

Storyboard



STORYBOARD - Lesson 1

Course: *How to Communicate Effectively with Stakeholders*

Lesson 1: Understand the Role of Stakeholder Communication

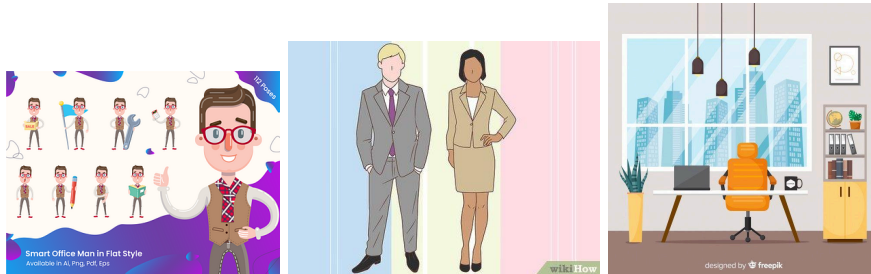
Estimated Time: ~5–6 minutes

Application Count: 1 (lightweight reflection)

Lesson 1 Learning Goal

Learners will recognize **why stakeholder communication matters** and identify the **risks of under- or over-communicating**.

Slide 1 — Lesson 1 Introduction: Why This Matters



Navigation

- Next button appears after narration
- Menu button hidden

Accessibility

- Closed captions enabled
- Alt text: “Alex, a project coordinator, standing in a modern office workspace”

Graphics & On-Screen Text

- Office background
- Character: **Alex** (standing, neutral posture)
- Text:

Why does stakeholder communication matter?

Narration / Audio

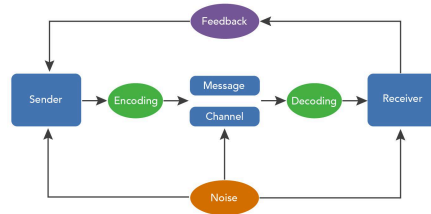
Alex:

“When I started this job, I thought stakeholder communication was mostly about sending updates when asked. I didn’t realize how much it affects trust, alignment, and project success.”

Animations / Interactions

- Alex fades in
- Title text appears after first sentence

Slide 2 — What Is Stakeholder Communication?



Navigation

- Next button visible
- Menu button appears and persists from here forward

Accessibility

- Closed captions
- Keyboard navigation enabled

Graphics & On-Screen Text

Header:

What Is Stakeholder Communication?

Definition Panel:

Intentional updates that keep the right people informed, aligned, and able to make decisions.

Supporting Icons:

- People
- Information flow
- Decision checkmark

Narration / Audio

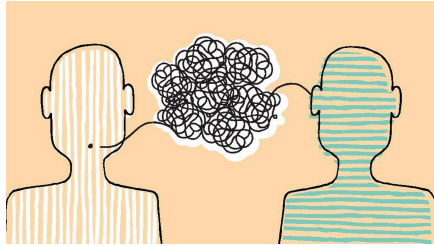
Narrator:

“Stakeholder communication isn’t about sending more messages. It’s about sharing the right information, with the right people, at the right time, so they can stay aligned and make informed decisions.”

Animations / Interactions

- Icons fade in sequentially

Slide 3 — What Happens When Communication Breaks Down



Navigation

- Next button appears after interaction completes

Accessibility

- Closed captions
- Alt text for each consequence

Graphics & On-Screen Text

Prompt:

When stakeholder communication is unclear or inconsistent, it often leads to...

Click-to-Reveal Items:

- Surprises
- Rework
- Frustration
- Loss of trust

Narration / Audio

Narrator:

"When stakeholders don't have the information they need, problems show up quickly — often as surprises, delays, or frustration."

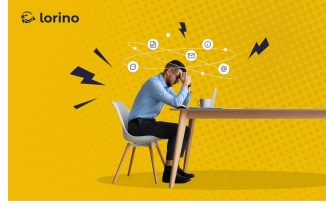
Animations / Interactions

- Click-to-reveal consequence icons
- Icons dim after being selected

Interaction Type

👉 Exploratory (non-graded)

Slide 4 — The Cost of Over- and Under-Communicating



Navigation

- Next button appears after narration

Accessibility

- Closed captions
- Alt text for visual comparison

Graphics & On-Screen Text

Two-panel comparison:

- Left: *Too Little Communication*
- Right: *Too Much Communication*

Key Takeaway Text:

Effective communication finds the balance.

Narration / Audio

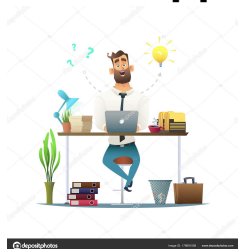
Narrator:

“Too little communication leaves stakeholders guessing. Too much communication overwhelms them. Effective stakeholder communication strikes a balance — keeping people informed without flooding them.”

Animations / Interactions

- Panels slide in from opposite sides
- Balance icon appears last

Slide 5 — Reflection Application: Spot the Impact



Navigation

- Next button enabled immediately after response

Accessibility

- Closed captions
- Keyboard-selectable options

Graphics & On-Screen Text

Prompt:

Think about a time when a project update didn't land well.

Question:

What was the biggest impact?

Response Options (select one):

- Someone was surprised by a change
- Work had to be redone
- Trust or confidence was reduced
- I'm not sure — it just felt off

Narration / Audio

Narrator:

“You don't need to share your answer — this reflection is just for you. Recognizing the impact is the first step toward communicating more intentionally.”

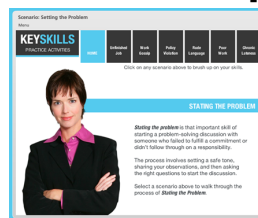
Animations / Interactions

- Selection acknowledged with neutral confirmation
- No right/wrong feedback

Interaction Type

👉 Lightweight reflection (metacognitive)

Slide 6 — Lesson 1 Wrap-Up



Navigation

- Next button visible
- Menu button persists

Accessibility

- Closed captions
- Alt text for summary icons

Graphics & On-Screen Text

Key Takeaways:

- Stakeholder communication supports trust and alignment
- Both under- and over-communicating create problems
- Being intentional matters more than sending more messages

Narration / Audio

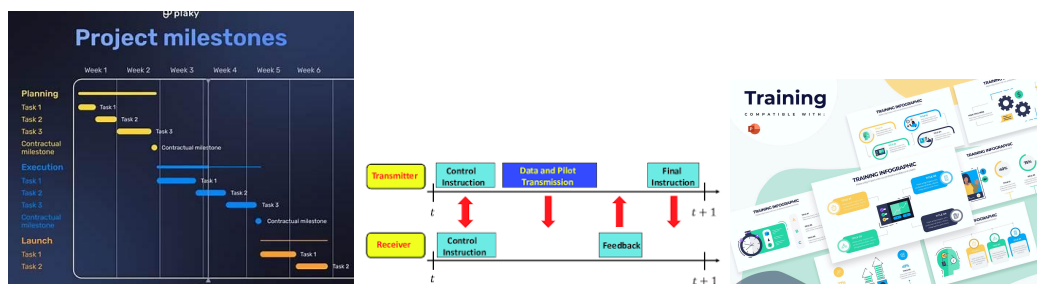
Alex:

“I’m starting to see that stakeholder communication isn’t just a task — it’s a skill.
And getting it right can make a real difference.”

Animations / Interactions

- Checkmarks animate in next to each takeaway

Slide 7 — Transition to Lesson 2



Navigation

- Next button visible

Accessibility

- Alt text for timeline visual

Graphics & On-Screen Text

Header:

Next: Deciding *When* to Inform Stakeholders

Subtext:

Knowing why communication matters is the first step.

Next, you’ll learn how to recognize the moments that require an update.

Narration / Audio

Narrator:

“Now that you understand why stakeholder communication matters, let’s focus on the next skill: deciding when stakeholders need to be informed.”



STORYBOARD - Lesson 2

Course: *How to Communicate Effectively with Stakeholders*

Lesson 2: Decide When Stakeholders Need to Be Informed

Estimated Time: ~6–7 minutes

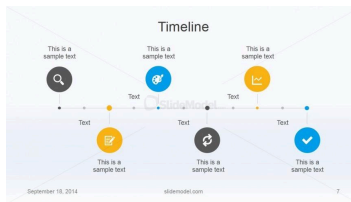
Application Count: 2 (both judgment-based, complementary)

Lesson 2 Learning Goal

Learners will identify **key moments in a task or project lifecycle** that require stakeholder communication and distinguish between:

- Routine updates
- Risks or changes
- Issues that do *not* require notification

Slide 1 — Lesson 2 Introduction: Timing Matters



Navigation

- Next button appears after narration
- Menu button persists

Accessibility

- Closed captions enabled
- Alt text: “Project timeline showing key phases and milestones”

Graphics & On-Screen Text

Header:

Deciding *When* to Inform Stakeholders

Subtext:

Not every update needs to be shared — but some moments always do.

Narration / Audio

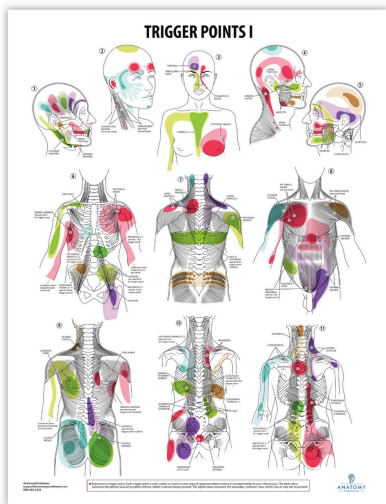
Narrator:

“Once you understand why stakeholder communication matters, the next step is knowing *when* to reach out. Timing plays a major role in preventing surprises and maintaining trust.”

Animations / Interactions

- Timeline fades in
- Milestone markers pulse briefly

Slide 2 — Demonstration: Common Trigger Moments



Navigation

- Next button appears after narration

Accessibility

- Closed captions
- Keyboard navigation enabled

Graphics & On-Screen Text

Trigger List (with icons):

- Project kickoff
- Major milestones
- Risks or issues identified
- Scope or timeline changes
- Project completion

Narration / Audio

Narrator:

“Stakeholders typically expect updates at predictable points — when a project begins, when something changes, when a risk appears, or when work is complete. These moments act as natural triggers for communication.”

Animations / Interactions

- Each trigger highlights as it’s described
- Icons remain visible for reference

Slide 3 — Demonstration: When an Update Is *Not* Needed



Navigation

- Next button appears after interaction completes

Accessibility

- Closed captions
- Alt text for visuals

Graphics & On-Screen Text

Prompt:

Not every event requires stakeholder notification.

Click-to-Reveal Examples:

- Minor issue resolved internally
- Temporary delay with no impact
- Formatting or documentation fixes

Narration / Audio

Alex:

“I used to think I should report everything — but that often caused confusion instead of clarity.”

Animations / Interactions

- Click-to-reveal examples
- Subtle “check” icon appears for each

Interaction Type

👉 Exploratory clarification (non-graded)

Slide 4 — Application 1: Notify or Not? (Scenario Sorting)



Navigation

- Next button enabled after all cards are placed

Accessibility

- Alt text for scenario cards
- Keyboard-accessible sorting

Graphics & On-Screen Text

Drop Zones:

- Notify Stakeholders
- No Update Needed

Scenario Cards:

- Key deadline moved by one week
- Minor data error fixed internally
- New risk identified that *might* escalate

- Positive milestone achieved

Narration / Audio

Narrator:

“Sort each situation based on whether stakeholders should be notified.”

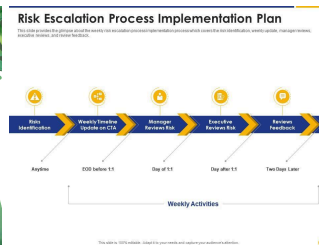
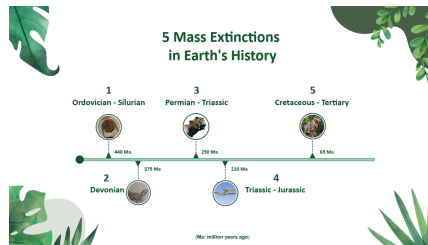
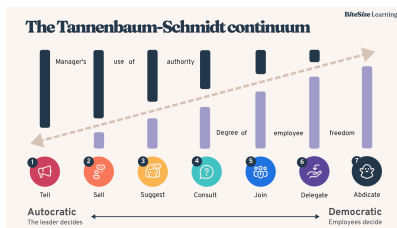
Animations / Interactions

- Correct placements lock in place
- Incorrect placements return with hint text

Interaction Type

👉 Judgment-based classification
(Primary application for this lesson)

Slide 5 — Application 2: Timing Calibration (Slider Decision)



Navigation

- Next button appears after submission

Accessibility

- Keyboard-adjustable slider
- Screen-reader labels for positions

Graphics & On-Screen Text

Scenario Prompt:

A potential risk has been identified, but details are still emerging.

Slider Labels:

- Notify Immediately
- Monitor Briefly
- Wait Until Confirmed

Narration / Audio

Alex:

“I don’t want to alarm stakeholders — but I also don’t want surprises.”

Animations / Interactions

- Slider position triggers tailored feedback

- Visual indicator shows increasing stakeholder impact over time

Interaction Type

👉 Continuum-based judgment decision
(Secondary application — deeper practice without redundancy)

Slide 6 — Lesson 2 Wrap-Up



Navigation

- Next button visible
- Menu button persists

Accessibility

- Closed captions
- Alt text for icons

Graphics & On-Screen Text

Key Takeaways:

- Stakeholders expect updates at key moments
- Risks, changes, and milestones often require communication
- Not every issue needs to be shared

Narration / Audio

Narrator:

“Deciding when to communicate helps you avoid surprises while preventing unnecessary noise.”

Animations / Interactions

- Checkmarks animate next to each takeaway

Slide 7 — Transition to Lesson 3

Communication Channels Monotone Icon



Navigation

- Next button visible

Accessibility

- Alt text for channel icons

Graphics & On-Screen Text

Header:

Next: Choosing the Right Channel and Frequency

Subtext:

Once you know *when* to communicate, the next decision is *how*.

Narration / Audio

Narrator:

“Now that you can recognize the moments that require an update, let’s look at how to choose the most effective communication channel and frequency.”



STORYBOARD - Lesson 3

Course: *How to Communicate Effectively with Stakeholders*

Lesson 3: Choose an Appropriate Communication Channel and Frequency

Estimated Time: ~6–7 minutes

Application Count: 2

Lesson 3 Learning Goal

Learners will select an appropriate **communication channel and cadence** based on:

- Urgency
 - Stakeholder role
 - Purpose of the message
-

Slide 1 — Lesson 3 Introduction: How You Communicate Matters



Navigation

- Next button appears after narration
- Menu button persists

Accessibility

- Closed captions enabled
- Alt text: “Icons representing email, meeting, chat, and reports”

Graphics & On-Screen Text

Header:

Choosing the Right Channel and Frequency

Subtext:

The same message can land very differently depending on *how* it's shared.

Narration / Audio

Narrator:

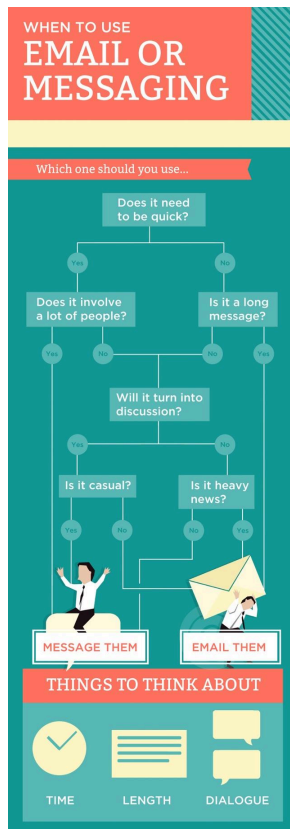
“Once you know when to communicate, the next decision is how. Choosing the right channel and frequency helps ensure your message is seen, understood, and acted on.”

Animations / Interactions

- Channel icons animate in sequentially

Slide 2 — Demonstration: Common Channels & Their Strengths

| | Symmetry of Exchange | Synchrony | Media |
|-------------------------------|----------------------|--------------|----------------------------|
| E-mail | Symmetric | Asynchronous | Text, Image (video, audio) |
| Mailing Lists and News Groups | Symmetric | Asynchronous | Text, Image (video, audio) |
| Instant Messaging | Symmetric | Synchronous | Text (Image, video, audio) |
| Chat Systems | Symmetric | Synchronous | Text (Image, video, audio) |
| Weblog | Asymmetric | Asynchronous | Text, Image, video, audio |
| Internet Telephony | Symmetric | Synchronous | Audio (Text, Image, Video) |
| Audio Blogging | Asymmetric | Asynchronous | Audio, Text, Image, |
| Video Conferencing | Symmetric | Synchronous | Video, Audio |
| Video Blogging | Asymmetric | Asynchronous | Video, Audio, Image, Text |
| Internet Radio | Asymmetric | Asynchronous | Audio |
| Wiki | Symmetric | Asynchronous | Text, Image (video, audio) |



Navigation

- Next button appears after narration

Accessibility

- Closed captions
- Keyboard navigation enabled

Graphics & On-Screen Text

Channel Comparison Panel:

- **Email** – Clear record, good for non-urgent updates
- **Meeting** – Discussion, alignment, decisions
- **Chat** – Quick clarifications, low-risk items
- **Report/Dashboard** – Ongoing visibility, metrics

Narration / Audio

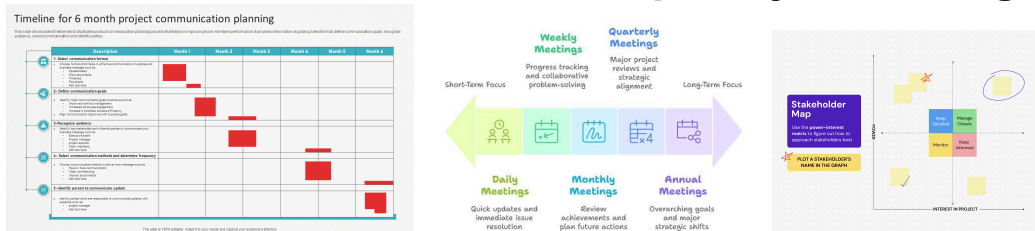
Narrator:

“Each channel serves a different purpose. The goal isn’t to pick the fastest or easiest option — it’s to choose the one that best fits the situation and the stakeholder’s needs.”

Animations / Interactions

- Each channel highlights as described

Slide 3 — Demonstration: Frequency Is a Design Choice



Navigation

- Next button appears after narration

Accessibility

- Closed captions
- Alt text for frequency timeline

Graphics & On-Screen Text

Frequency Examples:

- One-time update

- Weekly check-in
- Milestone-based updates
- Exception-only updates

Narration / Audio

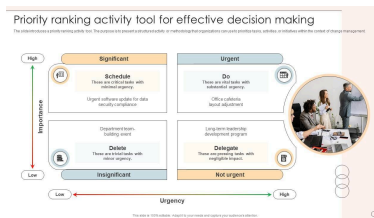
Alex:

“I used to default to weekly emails — but sometimes that was too much, and other times it wasn’t enough.”

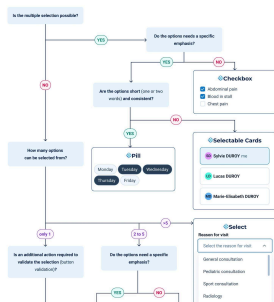
Animations / Interactions

- Timeline highlights different cadence options

Slide 4 — Application 1: Rank the Best Channel (Ranking Interaction)



Decision Trees For UI Components



Navigation

- Next button enabled after ranking submitted

Accessibility

- Keyboard-accessible ranking
- Screen-reader labels for positions

Graphics & On-Screen Text

Scenario Prompt:

A key decision is needed from an executive sponsor by the end of the week.

Instruction:

Rank the communication channels from **most effective** to **least effective**.

Items to Rank:

- Email
- Meeting
- Chat message
- Status report

Narration / Audio

Narrator:

“Consider urgency, importance, and the need for discussion as you rank each option.”

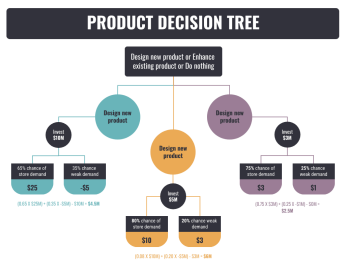
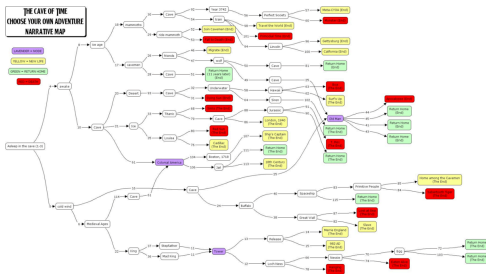
Animations / Interactions

- Drag to reorder list
- Submit button reveals feedback explaining trade-offs

Interaction Type

👉 Ranking (comparative judgment)

Slide 5 — Application 2: Branching Mini-Scenario (Channel + Frequency)



Navigation

- Next button appears after scenario path completes

Accessibility

- Closed captions
- Keyboard-selectable choices

Graphics & On-Screen Text

Scenario:

A project risk has been identified that could affect the delivery date.

Decision 1 (Channel):

- Send an email

- Schedule a meeting

Decision 2 (Frequency):

- One-time update
- Weekly check-ins

Narration / Audio

Alex:

“I need to make sure stakeholders are informed — but I don’t want to overwhelm them.”

Animations / Interactions

- Each choice leads to a short outcome screen
- Outcome feedback explains impact on clarity and trust

Interaction Type

👉 Branching scenario (cause-and-effect)

Slide 6 — Lesson 3 Wrap-Up



| Communication Strategy Framework | | | |
|----------------------------------|--------------------------------|--------------------------------|--------------------------------|
| Goals | Title Placeholder | Title Placeholder | Title Placeholder |
| Outcomes | Insert your desired text here. | Insert your desired text here. | Insert your desired text here. |
| Key Enablers | Details Title 1 | Details Title 1 | Details Title 1 |
| | Details Title 2 | Details Title 2 | Details Title 2 |
| | Details Title 3 | Details Title 3 | Details Title 3 |



Navigation

- Next button visible
- Menu button persists

Accessibility

- Closed captions
- Alt text for summary icons

Graphics & On-Screen Text

Key Takeaways:

- Channel choice affects how messages are received
- Frequency should match urgency and importance
- There is rarely one “perfect” option — trade-offs matter

Narration / Audio

Narrator:

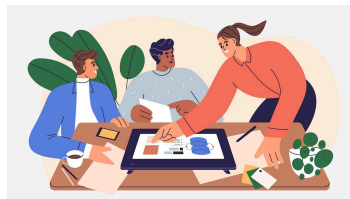
“Effective stakeholder communication considers both the channel and the cadence. Thoughtful choices help your message land the way you intend.”

Animations / Interactions

- Checkmarks animate in next to each takeaway

Slide 7 — Transition to Lesson 4

| B O O R D | | |
|---|----|---|
| FORMAL COMMUNICATION | VS | INFORMAL COMMUNICATION |
| A set of commands is followed in formal communication | • | Informal communication can move freely in all directions. |
| Formal communication is time-consuming | • | It costs less time for Informal communication. |
| A high level of secrecy is maintained in formal communication. | • | It's not guaranteed in informal communication. |
| Formal communication is designed at the organizational level | • | Informal communication occurs naturally. |
| Documentary evidence is always available in formal communication | • | There are no supporting documents available in informal communication. |
| Slang words are never used in formal communication | • | They can be used in informal communication. |
| Formal communication is also known as official communication | • | Informal communication is also known as grapevine communication. |
| Examples of formal communication are – business letters, reports, orders, etc. | • | Examples of informal communication are face-to-face communication, telephonic conversations, etc. |
| Generally, documentation happens in formal communication | • | No documentation happens in informal communication. |
| Formal communication has a long chain command | • | Informal communication is very simple due to its short-chain command. |
| The main motive of formal communication is to fulfill organizational objectives | • | Informal communication is intended to meet personal interests and needs. |



Navigation

- Next button visible

Accessibility

- Alt text for tone visuals

Graphics & On-Screen Text

Header:

Next: Tailoring Tone and Level of Detail

Subtext:

Even the right channel can fail if the message doesn't match the audience.

Narration / Audio

Narrator:

"Now that you know how to choose the right channel and frequency, let's focus on tailoring your message's tone and level of detail."



STORYBOARD - Lesson 4

Course: *How to Communicate Effectively with Stakeholders*

Lesson 4: Tailor Tone and Level of Detail

Estimated Time: ~6–7 minutes

Application Count: 2

Lesson 4 Learning Goal

Learners will adjust **tone** (formal vs conversational, direct vs diplomatic) and **level of detail** based on:

- Stakeholder role
 - Context and urgency
 - Purpose of the message
-

Slide 1 — Lesson 4 Introduction: Same Message, Different Audience



BOORD

| FORMAL COMMUNICATION | VS | INFORMAL COMMUNICATION |
|---|-----------|---|
| A set of commands is followed in formal communication | | Informal communication can move freely in all directions. |
| Formal communication is time-consuming | | It costs less time for Informal communication. |
| A high level of secrecy is maintained in formal communication, | | It's not guaranteed in informal communication. |
| Formal communication is designed at the organizational level | | Informal communication occurs naturally. |
| Documentary evidence is always available in formal communication | | There are no supporting documents available in informal communication. |
| Slang words are never used in formal communication | | They can be used in informal communication. |
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| Generally, documentation happens in formal communication | | No documentation happens in informal communication. |
| Formal communication has a long chain command | | Informal communication is very simple due to its short-chain command. |
| The main motive of formal communication is to fulfill organizational objectives | | Informal communication is intended to meet personal interests and needs. |

Communication Styles in the Workplace



| Passive | Aggressive | Passive-Aggressive |
|---|---|--|
| <ul style="list-style-type: none"> • Indirect • People pleasers • Apologetic • Overlooked | <ul style="list-style-type: none"> • Direct • Expressive • Dominant • Controlling | <ul style="list-style-type: none"> • Indirect • Sarcastic • Dishonest • Self-enhancing |



| Assertive | Manipulative |
|---|--|
| <ul style="list-style-type: none"> • Direct • Confident • Expressive • Empathetic | <ul style="list-style-type: none"> • Direct • Deceitful • Determined • Insincere |

Navigation

- Next button appears after narration
- Menu button persists

Accessibility

- Closed captions enabled
- Alt text: "Business professionals communicating in different styles"

Graphics & On-Screen Text

Header:

Tailoring Tone and Level of Detail

Subtext:

The right message can miss the mark if it doesn't match the audience.

Narration / Audio

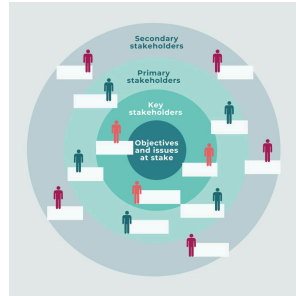
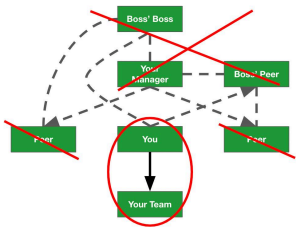
Narrator:

“Even when you choose the right time and channel, stakeholder communication can fall flat if the tone or level of detail doesn't fit the audience.”

Animations / Interactions

- Two message bubbles animate in: one formal, one conversational

Slide 2 — Demonstration: One Update, Three Audiences



S CORP. vs. C CORP. vs. LLC
Comparison Infographic

| S CORP. | |
|---|--|
| <input checked="" type="checkbox"/> Personal liability protection | <input checked="" type="checkbox"/> Personal tax return |
| <input checked="" type="checkbox"/> Can boost credibility with creditors, suppliers and investors | <input checked="" type="checkbox"/> Easy transfer of ownership |
| <input checked="" type="checkbox"/> Cash method of accounting | <input checked="" type="checkbox"/> Protected Assets |
| <input checked="" type="checkbox"/> Higher formation and operational expenses | <input checked="" type="checkbox"/> Stock ownership restrictions |
| <input checked="" type="checkbox"/> The owner has less control | <input checked="" type="checkbox"/> Complex guidelines and regulations |
| <input checked="" type="checkbox"/> Less flexibility in allocating income and loss | |

| C CORP. | |
|--|---|
| <input checked="" type="checkbox"/> Tax-free fringe benefits | <input checked="" type="checkbox"/> The option to take the company public |
| <input checked="" type="checkbox"/> Venture capital requirements | <input checked="" type="checkbox"/> The opportunity to use a medical reimbursement plan |
| <input checked="" type="checkbox"/> Double taxation potential | <input checked="" type="checkbox"/> More paperwork |
| <input checked="" type="checkbox"/> Paperwork require accountant | <input checked="" type="checkbox"/> Complexity in operating |
| <input checked="" type="checkbox"/> No deduction of corporate losses | |

| LLC | |
|--|---|
| <input checked="" type="checkbox"/> Personal liability protection | <input checked="" type="checkbox"/> Easier to establish and operate than corporations |
| <input checked="" type="checkbox"/> Flexible structure | <input checked="" type="checkbox"/> No double taxation |
| <input checked="" type="checkbox"/> Profit-sharing flexibility | <input checked="" type="checkbox"/> Versatility |
| <input checked="" type="checkbox"/> Expensive to establish than a sole proprietorship or partnership | <input checked="" type="checkbox"/> Must file an annual report |
| <input checked="" type="checkbox"/> Investing requirement option limited to banks only | <input checked="" type="checkbox"/> Difficult to transfer membership |
| <input checked="" type="checkbox"/> Single members LLC face reduced asset protection | |

Navigation

- Next button appears after narration

Accessibility

- Closed captions
- Keyboard navigation enabled

Graphics & On-Screen Text

Side-by-Side Comparison Panels:

- **Executive Sponsor** – concise, outcome-focused
- **Project Manager** – balanced detail
- **Peer Team Member** – conversational, tactical

Narration / Audio

Narrator:

“The same update can—and should—sound different depending on who’s receiving it. Executives need clarity and outcomes, managers need context, and peers often need practical details.”

Animations / Interactions

- Panels highlight sequentially
- Key differences appear as callouts (tone, length, focus)

Slide 3 — Demonstration: Tone vs. Detail (What Changes?)

The image consists of three panels illustrating writing tone and structure. The left panel, titled "Email Like a Boss", shows a grid of email snippets with red 'X' marks for poor examples and blue checkmarks for good ones. The middle panel, "Tone in Writing", lists five tones: Formal, Optimistic, Informative, Entertaining, Cooperative, and Curious. The right panel, "CLARITY BEGIN WITH A LIST", shows a person sitting at a desk with a large screen displaying a checklist titled "MAKE LIST".

Navigation

- Next button appears after narration

Accessibility

- Closed captions
- Alt text for message examples

Graphics & On-Screen Text

Highlighted Elements:

- Tone indicators (formal, neutral, conversational)

- Detail indicators (summary vs explanation)

Narration / Audio

Alex:

“I’ve learned that tone and detail aren’t about being ‘better’ or ‘worse’ — they’re about being appropriate for the situation.”

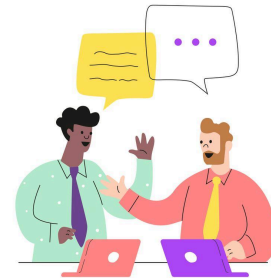
Animations / Interactions

- Highlight overlays appear on tone and detail elements

Slide 4 — Application 1: Choose the Best Version (Comparison)



| * Comparison of email marketing tracking tools | | | |
|--|-------------|----------|-----------|
| | Maild | MailChin | Konostats |
| 1 Email Marketing Tracking | ✓ | ✓ | ✓ |
| 2 Keyword Search | ✓ | ✗ | ✓ |
| 3 Files/Sequences/Marketing Automations Tracking | ✗ | ✓ | ✓ |
| 4 Access Industry Data | Coming soon | ✓ | ✓ |
| 5 SMS Tracking | ✗ | ✓ | ✓ |
| 6 Automated Benchmarks and Reporting | ✗ | ✓ | ✓ |
| 7 Content Calendar or Holiday Search Filter | ✓ | ✓ | ✓ |
| 8 Brand Comparison | ✗ | ✓ | ✓ |
| 9 Access to All Software Used by Brands | ✗ | ✗ | ✓ |
| 10 Landing Page Tracking | ✗ | ✗ | ✓ |
| 11 Email Flow Tracking | ✗ | ✗ | ✓ |
| 12 Save and Organize | ✓ | ✓ | ✓ |



Navigation

- Submit button enabled after selection
- Next button appears after feedback

Accessibility

- Keyboard-selectable options
- Screen-reader friendly labels

Graphics & On-Screen Text

Scenario Prompt:

Alex needs to update an executive sponsor about a minor delay.

Three Message Options Displayed:

- Option A: Overly detailed, casual
- Option B: Concise, professional
- Option C: Vague, too brief

Narration / Audio

Narrator:

“Select the message that best fits this audience and situation.”

Animations / Interactions

- Selection triggers feedback explaining *why* the choice works or doesn't

Interaction Type

- 👉 Comparative evaluation (judgment-focused)

Slide 5 — Application 2: Edit the Message (Targeted Revision)



Navigation

- Submit button enabled after edits
- Next button appears after feedback

Accessibility

- Screen-reader compatible checkboxes
- Keyboard navigation enabled

Graphics & On-Screen Text

Prompt:

This message is going to a project manager. What changes would improve it?

Editable Options (Select All That Apply):

- Add brief context
- Remove unnecessary background
- Soften overly direct language
- Add a clear next step

Narration / Audio

Alex:

“I want this to be clear and helpful — without overwhelming them.”

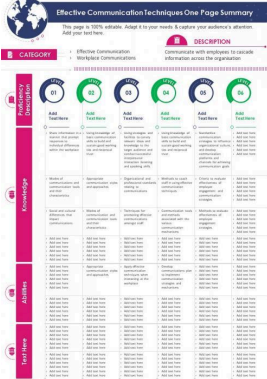

Animations / Interactions

- Selected edits visually update the message
- Feedback explains impact on tone and clarity


Interaction Type

- 👉 Targeted revision (applied judgment)

Slide 6 — Lesson 4 Wrap-Up



| Category | Technique | Description |
|---|-----------|-------------|
| 1. Effective Communication: Workplace Communication | 1.1 | 1.1.1 |
| | 1.2 | 1.2.1 |
| | 1.3 | 1.3.1 |
| | 1.4 | 1.4.1 |
| | 1.5 | 1.5.1 |
| 2. Effective Communication: Workplace Communication | 2.1 | 2.1.1 |
| | 2.2 | 2.2.1 |
| | 2.3 | 2.3.1 |
| | 2.4 | 2.4.1 |
| | 2.5 | 2.5.1 |
| 3. Effective Communication: Workplace Communication | 3.1 | 3.1.1 |
| | 3.2 | 3.2.1 |
| | 3.3 | 3.3.1 |
| | 3.4 | 3.4.1 |
| | 3.5 | 3.5.1 |
| 4. Effective Communication: Workplace Communication | 4.1 | 4.1.1 |
| | 4.2 | 4.2.1 |
| | 4.3 | 4.3.1 |
| | 4.4 | 4.4.1 |
| | 4.5 | 4.5.1 |
| 5. Effective Communication: Workplace Communication | 5.1 | 5.1.1 |
| | 5.2 | 5.2.1 |
| | 5.3 | 5.3.1 |
| | 5.4 | 5.4.1 |
| | 5.5 | 5.5.1 |



fresh spectrum

Navigation

- Next button visible
- Menu button persists

Accessibility

- Closed captions
- Alt text for icons

Graphics & On-Screen Text

Key Takeaways:

- Tone should match audience expectations
- Level of detail should support—not overwhelm—decision-making
- The same message often needs multiple versions

Narration / Audio

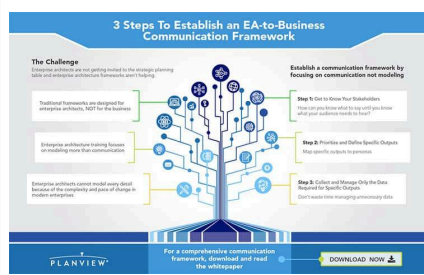
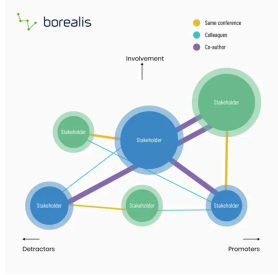
Narrator:

“Effective stakeholder communication adapts to the audience. When tone and detail align with expectations, messages are more likely to be understood and acted on.”

Animations / Interactions

- Checkmarks animate in

Slide 7 — Transition to Lesson 5



Navigation

- Next button visible

Accessibility

- Alt text for framework visual

Graphics & On-Screen Text

Header:

Next: Deciding What to Include in Stakeholder Updates

Subtext:

Clarity comes from choosing the *right* information—not all the information.

Narration / Audio

Narrator:

“Now that you can tailor tone and detail, let’s focus on deciding what information belongs in a stakeholder update—and what doesn’t.”

STORYBOARD - Lesson 5

Course: *How to Communicate Effectively with Stakeholders*

Lesson 5: Decide What to Include in Stakeholder Updates

Estimated Time: ~6–7 minutes

Application Count: 2

Lesson 5 Learning Goal

Learners will select and organize **essential information** for a stakeholder update using a clear structure, while avoiding unnecessary detail or overload.

Slide 1 — Lesson 5 Introduction: Clarity Comes From Choice



Navigation

- Next button appears after narration
- Menu button persists

Accessibility

- Closed captions enabled
- Alt text: “Business professional organizing information clearly”

Graphics & On-Screen Text

Header:

Deciding What to Include in Stakeholder Updates

Subtext:

Effective updates focus on what matters most.

Narration / Audio

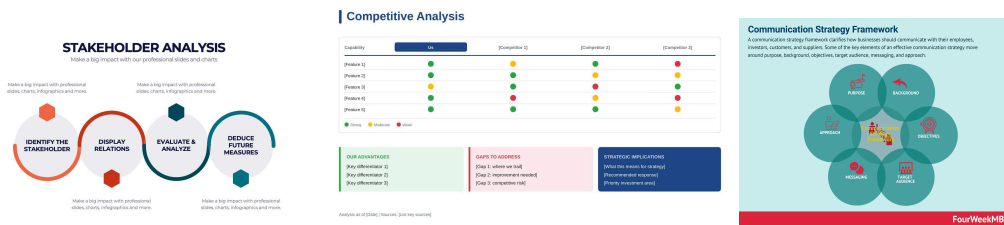
Narrator:

“Clear stakeholder communication isn’t about sharing everything you know — it’s about choosing the information that helps others understand the situation and make decisions.”

Animations / Interactions

- Cluttered notes fade into a clean summary panel

Slide 2 — Demonstration: A Simple Update Structure



Navigation

- Next button appears after narration

Accessibility

- Closed captions
- Keyboard navigation enabled

Graphics & On-Screen Text Framework Display:

- **Status** – Where things stand
- **Risks / Issues** – What could affect outcomes

- **Decisions** – What’s needed or resolved
- **Next Steps** – What’s coming next

Narration / Audio

Narrator:

“A simple structure can help you decide what belongs in an update. Focusing on status, risks, decisions, and next steps keeps messages clear and actionable.”

Animations / Interactions

- Each section highlights as it’s explained

Slide 3 — Demonstration: Turning Messy Notes Into a Clear Update



Navigation

- Next button appears after narration

Accessibility

- Closed captions
- Alt text for before/after visuals

Graphics & On-Screen Text

Before Panel:

- Disorganized notes (side comments, numbers, details)

After Panel:

- Clean update organized by framework

Narration / Audio

Alex:

“I used to send long updates with every detail. Now I focus on organizing the most important information so stakeholders can quickly understand what matters.”

Animations / Interactions

- Notes animate into structured sections

Slide 4 — Application 1: Select What Belongs (Content Sorting)

The image displays three components related to data classification:

- Mobile App Interface:** A screenshot of a content sorting application. It features a header with the text "Acenean purus neque. Mauris feugiat seu imperdiet vitae cenim odio felis?". Below this is a "Drag and drop each item to the proper field. Click SUBMIT to confirm your choice." instruction. The main area contains eight numbered items (1-8) with placeholder text, arranged in two columns. At the bottom, there are two sets of five circular buttons labeled "TRUE" and "FALSE", and a trash can icon.
- 6 Steps to Data Classification:** A vertical list of six steps:
 - 1 Define the Objectives:** Identify what compliance regulations apply to your organization.
 - 2 Categorize the Types of Data:** Identify what kinds of data the organization creates and define your classification levels.
 - 3 Create Workflows Based on Selected Classification Tools:** Identify a process to scan new data and create new classification criteria.
 - 4 Define Categories & Classification Criteria:** Identify what kinds of data you should search for and how to validate classification results.
 - 5 Define Outcomes and Usage of Classified Data:** Identify how the results should be organized and how to use them to make business decisions.
 - 6 Monitor & Maintain:** Classify new data and insure new sensitive data gets protected appropriately.
- Stakeholder Diagram:** A circular diagram illustrating stakeholder levels. At the center is a dark blue circle labeled "Objectives and issues at stake". Surrounding it are concentric circles: "Key stakeholders", "Primary stakeholders", and "Secondary stakeholders". Small human icons are placed around the diagram to represent individuals at each level.

Navigation

- Next button enabled after all items placed

Accessibility

- Alt text for draggable items

- Keyboard-accessible sorting

Graphics & On-Screen Text

Drop Zones:

- Include in Update
- Leave Out / Keep Internal

Information Cards:

- Project is on track for May 15 delivery
- Team member vacation schedule
- Risk of vendor delay identified
- Detailed technical workaround notes

Narration / Audio

Narrator:

“Drag each item to indicate whether it belongs in a stakeholder update.”

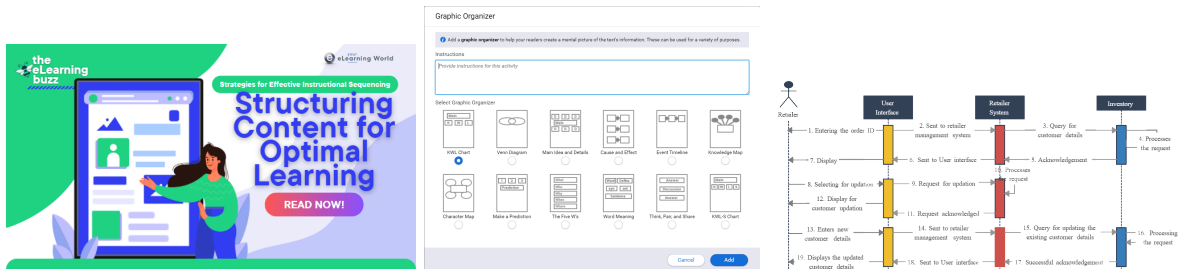
Animations / Interactions

- Correct placements lock in
- Incorrect placements return with hint

Interaction Type

- 👉 Content selection (relevance judgment)

Slide 5 — Application 2: Organize the Update (Sequencing)



Navigation

- Next button enabled after correct sequence

Accessibility

- Keyboard-accessible sequencing
- Screen-reader labels for order positions

Graphics & On-Screen Text Prompt:

Organize the selected items into a clear stakeholder update.

Items to Sequence:

- Current project status
- Identified risks
- Decision needed
- Next steps

Narration / Audio Alex:

“When information is organized well, stakeholders can quickly see what they need to know — and what they need to do.”

Animations / Interactions

- Items snap into correct order
- Visual checkmarks confirm structure

Interaction Type

👉 Sequencing (structure application)

Slide 6 — Lesson 5 Wrap-Up

A screenshot of a complex data table with multiple columns and rows. The table is titled "Market Communications Management (MCM) - Key Takeaways" and contains various icons and text, representing a stakeholder update.

Navigation

- Next button visible
- Menu button persists

Accessibility

- Closed captions
- Alt text for summary icons

Graphics & On-Screen Text

Key Takeaways:

- Not all information belongs in stakeholder updates
- Clear structure supports faster understanding
- Focus on what helps stakeholders decide and act

Narration / Audio

Narrator:

“Choosing the right information — and organizing it clearly — helps stakeholders stay aligned without feeling overwhelmed.”

Animations / Interactions

- Checkmarks animate in next to each takeaway
-

Slide 7 — Transition to Final Application



Navigation

- Next button visible

Accessibility

- Alt text for assessment visual

Graphics & On-Screen Text

Header:

Final Application: Putting It All Together

Subtext:

You'll now apply all five skills in a realistic project scenario.

Narration / Audio

Narrator:

“Now it's time to put everything together. In the final application, you'll help Alex plan and deliver a complete stakeholder update using all the skills you've practiced.”

FINAL ASSESSMENT STORYBOARD

Course: *How to Communicate Effectively with Stakeholders*

Assessment Type: Scenario-Based, Integrated

Estimated Time: ~10–12 minutes

Question Count: 8–10 items

Attempts: 3

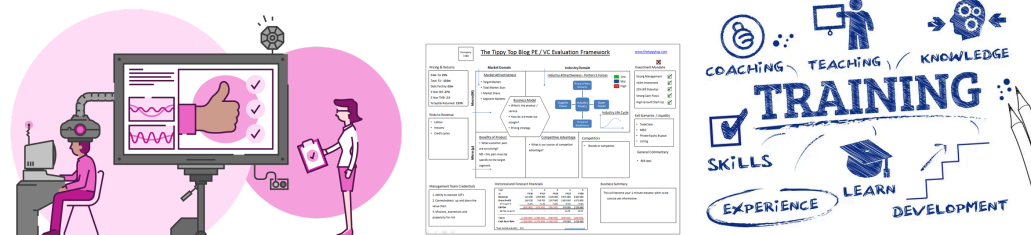
Passing Score: 80%

Assessment Purpose

Learners will demonstrate the ability to **plan a stakeholder update** by applying all five skills:

1. Understanding the role of communication
2. Deciding **when** to inform stakeholders
3. Choosing **channel and frequency**
4. Tailoring **tone and level of detail**
5. Deciding **what to include**

Slide 1 — Final Assessment Introduction



Navigation

- Start Assessment button visible
- Menu disabled during assessment

- Next button visible

Accessibility

- Closed captions
- Alt text for scenario visual

Graphics & On-Screen Text Scenario Text Panel:

Alex is supporting a cross-functional project scheduled to launch in six weeks.

Recent developments include:

- A potential vendor delay
- A scope clarification request from leadership
- Stakeholders with different roles and expectations

Narration / Audio

Alex:

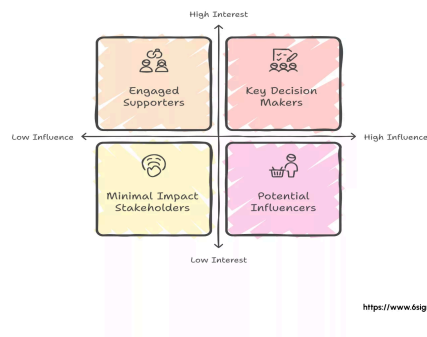
“A few things have changed on this project, and I need to make sure stakeholders stay informed without causing confusion.”

Slide 3 — Question 1: When to Communicate (Single Choice)



SIX

Stakeholder Analysis Matrix



Question Prompt:

A vendor has flagged a potential delay that *might* affect the delivery date. What should Alex do?

Options:

- Notify stakeholders immediately
- Monitor briefly and prepare an update
- Wait until the delay is confirmed
- Take no action unless asked

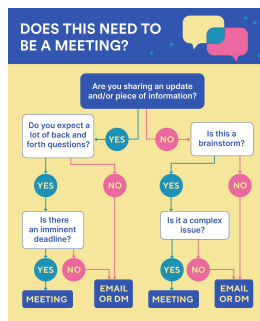
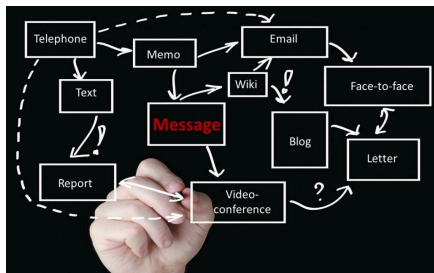
Correct Answer:

- ✓ Monitor briefly and prepare an update

Skill Assessed:

- 👉 Lesson 2 — Timing judgment

Slide 4 — Question 2: Channel Selection (Multiple Choice)



Prompt:

Alex needs a decision from an executive sponsor within three days. Which channel is most appropriate?

Options:

- Chat message
- Status report
- Email requesting a short meeting
- Weekly update email

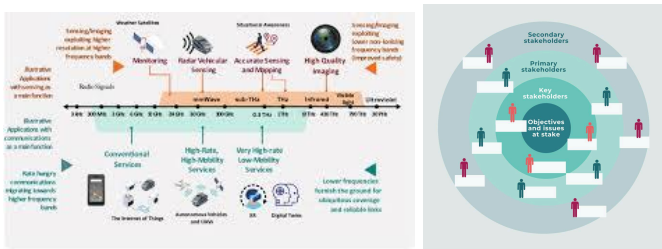
Correct Answer:

- ✓ Email requesting a short meeting

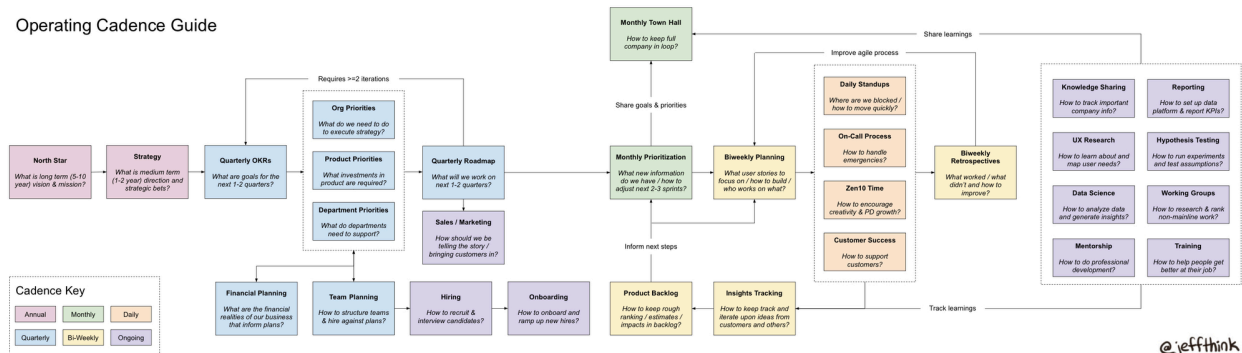
Skill Assessed:

- 👉 Lesson 3 — Channel choice

Slide 5 — Question 3: Frequency (Single Choice)



Operating Cadence Guide



@jeffthink

Prompt:

After notifying stakeholders of the risk, how should Alex manage follow-up communication?

Options:

- Daily updates regardless of changes

- Weekly updates even if nothing changes
- Updates only if the situation changes
- No further updates

Correct Answer:

- ✓ Updates only if the situation changes

Skill Assessed:

- 👉 Lesson 3 — Frequency judgment

Slide 6 — Question 4: Tone Selection (Best Option)

Email Like a Boss

- When your reply took longer than planned**
 - ✗ "I'm sorry for my late reply..."
 - ✓ Thank you for your patience!
- When you need an update**
 - ✗ "I was just wondering how the project is going..."
 - ✓ When can I expect an update on it?
- When you want to schedule a meeting**
 - ✗ "What works best for you?"
 - ✓ Would there be a time you work for you?
- When you made a minor mistake**
 - ✗ "Oh no, I'm so sorry! I completely messed that up!"
 - ✓ Thank you for the screenshot of my error. It's attached.
- When you want to check that they understand**
 - ✗ "I hope you understand what I meant..."
 - ✓ Let me know if you have any questions!
- When you have to leave earlier**
 - ✗ "Would it perhaps be ok if I can go a bit earlier?"
 - ✓ I have a hard stop at 4.

Professional Email Format

Subject Line: UX Research Content Opportunity

Greeting: Hello Alex,

Situation: I hope this message finds you well. The meeting last Friday because I'm managing an application redesign project here at ABC Company and seeking a skilled UX research contractor to help guide several key or update landing pages.

Body: This is a three-month project beginning February 1st, and as available it will take roughly 10 hours per week. All work can be completed remotely, but you're welcome to use our workspace.

Closing: Please let me know if you're interested in this project and we can set up some time to discuss the details further. I look forward to hearing from you.

Signature: Sincerely,
Alex Smith
Lead Experience Director
ABC Company, Inc.

Footer: Security tips and | Contact your business | Help | Contact | Protected your email | See your message | Remember to follow up.

Prompt:

Which tone is most appropriate for updating an executive sponsor about a minor delay?

Options:

- Casual and detailed
- Concise and professional
- Informal and conversational
- Highly technical

Correct Answer:

- ✓ Concise and professional

Skill Assessed:
👉 Lesson 4 — Tone

Slide 7 — Question 5: Level of Detail (Select All That Apply)

The image contains three main components:

- The Pyramid Principle:** A pyramid diagram with three levels. The top level is 'Conclusion or Recommendation' (Main point you want your audience to leave with). The middle level is '3-5 Key Supporting Insights' (High level insights to support your recommendation). The bottom level is 'Detailed Evidence and Data' (Support each insight with evidence and data). Below the pyramid is a social media-style footer: 'Follow for more posts like this. Ling Abson'.
- Prioritization Matrix: Aligning Business and IT on The Big Data Journey:** A 2x4 grid of matrices. Each cell contains a 'Targeted Business Initiative' with a 'Feasibility' score. The top row shows four initiatives with feasibility scores of 1.0, 1.0, 1.0, and 1.0. The bottom row shows four initiatives with feasibility scores of 1.0, 1.0, 1.0, and 1.0. Each cell also includes a small diagram and a brief description of the initiative.
- Stakeholder Analysis Matrix:** A 2x2 matrix with 'High Interest' on the vertical axis and 'High Influence' on the horizontal axis. The four quadrants are: 'Engaged Stakeholders' (top-left), 'At-Risk Stakeholders' (top-right), 'Marginal Stakeholders' (bottom-left), and 'Latent Stakeholders' (bottom-right).

Prompt:

Which elements should be included in an executive-level update? *(Select all that apply)*

Options:

- High-level status
- Identified risks
- Internal team schedules
- Decision needed
- Technical troubleshooting steps

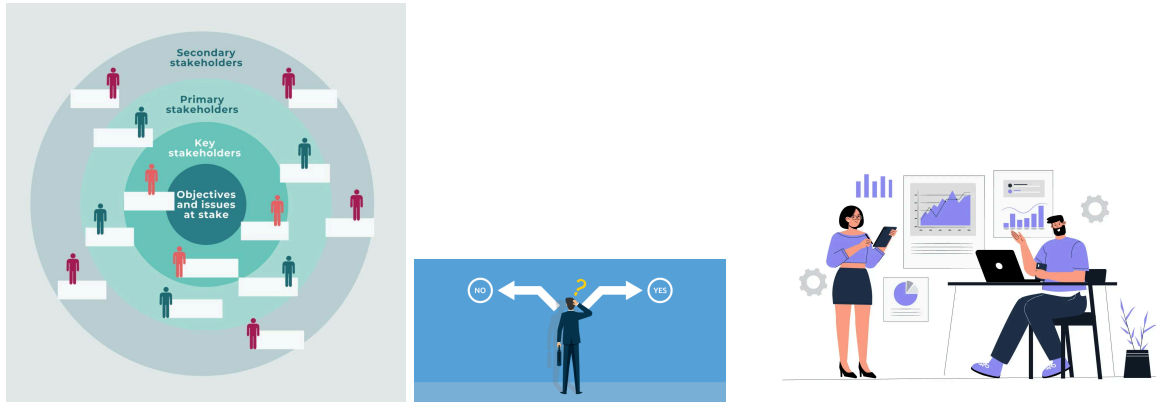
Correct Answers:

- ✓ Status, Risks, Decision Needed

Skill Assessed:

👉 Lesson 4 — Level of detail

Slide 8 — Question 6: Content Selection (Single Choice)



Prompt:

Which item does **not** belong in a stakeholder update?

Options:

- Project delivery date
- Identified risks
- Team member vacation details
- Next steps

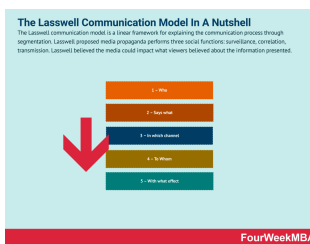
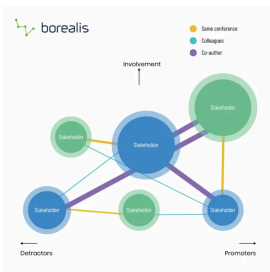
Correct Answer:

✓ Team member vacation details

Skill Assessed:

👉 Lesson 5 — Content relevance

Slide 9 — Question 7: Structure (Sequencing)



Prompt:

Place the update elements in the most effective order.

Items:

1. Current status
2. Risks / issues
3. Decision needed
4. Next steps

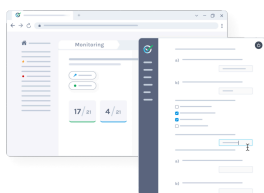
Correct Order:

✓ Status → Risks → Decision → Next Steps

Skill Assessed:

👉 Lesson 5 — Organization

Slide 10 — Submission Screen



Training Evaluation Form

GA TRAINING APPROVAL

GA TRAINING APPROVAL

GA TRAINING APPROVAL

| Item | 1 | 2 | 3 | 4 | 5 |
|--|---|---|---|---|---|
| 1. The training was relevant to the needs of the organization. | 5 | 5 | 5 | 5 | 5 |
| 2. The training was presented in an interesting and engaging manner. | 5 | 5 | 5 | 5 | 5 |
| 3. The training was presented in a clear and concise manner. | 5 | 5 | 5 | 5 | 5 |
| 4. The training was presented in a professional and organized manner. | 5 | 5 | 5 | 5 | 5 |
| 5. The training was presented in a timely and efficient manner. | 5 | 5 | 5 | 5 | 5 |
| 6. The training was presented in a manner that was easy to understand. | 5 | 5 | 5 | 5 | 5 |
| 7. The training was presented in a manner that was easy to follow. | 5 | 5 | 5 | 5 | 5 |
| 8. The training was presented in a manner that was easy to remember. | 5 | 5 | 5 | 5 | 5 |
| 9. The training was presented in a manner that was easy to apply. | 5 | 5 | 5 | 5 | 5 |
| 10. The training was presented in a manner that was easy to share. | 5 | 5 | 5 | 5 | 5 |
| 11. The training was presented in a manner that was easy to implement. | 5 | 5 | 5 | 5 | 5 |
| 12. The training was presented in a manner that was easy to evaluate. | 5 | 5 | 5 | 5 | 5 |
| 13. The training was presented in a manner that was easy to measure. | 5 | 5 | 5 | 5 | 5 |
| 14. The training was presented in a manner that was easy to track. | 5 | 5 | 5 | 5 | 5 |
| 15. The training was presented in a manner that was easy to report. | 5 | 5 | 5 | 5 | 5 |
| 16. The training was presented in a manner that was easy to communicate. | 5 | 5 | 5 | 5 | 5 |
| 17. The training was presented in a manner that was easy to document. | 5 | 5 | 5 | 5 | 5 |
| 18. The training was presented in a manner that was easy to archive. | 5 | 5 | 5 | 5 | 5 |
| 19. The training was presented in a manner that was easy to retrieve. | 5 | 5 | 5 | 5 | 5 |
| 20. The training was presented in a manner that was easy to access. | 5 | 5 | 5 | 5 | 5 |

Navigation

- Submit button visible
- Confirmation prompt enabled

Text:

You've reached the end of the assessment.
Review your answers before submitting.

Slide 11 — Results: Pass Branch



Trigger Condition:

Score \geq 80%

Text:

Congratulations! You've successfully completed the course.

Narration:

Alex:

"Nice work! You've shown you can make thoughtful decisions about stakeholder communication."

Slide 12 — Results: Fail Branch

E-Learning Course Assessment Feedback: 5 Best Practices

Here are some best practices for giving feedback for assessment questions in eLearning course.

Offer explanation for correct answers

Sometimes, learners choose a right answer, based on wrong reasons. A brief explanation gives them a chance to reinforce the key concepts.

State reasons for wrong answers

Simply saying "incorrect" or "try again", will not add much value for the learners. Give a hint and suggest that they try again.

Provide links to resources


Employees take eLearning courses to get some quantifiable benefit, in terms of performance support. A reminder of additional resources such as job-aids, videos or downloadable manuals will be beneficial.

Keep the learning outcomes in mind

The purpose of an eLearning course is to attain certain learning objectives. Therefore, when giving feedback, it is a good idea to reiterate them.

Make it interesting and exciting

The whole idea of an eLearning course is to facilitate knowledge transfer. A little bit of creativity and humor in the feedback will go a long way in sending the message across and enhancing learning.




Trigger Condition:
Score < 80%

Text:

You didn't pass this time — but learning is iterative.

Narration:
Narrator:

“Review the lessons and try again when you're ready.”

Slide 13 — Course Completion



Congratulations on completing this course!



[Find More Courses](#)

Your Total Grade

75%

Getting Started with Sensei LMS

| | |
|---------|------|
| Courses | 100% |
| Modules | 100% |
| Lessons | 0% |
| Quizzes | 100% |

Navigation

- [Exit Course](#)
- [Survey link \(external\)](#)

Text:

Thank you for completing *How to Communicate Effectively with Stakeholders*.

Design Specs



COURSE LAYOUT SPEC (1280 × 720)

Overall Canvas

- **Width:** 1280 px
- **Height:** 720 px



SECTION 1: MAIN SLIDE AREA

(Background image + content + interactions)

- **Height:** 600 px
- **Percentage of slide:** 83.33%
- **Position:** Top of slide
- **Y position:** 0 px → 600 px

What lives here

- Full background image (full bleed in this area)
- Characters
- Content container (prompts, questions, decision buttons, feedback)



SECTION 2: PERSISTENT UTILITY BAR

(Navigation + controls only)

- **Height:** 120 px
- **Percentage of slide:** 16.67%
- **Position:** Bottom of slide
- **Y position:** 600 px → 720 px

What lives here

- Previous / Next
- Play / Pause
- Replay
- Hint
- Progress bar

- Menu / Resources

- ⊘ No instructional content
- ⊘ No prompts
- ⊘ No scenario text



CONTENT CONTAINER (INSIDE MAIN SLIDE AREA)

This is the key object you'll reuse everywhere.

Container Size

- **Width: 448 px** (*35% of slide width*)
- **Height: Auto** (content-driven, max ~280–320 px)

Position (Recommended Default)

- **Right-aligned**
- **X position:** $1280 - 448 - 64 = 768$ px
- **Right margin: 64 px**
- **Top offset: 72 px**

Why this works

- Leaves space for characters on the left
- Keeps text away from screen edges
- Avoids overlap with utility bar
- Feels intentional, not floaty



SPACING & SAFE ZONES

Slide Padding (Main Area)

- **Minimum padding from edges: 48 px**
- **Preferred padding: 64 px**

Utility Bar Safe Zone

- No content above **Y = 600 px**
 - No buttons or text should visually overlap the bar
-

BUTTON & TEXT GUIDELINES (INSIDE CONTENT CONTAINER)

Buttons

- **Width:** 280–360 px
- **Height:** 48–56 px
- **Vertical spacing between buttons:** 12–16 px
- **Alignment:** Left-aligned inside container

Text

- **Title / Prompt max width:** 360–400 px
- **Max lines:** 2–3 lines
- **Font hierarchy:**
 - Prompt: 20–24 px
 - Supporting text: 16–18 px



UTILITY BAR INTERNAL LAYOUT (120 px)

Vertical Padding

- **Top/bottom padding:** 16–20 px

Horizontal Zones (Suggested)

- **Left:** Previous
- **Center:** Play / Pause, Replay
- **Right:** Next, Progress bar

Progress bar:

- **Height:** 6–8 px
- **Width:** 240–320 px



WHY THESE NUMBERS ARE SOLID

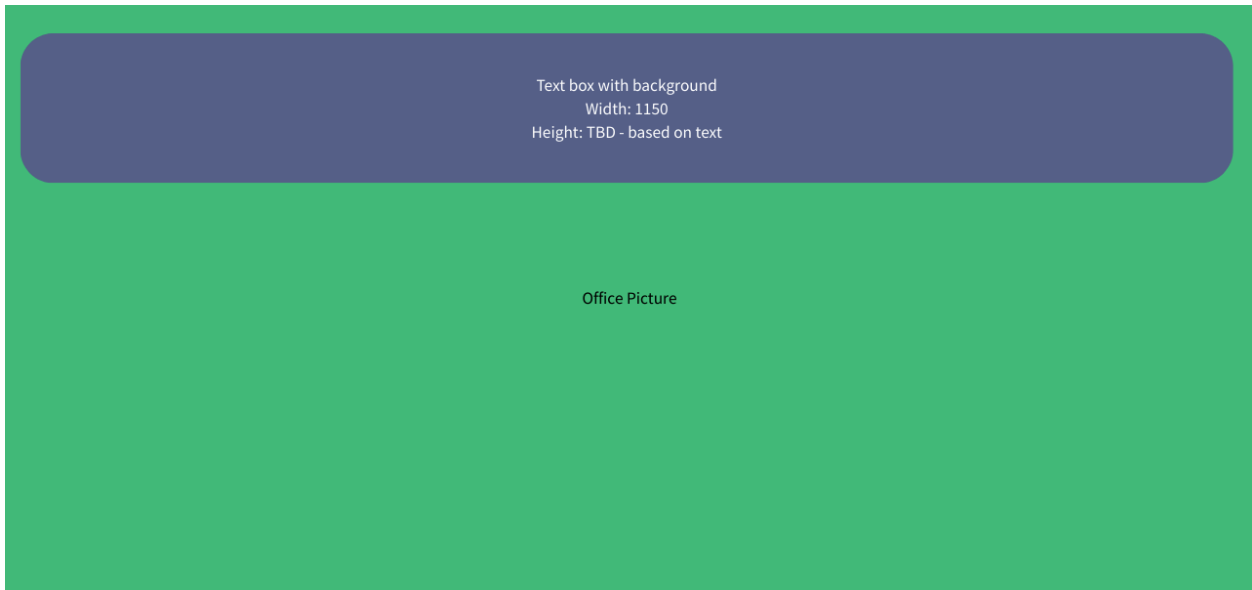
- **83/17 split** keeps content dominant but controls accessible
- **35% content width** balances text + visuals
- **64 px margins** align with modern UI standards

- Everything scales cleanly in Storyline

This layout will:

- Look intentional in your portfolio
- Be easy to explain to reviewers
- Build fast without constant nudging





Application - Multiple Choice or Select Many
Height: 472
Width: 512

Feedback - on layer
Height: TBD - based on text
Width: 512

Picture

Menu

Resources

Progress Bar

Previous

Next

Pictures

Captions

Menu

Resources

Progress Bar

Previous

Next

Application Direction

Application Interaction

Menu

Resources

Progress Bar

Previous

Next

Video Demonstration
Height: 472
Width: 1152

Menu

Resources

Progress Bar

Previous

Next

Script

Lesson 1

LESSON 1 – SLIDE 1


Start Course Screen

Slide Type

Start Course / Orientation

Layout

Top container (text-light)

 Utility bar hidden on this slide

Visuals

- Full-bleed professional workplace background
 - Neutral corporate office or abstract business environment
- Top-anchored content container with:
 - Course title
 - Brief instruction text
- No characters on this slide

On-Screen Text (inside container)

Title:

How to Communicate Effectively with Stakeholders

Instruction Text:

This course includes audio narration.

Please turn on your speakers or headphones before continuing.

Primary Button:

Start Course

Voiceover

(No voiceover on this slide)

Interaction / Timing

- Utility bar is hidden
- Learner selects **Start Course** to proceed
- Selecting Start Course:
 - Enables utility bar on subsequent slides
 - Advances to Lesson 1, Slide 2

LESSON 1 – SLIDE 2


Lesson Introduction: Why Stakeholder Communication Matters

Slide Type

Lesson Introduction / Context

Layout

Top container (text-light)

 Utility bar visible

Visuals

- Full-bleed professional workplace background
 - Same or similar visual style as Slide 1 for continuity

- Top-anchored content container with:
 - Lesson title
 - Short framing text
- No characters yet (keeps focus conceptual)

On-Screen Text (inside container)

Title:

Lesson 1: Why Stakeholder Communication Matters

Supporting Text:

Understanding the purpose behind effective communication

Voiceover

“Before we look at how to communicate with stakeholders, it’s important to understand why stakeholder communication matters in the first place. Clear, intentional communication helps prevent surprises, supports better decisions, and builds trust across teams and leadership. In this lesson, you’ll explore the role stakeholder communication plays in project success.”

Interaction / Timing

- Voiceover plays automatically on slide load
- **Continue** button appears after voiceover completes
- Selecting Continue advances to Lesson 1, Slide 3



LESSON 1 – SLIDE 3

What Is Stakeholder Communication?

Slide Type

Concept Introduction

Layout

Top container (text-light)

Visuals

- Full-bleed professional workplace background (neutral office)
- Top-anchored content container

On-Screen Text (inside container)

Title:

What Is Stakeholder Communication?

Supporting Text:

Sharing the right information with the right people to support alignment and decisions

Voiceover

“Stakeholder communication is the intentional sharing of information with people who are affected by a project or task. It’s not about sending more messages. It’s about making sure the right people have what they need to stay aligned and make informed decisions.”

Interaction / Timing

- Voiceover plays automatically
- **Continue** button appears after voiceover completes



LESSON 1 – SLIDE 4

What Happens When Communication Breaks Down

Slide Type

Concept Illustration / Consequences

Layout

Top container (text-light)

Visuals

- Background image showing a meeting or team environment
- Top-anchored content container

On-Screen Text (inside container)

Title:

When Communication Is Unclear

Supporting Text:

Common consequences teams experience

Voiceover

“When stakeholder communication is unclear or inconsistent, problems often appear quickly. Stakeholders may feel surprised by changes, teams may need to redo work, and trust can be reduced across the project.”

Interaction / Timing

- Voiceover plays automatically
- **Continue** button appears after voiceover completes



LESSON 1 – SLIDE 5

The Risk of Over- and Under-Communicating

Slide Type

Concept Contrast

Layout

Top container (text-light)

Visuals

- Background image suggesting balance or comparison
- Top-anchored content container

On-Screen Text (inside container)

Title:

Finding the Right Balance

Supporting Text:

Too little or too much communication can both create problems

Voiceover

“Under-communicating can leave stakeholders guessing and create surprises. Over-communicating can overwhelm people and make it harder to identify what actually matters. Effective stakeholder communication focuses on clarity, not volume.”

Interaction / Timing

- Voiceover plays automatically
- **Continue** button appears after voiceover completes



LESSON 1 – SLIDE 6

Reflection: Recognizing the Impact

Slide Type

Reflection / Lightweight Application

Layout

Right half container (interaction-focused)

Visuals

- Background image of a professional workspace
- Right-aligned half-screen content container

On-Screen Text (inside container)

Prompt:

Think about a time when a project update didn't land well.

Question:

What was the biggest impact?

Response Options:

- Someone was surprised by a change
- Work had to be redone
- Trust or confidence was reduced
- I'm not sure — it just felt off

Voiceover

"Take a moment to reflect on your own experience.

You don't need to share your answer. This reflection is simply to help you recognize how communication choices affect outcomes."

Interaction / Timing

- Learner selects one option
- Neutral acknowledgment appears
- **Continue** button enabled after selection



LESSON 1 – SLIDE 7

Lesson 1 Summary

Slide Type

Lesson Wrap-Up

Layout

Top container

Visuals

- Neutral professional background
- Top-anchored content container

On-Screen Text (inside container)

Title:

Lesson 1 Key Takeaways

Bullets:

- Stakeholder communication supports trust and alignment
- Both under- and over-communicating create risks
- Being intentional matters more than sending more messages

Voiceover

"In this lesson, you explored why stakeholder communication matters.

Clear, intentional communication helps teams avoid surprises, support decisions, and build trust."

Interaction / Timing

- Voiceover plays automatically
- **Continue** button appears after voiceover completes



LESSON 1 – SLIDE 8

Transition to Lesson 2

Slide Type

Lesson Transition

Layout

Top container

Visuals

- Background image suggesting planning or timelines
- Top-anchored content container

On-Screen Text (inside container)

Title:

Next: Deciding When Stakeholders Need to Be Informed

Supporting Text:

Knowing *why* communication matters is the first step.

Next, you'll learn how to recognize the moments that require an update.

Voiceover

"Now that you understand why stakeholder communication matters, let's move on to the next skill: deciding when stakeholders need to be informed."

Interaction / Timing

- Voiceover plays automatically
- **Continue** button advances to Lesson 2, Slide 1

Lesson 2

LESSON 2 – SLIDE 1

Lesson Introduction: When Stakeholders Need to Be Informed

Slide Type

Lesson Introduction / Context

Layout

Top container (text-light)

Visuals

- Full-bleed professional background image
 - Project planning, timeline, or team discussion
- Top-anchored content container

Voiceover

“In the previous lesson, you explored why stakeholder communication matters.

In this lesson, you’ll focus on a key decision communicators face every day: knowing **when** stakeholders need to be informed.”

Interaction / Timing

- Voiceover plays automatically
- **Continue** button appears after voiceover completes

LESSON 2 – SLIDE 2

Why Timing Matters

Slide Type

Concept Explanation

Layout

Top container (text-light)

Visuals

- Background image showing a project timeline or milestones
- Top-anchored content container

On-Screen Text (inside container)

Title:

Why Timing Matters

Supporting Text:

The right message at the wrong time can still cause problems

Voiceover

“Timing plays a major role in how stakeholder updates are received.

Sharing information too late can lead to surprises, while sharing it too early or too often can create confusion or unnecessary concern.”

Interaction / Timing

- Voiceover plays automatically
- **Continue** button appears after voiceover completes



LESSON 2 – SLIDE 3

Common Moments That Trigger Communication

Slide Type

Demonstration / Pattern Recognition

Layout

Top container (text-light)

Visuals

- Background image with visual cues for milestones or phases
- Top-anchored content container

On-Screen Text (inside container)

Title:

Common Communication Triggers

Bullets:

- Project kickoff
- Key milestones
- Risks or issues identified
- Scope or timeline changes
- Project completion

Voiceover

“Stakeholders generally expect updates at predictable points in a project.

These include when work begins, when milestones are reached, when risks or changes appear, and when the work is completed.”

Interaction / Timing

- Voiceover plays automatically
- **Continue** button appears after voiceover completes

When an Update May Not Be Needed

Slide Type

Concept Clarification

Layout

Top container (text-light)

Visuals

- Background image of a team working through a task
- Top-anchored content container

On-Screen Text (inside container)

Title:

Not Every Event Requires an Update

Supporting Text:

Some issues can be resolved internally without stakeholder notification

Voiceover

“Not every issue or adjustment requires a stakeholder update.

Minor problems that are resolved quickly, or changes that don't affect outcomes, can often be handled internally without escalation.”

Interaction / Timing

- Voiceover plays automatically
- **Continue** button appears after voiceover completes

LESSON 2 – SLIDE 5

Application: Notify or Not?

Slide Type

Application / Scenario Sorting

Layout

Right half container (interaction-focused)

Visuals

- Background image of a project workspace
- Right-aligned half-screen content container

On-Screen Text (inside container)

Prompt:

For each situation, decide whether stakeholders should be informed.

Scenarios:

- A key deadline moves back by one week
- A small formatting error is corrected internally
- A new risk is identified that could escalate
- A major milestone is completed successfully

Voiceover

“Review each situation and decide whether it requires a stakeholder update.

Focus on impact, not effort.”

Interaction / Timing

- Learner selects **Notify** or **No Update Needed** for each item
 - Neutral feedback provided after each choice
 - **Continue** button enabled after all scenarios are addressed
-



LESSON 2 – SLIDE 6

Application: Timing Judgment

Slide Type

Application / Decision Calibration

Layout

Right half container (interaction-focused)

Visuals

- Background image suggesting uncertainty or risk
- Right-aligned half-screen content container

On-Screen Text (inside container)

Scenario Prompt:

A potential risk has been identified, but details are still emerging.

Question:

What is the most appropriate timing?

Response Options:

- Notify stakeholders immediately
- Monitor briefly and prepare an update
- Wait until the risk is confirmed

Voiceover

“In situations like this, timing often requires judgment.

Consider the potential impact of the risk and how much uncertainty stakeholders can reasonably manage.”

Interaction / Timing

- Learner selects one option

- Brief explanatory feedback appears
 - **Continue** button enabled after selection
-

LESSON 2 – SLIDE 7

Lesson 2 Summary

Slide Type

Lesson Wrap-Up

Layout

Top container

Visuals

- Neutral professional background
- Top-anchored content container

On-Screen Text (inside container)

Title:

Lesson 2 Key Takeaways

Bullets:

- Stakeholders expect updates at key moments
- Risks, changes, and milestones often require communication
- Not every issue needs to be shared

Voiceover

“In this lesson, you learned how to recognize the moments that typically require stakeholder communication—and when an update may not be necessary.”

Interaction / Timing

- Voiceover plays automatically
 - **Continue** button appears after voiceover completes
-

LESSON 2 – SLIDE 8

Transition to Lesson 3

Slide Type

Lesson Transition

Layout

Top container

Visuals

- Background image showing communication tools or channels
- Top-anchored content container

On-Screen Text (inside container)

Title:

Next: Choosing the Right Communication Channel and Frequency

Supporting Text:

Once you know *when* to communicate, the next step is deciding *how*.

Voiceover

“Next, you’ll learn how to choose the most appropriate communication channel and frequency based on the situation and stakeholder needs.”

Interaction / Timing

- Voiceover plays automatically
- **Continue** button advances to Lesson 3, Slide 1

Lesson 3

LESSON 3 – SLIDE 1

Lesson Introduction: Choosing the Right Channel and Frequency

Slide Type

Lesson Introduction / Context

Layout

Top container (text-light)

Visuals

- Full-bleed professional background image
 - Communication tools (email, meeting, dashboard) or team collaboration scene
- Top-anchored content container

Voiceover

“Knowing when to communicate is only part of the decision.

In this lesson, you’ll focus on choosing the most appropriate communication channel and frequency to ensure your message is received, understood, and acted on.”

Interaction / Timing

- Voiceover plays automatically
- **Continue** button appears after voiceover completes

LESSON 3 – SLIDE 2

Why Channel Choice Matters

Slide Type

Concept Explanation

Layout

Top container (text-light)

Visuals

- Background image suggesting different communication modes
- Top-anchored content container

On-Screen Text (inside container)

Title:

Why Channel Choice Matters

Supporting Text:

The same message can land very differently depending on how it's shared

Voiceover

“The channel you choose affects how quickly a message is seen, how seriously it's taken, and whether stakeholders are able to respond effectively.

Choosing the right channel helps reduce misunderstandings and supports timely decisions.”

Interaction / Timing

- Voiceover plays automatically
- **Continue** button appears after voiceover completes

LESSON 3 – SLIDE 3

Common Communication Channels

Slide Type

Demonstration / Overview

Layout

Top container (text-light)

Visuals

- Background image with visual cues for email, meetings, chat, and reports
- Top-anchored content container

On-Screen Text (inside container)

Title:

Common Communication Channels

Bullets:

- Email
- Meetings
- Chat or messaging tools
- Reports or dashboards

Voiceover

“Different channels serve different purposes.

Email is often useful for non-urgent updates, meetings support discussion and alignment, chat works well for quick clarifications, and reports or dashboards provide ongoing visibility.”

Interaction / Timing

- Voiceover plays automatically
- **Continue** button appears after voiceover completes

Understanding Communication Frequency

Slide Type

Concept Explanation

Layout

Top container (text-light)

Visuals

- Background image suggesting time or cadence (calendar, timeline)
- Top-anchored content container

On-Screen Text (inside container)

Title:

Choosing the Right Frequency

Supporting Text:

How often you communicate matters as much as how you communicate

Voiceover

“Frequency refers to how often stakeholders receive updates.

Too many updates can overwhelm stakeholders, while too few can leave them feeling disconnected.

Effective communication balances urgency, importance, and stakeholder expectations.”

Interaction / Timing

- Voiceover plays automatically
- **Continue** button appears after voiceover completes



LESSON 3 – SLIDE 5

Application: Ranking Communication Channels

Slide Type

Application / Ranking

Layout

Right half container (interaction-focused)

Visuals

- Background image of a professional workspace or meeting room
- Right-aligned half-screen content container

On-Screen Text (inside container)

Scenario Prompt:

A decision is needed from an executive sponsor by the end of the week.

Instruction:

Rank the communication channels from most effective to least effective.

Items to Rank:

- Email
- Meeting
- Chat message
- Status report

Voiceover

“Consider urgency, importance, and the need for discussion as you rank each option.”

Interaction / Timing

- Learner ranks items
- Brief feedback explains trade-offs after submission

- **Continue** button enabled after feedback
-

LESSON 3 – SLIDE 6

Application: Channel and Frequency Decision

Slide Type

Application / Scenario-Based Decision

Layout

Right half container (interaction-focused)

Visuals

- Background image suggesting a project risk or issue
- Right-aligned half-screen content container

On-Screen Text (inside container)

Scenario Prompt:

A project risk has been identified that could affect delivery if it escalates.

Decision 1:

Which channel is most appropriate?

Options:

- Email
- Meeting

Decision 2:

How often should stakeholders be updated?

Options:

- One-time update
- Weekly check-ins
- Updates only if the situation changes

Voiceover

“In situations like this, there’s rarely a single perfect answer.

Focus on choosing the option that best supports clarity, responsiveness, and stakeholder needs.”

Interaction / Timing

- Learner selects channel and frequency
 - Outcome feedback explains impact of choices
 - **Continue** button enabled after feedback
-

LESSON 3 – SLIDE 7

Lesson 3 Summary

Slide Type

Lesson Wrap-Up

Layout

Top container

Visuals

- Neutral professional background
- Top-anchored content container

On-Screen Text (inside container)

Title:

Lesson 3 Key Takeaways

Bullets:

- Channel choice affects how messages are received
- Frequency should match urgency and importance
- Trade-offs are often part of effective communication

Voiceover

“In this lesson, you learned how to choose appropriate communication channels and frequencies based on the situation and stakeholder needs.”

Interaction / Timing

- Voiceover plays automatically
 - **Continue** button appears after voiceover completes
-

LESSON 3 – SLIDE 8

Transition to Lesson 4

Slide Type

Lesson Transition

Layout

Top container

Visuals

- Background image suggesting written communication or messaging
- Top-anchored content container

On-Screen Text (inside container)

Title:

Next: Tailoring Tone and Level of Detail

Supporting Text:

The right channel still requires the right message

Voiceover

“Next, you’ll explore how to tailor your tone and level of detail to different stakeholders and situations.”

Interaction / Timing

- Voiceover plays automatically
- **Continue** button advances to Lesson 4, Slide 1

Lesson 4

LESSON 4 – SLIDE 1

Lesson Introduction: Tailoring Tone and Level of Detail

Slide Type

Lesson Introduction / Context

Layout

Top container (text-light)

Visuals

- Full-bleed professional background image
 - Written communication, email draft, or team discussion
- Top-anchored content container

Voiceover

“Choosing the right time and channel is important, but it’s not enough on its own.

In this lesson, you’ll focus on tailoring your tone and level of detail so your message fits the audience and the situation.”

Interaction / Timing

- Voiceover plays automatically
 - **Continue** button appears after voiceover completes
-

LESSON 4 – SLIDE 2

Why Tone and Detail Matter

Slide Type

Concept Explanation

Layout

Top container (text-light)

Visuals

- Background image suggesting contrast or comparison
- Top-anchored content container

On-Screen Text (inside container)

Title:

Why Tone and Detail Matter

Supporting Text:

The same message can feel very different depending on how it's written

Voiceover

“Tone and level of detail influence how a message is perceived.

A message that feels too casual, too formal, too detailed, or too vague can reduce clarity and confidence—even when the information itself is correct.”

Interaction / Timing

- Voiceover plays automatically
- **Continue** button appears after voiceover completes

LESSON 4 – SLIDE 3

One Update, Different Audiences

Slide Type

Demonstration / Audience Comparison

Layout

Left half container (content + visual)

Visuals

- Background image showing a professional team environment
- Left-aligned half-screen content container
- Right side remains visually open

On-Screen Text (inside container)

Title:

Different Audiences, Different Needs

Bullets:

- Executives focus on outcomes and decisions
- Managers need context and next steps
- Peers often need practical details

Voiceover

“The same update often needs to be adjusted depending on the audience.

Executives typically want concise, outcome-focused messages.

Managers benefit from additional context, while peers often need more tactical detail.”

Interaction / Timing

- Voiceover plays automatically
- **Continue** button appears after voiceover completes

Adjusting Tone

Slide Type

Concept Explanation

Layout

Top container (text-light)

Visuals

- Background image showing written communication or editing
- Top-anchored content container

On-Screen Text (inside container)

Title:

Adjusting Tone

Supporting Text:

Professional, clear, and appropriate to the situation

Voiceover

“Tone reflects your attitude and approach.

In stakeholder communication, effective tone is usually professional, clear, and respectful—without being overly casual or unnecessarily formal.”

Interaction / Timing

- Voiceover plays automatically
- **Continue** button appears after voiceover completes

LESSON 4 – SLIDE 5

Application: Choose the Best Version

Slide Type

Application / Comparative Evaluation

Layout

Right half container (interaction-focused)

Visuals

- Background image of a professional workspace
- Right-aligned half-screen content container

On-Screen Text (inside container)**Scenario Prompt:**

Alex needs to update an executive sponsor about a minor delay.

Instruction:

Select the message that best fits this audience.

Options:

- A detailed, conversational message
- A concise, professional message
- A very brief, vague message

Voiceover

“Review each option and choose the message that best matches the audience and situation.”

Interaction / Timing

- Learner selects one option
 - Feedback explains why the selected tone is effective or not
 - **Continue** button enabled after feedback
-



LESSON 4 – SLIDE 6

Application: Adjusting Level of Detail

Slide Type

Application / Targeted Revision

Layout

Right half container (interaction-focused)

Visuals

- Background image suggesting message editing or review
- Right-aligned half-screen content container

On-Screen Text (inside container)

Scenario Prompt:

This update is being sent to a project manager.

Question:

Which changes would improve the level of detail?

Options (Select all that apply):

- Add brief context
- Remove unnecessary background
- Clarify next steps
- Include technical troubleshooting details

Voiceover

“Consider what information this audience needs to stay aligned and take action.”

Interaction / Timing

- Learner selects one or more options

- Feedback explains impact of choices
 - **Continue** button enabled after feedback
-

LESSON 4 – SLIDE 7

Lesson 4 Summary

Slide Type

Lesson Wrap-Up

Layout

Top container

Visuals

- Neutral professional background
- Top-anchored content container

On-Screen Text (inside container)

Title:

Lesson 4 Key Takeaways

Bullets:

- Tone should match the audience and situation
- Level of detail should support clarity and action
- The same message often needs multiple versions

Voiceover

“In this lesson, you learned how to tailor tone and level of detail to better meet stakeholder needs and expectations.”

Interaction / Timing

- Voiceover plays automatically
 - **Continue** button appears after voiceover completes
-

LESSON 4 – SLIDE 8

Transition to Lesson 5

Slide Type

Lesson Transition

Layout

Top container

Visuals

- Background image suggesting organization or structure
- Top-anchored content container

On-Screen Text (inside container)

Title:

Next: Deciding What to Include in Stakeholder Updates

Supporting Text:

Clarity comes from choosing the right information

Voiceover

“Next, you’ll focus on deciding what information belongs in a stakeholder update—and what can be left out.”

Interaction / Timing

- Voiceover plays automatically
- **Continue** button advances to Lesson 5, Slide 1

Lesson 5

LESSON 5 – SLIDE 1

Lesson Introduction: Deciding What to Include

Slide Type

Lesson Introduction / Context

Layout

Top container (text-light)

Visuals

- Full-bleed professional background image
 - Organized workspace, documents, or planning materials
- Top-anchored content container

Voiceover

“Even when you choose the right time, channel, and tone, stakeholder communication can still fall short if the content isn’t clear.

In this lesson, you’ll focus on deciding what information belongs in a stakeholder update—and what doesn’t.”

Interaction / Timing

- Voiceover plays automatically
- Continue button appears after voiceover completes

LESSON 5 – SLIDE 2

Why Content Selection Matters

Slide Type

Concept Explanation

Layout

Top container (text-light)

Visuals

- Background image suggesting clarity vs overload
- Top-anchored content container

On-Screen Text (inside container)

Title:

Why Content Selection Matters

Supporting Text:

More information does not always mean more clarity

Voiceover

“Stakeholders rely on updates to understand where things stand and what’s needed from them.

Including too much information can obscure key points, while leaving out critical details can lead to confusion or delays.”

Interaction / Timing

- Voiceover plays automatically
- Continue button appears after voiceover completes



LESSON 5 – SLIDE 3

A Simple Structure for Stakeholder Updates

Slide Type

Demonstration / Framework

Layout

Top container (text-light)

Visuals

- Background image suggesting organization or structure
- Top-anchored content container

On-Screen Text (inside container)

Title:

A Clear Update Structure

Bullets:

- Current status
- Risks or issues
- Decisions needed
- Next steps

Voiceover

“A simple structure can help you decide what to include in a stakeholder update.”

Focusing on status, risks, decisions, and next steps keeps communication clear and actionable.”

Interaction / Timing

- Voiceover plays automatically
- Continue button appears after voiceover completes

From Notes to Clear Update

Slide Type

Demonstration / Before–After

Layout

Left half container (content + visual)

Visuals

- Background image of notes or documents
- Left-aligned half-screen content container

On-Screen Text (inside container)

Title:

Turning Information Into an Update

Supporting Text:

Organize details around what stakeholders need to know

Voiceover

“It’s common to start with scattered notes or detailed information.

The goal is to organize that information into a clear update that helps stakeholders quickly understand the situation and what comes next.”

Interaction / Timing

- Voiceover plays automatically
- Continue button appears after voiceover completes

LESSON 5 – SLIDE 5

Application: What Belongs in the Update?

Slide Type

Application / Content Selection

Layout

Right half container (interaction-focused)

Visuals

- **Background image of a project workspace**
- **Right-aligned half-screen content container**

On-Screen Text (inside container)

Prompt:

Decide which items should be included in a stakeholder update.

Items:

- **Project remains on track for May 15 delivery**
- **Risk of vendor delay identified**
- **Detailed internal technical notes**
- **Team member vacation schedule**

Voiceover

“Review each item and decide whether it belongs in a stakeholder update.

Focus on relevance and impact.”

Interaction / Timing

- **Learner selects Include or Leave Out for each item**
 - **Brief feedback explains each choice**
 - **Continue button enabled after all items are addressed**
-



LESSON 5 – SLIDE 6

Application: Organizing the Update

Slide Type

Application / Sequencing

Layout

Right half container (interaction-focused)

Visuals

- Background image suggesting organization or flow
- Right-aligned half-screen content container

On-Screen Text (inside container)

Prompt:

Organize the update elements in the most effective order.

Items:

- Current status
- Risks or issues
- Decision needed
- Next steps

Voiceover

“Clear organization helps stakeholders quickly identify what they need to know and what action, if any, is required.”

Interaction / Timing

- Learner sequences items
- Feedback confirms effective structure

- Continue button enabled after completion
-

LESSON 5 – SLIDE 7

Lesson 5 Summary

Slide Type

Lesson Wrap-Up

Layout

Top container

Visuals

- Neutral professional background
- Top-anchored content container

On-Screen Text (inside container)

Title:

Lesson 5 Key Takeaways

Bullets:

- Not all information belongs in stakeholder updates
- Clear structure improves understanding
- Focus on what supports decisions and action

Voiceover

“In this lesson, you learned how to choose and organize information to create clear, effective stakeholder updates.”

Interaction / Timing

- Voiceover plays automatically

- Continue button appears after voiceover completes
-

LESSON 5 – SLIDE 8

Transition to Final Assessment

Slide Type

Lesson Transition

Layout

Top container

Visuals

- Background image suggesting decision-making or completion
- Top-anchored content container

On-Screen Text (inside container)

Title:

Final Assessment: Putting It All Together

Supporting Text:

Apply everything you've learned in a realistic scenario

Voiceover

“You're now ready to apply all five skills together.

In the final assessment, you'll plan a stakeholder update using timing, channel, tone, and content decisions.”

Interaction / Timing

- Voiceover plays automatically
- Continue button advances to Final Assessment, Slide 1

Final Assessment

FINAL ASSESSMENT – SLIDE 1

Final Assessment Introduction

Slide Type

Assessment Introduction

Layout

Top container (text-light)

Visuals

- Full-bleed professional background image
 - Project planning, team collaboration, or neutral corporate scene
- Top-anchored content container

Voiceover

“You’ve reached the final assessment for this course.

In this scenario, you’ll apply everything you’ve learned to plan an effective stakeholder update.

Take your time and choose the responses that best support clarity, alignment, and decision-making.”

Interaction / Timing

- Voiceover plays automatically
 - **Start Assessment** button appears after voiceover
 - Utility bar visible
 - Menu disabled during assessment
-



FINAL ASSESSMENT – SLIDE 2

Scenario Setup

Slide Type

Assessment Scenario Context

Layout

Left half container (content + visual)

Visuals

- Background image of a project team or workspace
- Left-aligned half-screen content container

On-Screen Text (inside container)

Scenario:

You are supporting a cross-functional project scheduled to launch in six weeks.

A few recent developments may affect timelines and stakeholder expectations.

Voiceover

“You’re supporting a cross-functional project with multiple stakeholders.

Recent changes may affect timelines and require thoughtful communication decisions.”

Interaction / Timing

- Voiceover plays automatically
- **Continue** button advances to first question



FINAL ASSESSMENT – SLIDE 3

Question 1: When to Communicate

Slide Type

Assessment Question (Single Choice)

Layout

Right half container (interaction-focused)

Visuals

- Background image suggesting risk or uncertainty
- Right-aligned half-screen content container

Prompt:

A vendor has identified a potential delay that could affect delivery if it escalates.

Question:

What should you do next?

Options:

- Notify stakeholders immediately
- Monitor briefly and prepare an update
- Wait until the delay is confirmed
- Take no action unless asked

Voiceover

“Decide how you would respond in this situation.”

Interaction / Timing

- Learner selects one option
 - Response recorded
 - **Continue** button advances automatically
-



FINAL ASSESSMENT – SLIDE 4

Question 2: Channel Selection

Slide Type

Assessment Question (Single Choice)

Layout

Right half container

Visuals

- Background image suggesting communication tools
- Right-aligned half-screen content container

Prompt:

You need input from an executive sponsor within three days.

Question:

Which communication channel is most appropriate?

Options:

- Chat message
- Status report
- Email requesting a short meeting
- Weekly update email

Voiceover

“Select the option that best fits this situation.”

Interaction / Timing

- Learner selects one option

- **Continue** advances automatically
-

FINAL ASSESSMENT – SLIDE 5

Question 3: Frequency

Slide Type

Assessment Question (Single Choice)

Layout

Right half container

Visuals

- Background image suggesting time or cadence
- Right-aligned half-screen content container

Prompt:

After notifying stakeholders of the risk, how should follow-up communication be handled?

Options:

- Daily updates regardless of changes
- Weekly updates even if nothing changes
- Updates only if the situation changes
- No further updates

Voiceover

“Consider how frequency affects clarity and trust.”

Interaction / Timing

- Learner selects one option
 - **Continue** advances automatically
-

FINAL ASSESSMENT – SLIDE 6

Question 4: Tone

Slide Type

Assessment Question (Single Choice)

Layout

Right half container

Visuals

- Background image suggesting written communication
- Right-aligned half-screen content container

Prompt:

You are updating an executive sponsor about a minor delay.

Question:

Which tone is most appropriate?

Options:

- Casual and detailed
- Concise and professional
- Informal and conversational
- Highly technical

Voiceover

“Choose the tone that best matches the audience and situation.”

Interaction / Timing

- Learner selects one option
 - **Continue** advances automatically
-

FINAL ASSESSMENT – SLIDE 7

Question 5: Level of Detail

Slide Type

Assessment Question (Multiple Select)

Layout

Right half container

Visuals

- Background image of an executive workspace
- Right-aligned half-screen content container

Prompt:

Which elements should be included in an executive-level update?
(Select all that apply.)

Options:

- High-level project status
- Identified risks
- Internal team schedules
- Decision needed

- Technical troubleshooting details

Voiceover

“Select all elements that support executive decision-making.”

Interaction / Timing

- Learner selects options
 - **Continue** advances automatically
-

FINAL ASSESSMENT – SLIDE 8

Question 6: Content Selection

Slide Type

Assessment Question (Single Choice)

Layout

Right half container

Visuals

- Background image of organized project materials
- Right-aligned half-screen content container

Prompt:

Which item does **not** belong in a stakeholder update?

Options:

- Project delivery date
- Identified risks
- Team member vacation details

- Next steps

Voiceover

“Identify the information that should be left out.”

Interaction / Timing

- Learner selects one option
 - **Continue** advances automatically
-

FINAL ASSESSMENT – SLIDE 9

Question 7: Organizing the Update

Slide Type

Assessment Question (Sequencing)

Layout

Right half container

Visuals

- Background image suggesting flow or structure
- Right-aligned half-screen content container

Prompt:

Arrange the update elements in the most effective order.

Items:

- Current status
- Risks or issues
- Decision needed

- Next steps

Voiceover

“Organize the information to support clarity and action.”

Interaction / Timing

- Learner sequences items
 - **Continue** advances automatically
-

FINAL ASSESSMENT – SLIDE 10

Submit Assessment

Slide Type

Assessment Submission

Layout

Top container

Visuals

- Neutral professional background
- Top-anchored content container

Voiceover

“You’ve reached the end of the assessment.

Review your responses, then submit when you’re ready.”

Interaction / Timing

- **Submit Assessment** button
- Confirmation prompt enabled

FINAL ASSESSMENT – SLIDE 11

Results: Pass

Slide Type

Assessment Result – Pass

Layout

Top container

Visuals

- Positive, professional background image
- Top-anchored content container

Voiceover

“Congratulations. You’ve successfully completed the course.

You demonstrated effective judgment in planning stakeholder communication.”

Interaction / Timing

- **Exit Course** button enabled
- Certificate or completion trigger (if applicable)

FINAL ASSESSMENT – SLIDE 12

Results: Retry

Slide Type

Assessment Result – Retry

Layout

Top container

Visuals

- Neutral, encouraging background image
- Top-anchored content container

Voiceover

“You didn’t reach the passing score this time.

Review the lessons and try again when you’re ready.”

Interaction / Timing

- **Review Lessons** button
- **Retry Assessment** button (if allowed)