single or Multiple Answer No Image
Slide Title	Assessment
On-Screen Text	<p>Question Title: Answer these questions. They may be on your Phase I Final Competency Assessment.</p> <p>When clarifying your understanding of what someone has said, you should:</p> <p>Answer Options: (denote correct answer(s) with an “*”)</p> <ul style="list-style-type: none"> A) Ask questions to clarify anything you're not clear on * B) Repeat and paraphrase your understanding to make sure you understand accurately * C) Pretend to understand and allow the conversation to flow D) Interrupt them to ask them more questions
Audio Transcript	Answer these questions. They may be on your Phase I Final Competency Assessment. When clarifying your understanding of what someone has said, you should:
Development Notes	This question has two correct answers- A and B. Remove the asterisks next to A and B in development.

Slide 54	Activity / Slide 50 of 54
Screen Type	Activity - MC Single or Multiple Answer No Image
Slide Title	Assessment
On-Screen Text	<p>Question Title: To show that you are paying attention, you should:</p> <p>Answer Options: (denote correct answer(s) with an “*”)</p> <p>A) Have an open and inviting attitude. *</p> <p>B) Use appropriate nonverbal language. *</p> <p>C) Encourage your speaker to continue by facing them and maintaining appropriate eye contact. *</p> <p>D) Keep looking at the clock.</p>
Audio Transcript	To show that you are paying attention, you should:
Development Notes	This question has 3 correct answers- A, B, C. Remove the asterisks next to A, B, and C in development.

Slide 55	Activity / Slide 51 of 54
Screen Type	Activity – True or False No Image
Slide Title	Assessment
On-Screen Text	<p>Question Title: Emotions and feeling are communicated through our nonverbal behavior.</p> <p>Answer Options: (denote correct answer with an “*”)</p> <p>A) True *</p> <p>B) False</p>
Audio Transcript	Emotions and feeling are communicated through our nonverbal behavior.
Development Notes	Remove the asterisk next to True in development.

Slide 56	Activity / Slide 52 of 54
Screen Type	Activity – True or False No Image
Slide Title	Assessment
On-Screen Text	<p>Question Title: Only positive attitudes are contagious.</p> <p>Answer Options: (denote correct answer with an “*”)</p> <p>A) True</p>

	B) False *
Audio Transcript	Only positive attitudes are contagious.
Development Notes	Remove the asterisk next to False in development.

Slide 57	Activity / Slide 53 of 54
Screen Type	Activity - MC Single or Multiple Answer No Image
Slide Title	Assessment
On-Screen Text	<p>Question Title: We communicate using our:</p> <p>Answer Options: (denote correct answer(s) with an “*”)</p> <p>A) Words B) Tone of voice C) Posture D) All of the above *</p>
Audio Transcript	We communicate using our:
Development Notes	Remove asterisk next to D in development.

Slide 58	Presentation / Slide 54 of 54
Screen Type	Final Slide
On-Screen Text	Text: Congratulations. You have successfully completed this segment.
Audio Transcript	Congratulations. You have successfully completed this segment.
Development Notes	No notes.