

<i>Business Purpose</i>	<p>Company Z needs to increase employee job satisfaction and performance over the next year. Company Z is not content with the high number of recent employee turnover. Due to the lack of awareness of emotional intelligence and how it can impact employee job satisfaction and performance in the workplace, Company Z has not been able to maintain high, qualified employees.</p> <p>Mid-level managers will receive standardized and engaging training in order to increase employee job satisfaction and performance among their teams.</p> <p>This is the first, out of eight, eLearning mini-courses within the overall 6-8 week eLearning training for mid-level managers.</p>
<i>Target Audience</i>	All mid-level managers at Company Z in varied locations throughout the US
<i>Training Time</i>	20 minutes
<i>Training Recommendation</i>	Design a standardized, yet engaging, training course that will be used consistently among mid-level managers in order to increase employee job satisfaction and influence positive employee performance. The training will be eLearning to accommodate the managers and their varying locations. It will be an engaging, scenario-based training so managers can relate it to their daily work environment.
<i>Deliverables</i>	<ul style="list-style-type: none"> • Storyboard • 1 eLearning mini-course <ul style="list-style-type: none"> ○ Developed in Articulate Storyline 360 ○ Knowledge checks throughout ○ 1 final graded assessment ○ Includes narration/voice over (VO)
<i>Learning Objectives</i>	<p>Learners will be able to...</p> <ol style="list-style-type: none"> 1. <i>Define</i> emotional intelligence (EQ) 2. <i>Identify</i> the 4 types of emotional intelligence in the workplace
<i>Training Outline</i>	<ul style="list-style-type: none"> • Introduction <ul style="list-style-type: none"> ○ Welcome & Course Navigation ○ Course Overview ○ Objectives • Overview of intelligent quotient (IQ) and emotional intelligence (EQ) <ul style="list-style-type: none"> ○ What is IQ? ○ How is it different than EQ? ○ Why is EQ often more important than IQ in the workplace? • Scenario introduction for LO 1 <ul style="list-style-type: none"> ○ <i>Define</i> emotional intelligence

	<ul style="list-style-type: none"><ul style="list-style-type: none">○ Knowledge check for understanding of definition of EQ● <i>Identify</i> the 4 types of emotional intelligence in the workplace<ul style="list-style-type: none">○ Self-awareness<ul style="list-style-type: none">▪ What is self-awareness?▪ Scenario○ Self-management<ul style="list-style-type: none">▪ What is self-management?▪ Scenario○ Social Awareness<ul style="list-style-type: none">▪ What is social awareness?▪ Scenario○ Relationship Management<ul style="list-style-type: none">▪ What is relationship management?▪ Scenario○ Knowledge check for understanding of the 4 types● Course Review<ul style="list-style-type: none">○ Brief review of objectives and what was learned● Final Assessment● Congratulations<ul style="list-style-type: none">○ You've successfully completed the course!
<i>Assessment</i>	<ul style="list-style-type: none">● 1 final graded assessment with 10 questions; chosen randomly from question bank covering LO's # 1 and # 2● 80% or better is required to pass● 3 attempts to pass