

This eLearning module is designed for anyone working in a professional environment, focusing on developing essential soft skills for effective workplace communication and collaboration.

Program/Course Name: Standards of Professionalism: A Guide to Fundamental Expectations in the Workplace
Page Title: Welcome Screen
Page Number: 1
On-Screen Visuals/Text: Standards of Professionalism (in bold blue)  Subtitle in white: A Guide to Fundamental Expectations in the Workplace
Graphics Description: Details of graphics to be created or uploaded by graphic designer.  Upload image named: City1 Use as background with dark gray box across the bottom containing the title and subtitle
Interactivities: Description of the Interactivities and Developer Notes  Create start button to begin the course, white background with blue lettering

Program/Course Name: Standards of Professionalism: A Guide to Fundamental Expectations in the Workplace
Page Title: Learning Objectives
Page Number: 2
On-Screen Visuals/Text: Dark gray background. Blue header saying Welcome. Text below in white.
<p>As online, mobile, and social media applications have become a primary means of how we interact, they have also influenced and blurred some lines when it comes to professional skills. Understanding common expectations and norms when it comes to professional conduct in the workplace, whether online or face-to-face, is the cornerstone to success in any career.</p> <p>Upon finishing this module, participants will be able to: (insert bullet points)</p> <p>Communicate clearly and effectively in workplace interactions.      Collaborate effectively with colleagues to achieve shared goals.      Demonstrate professionalism through reliability, respect, and accountability.</p>
Graphics Description: Details of graphics to be created or uploaded by graphic designer.
Upload image named: Professional1
Insert to the right of text.
Interactivities: Description of the Interactivities and Developer Notes
Back and Next button across the bottom. White background, blue lettering.

Program/Course Name: Standards of Professionalism: A Guide to Fundamental Expectations in the Workplace

Page Title: Multi-Column Content 1

Page Number: 3

On-Screen Visuals/Text: Dark gray background. Blue header saying: What is Professionalism?

Center the following text:

Professionalism is a term often used in business communication and conversations concerning workplace expectations. However, it's important to pause and consider what it means to be "professional."

Professionalism is the consistent demonstration of reliability, respect, accountability, and appropriate conduct in situations related to business or the workplace. How you communicate, perform in your role, and interact with colleagues, customers or clients, and other stakeholders are the primary means of demonstrating professional behaviors.

(Italicize) Click on each of the topics below to learn more.

Graphics Description: Details of graphics to be created or uploaded by graphic designer.

Upload image across the top titled: Laptops1

Interactivities: Description of the Interactivities and Developer Notes

Upload the following images and spread evenly across the bottom:

1. Communication – Link to Page 4 when clicked
2. Interpersonal Skills – Link to Page 8 when clicked
3. Ethics – Link to Page 9 when clicked
4. Critical Thinking – Link to Page 10 when clicked
5. Time Management – Link to Page 11 when clicked

Back and Next button across the bottom. White background, blue lettering. Turn each green once the material has been covered. Once all links have been selected, make next button available going to page 12.

Program/Course Name: Standards of Professionalism: A Guide to Fundamental Expectations in the Workplace
Page Title: Expressing Ideas with Purpose
Page Number: 4
On-Screen Visuals/Text: Dark gray background. Blue header saying, Expressing Ideas with Purpose.  Text below in white.  Expressing ideas with purpose means being thoughtful and considering the context prior to communicating.  Select each node to learn more.
Graphics Description: Details of graphics to be created or uploaded by graphic designer.  Upload image across the top named: Meeting1
Interactivities: Description of the Interactivities and Developer Notes  Use timeline widget.  Clicking each node reveals the following text:  Node 1: Pause briefly before responding to organize your thoughts and sound more thoughtful and confident.  Node 2: Ask yourself: "What's my main point?" and "What do I want the other person to take away?"  Node 3: Focus on one idea at a time.  Node 4: Pay attention to your tone, volume, and speed as you speak. Avoid being monotone and slow or speaking too quickly, loud, or soft.  Node 5: Use simple, direct language without jargon or slang.  Back and Next button across the bottom. White background, blue lettering. Must select all nodes before next button is available. Next button goes to page 5.

<p><b>Program/Course Name:</b> Standards of Professionalism: A Guide to Fundamental Expectations in the Workplace</p> <p><b>Page Title:</b> Non-Verbal Communication: Attire</p> <p><b>Page Number:</b> 5</p> <p>On-Screen Visuals/Text: Dark gray background. Blue header saying, Non-Verbal Communication: Attire.</p> <p>Text below in white.</p> <p>Your clothing is one of the first non-verbal messages you send in the workplace. Before you speak, your appearance communicates your level of confidence, professionalism, and readiness.</p> <p>Select each hot spot to learn more.</p>
<p><b>Graphics Description:</b> Details of graphics to be created or uploaded by graphic designer.</p> <p>Upload image across the top named: Meeting2</p>
<p><b>Interactivities:</b> Description of the Interactivities and Developer Notes</p> <p>Place hot spots over individuals in the picture. Each hot spot reveals the following text:</p> <p>1: Dress Neatly: Wear clean, well-fitted, wrinkle and stain free clothing to communicate you are organized and prepared.</p> <p>2: Choose Professional Tops: Wear shirts, blouses, or sweaters that are appropriate for business or business casual settings. Avoid tank, crop, and low-cut tops or graphic tees which can signal you do not take the role seriously.</p> <p>3: Select Workplace-appropriate Bottoms: Choose slacks, khakis, knee-length skirts, and modest dresses to show you understand workplace expectations. Avoid leggings as pants, joggers, shorts, or overly tight items.</p> <p>4: Choose Professionally Appropriate Shoes: Wear shoes that reinforce readiness. Avoid flip-flops, open-toed shoes, and slippers which can signal carelessness or lack of safety.</p> <p>5: Select Modest Accessories: Choose jewelry, light fragrances, and tidy grooming that demonstrate confidence. Avoid overly bold accessories, strong scents, or anything noisy or distracting that can overshadow your professionalism.</p> <p>Back and Next button across the bottom. White background, blue lettering. Must select all hot spots before next button is available. Next button goes to page 6.</p>

<p><b>Program/Course Name:</b> Standards of Professionalism: A Guide to Fundamental Expectations in the Workplace</p> <p><b>Page Title:</b> Non-Verbal Communication: Body Language</p> <p><b>Page Number:</b> 6</p>
<p>On-Screen Visuals/Text: Dark gray background. Blue header saying, Non-Verbal Communication: Body Language.</p> <p>Text below in white.</p> <p>Body language is a powerful form of non-verbal communication that influences how others perceive your confidence, engagement, and professionalism. The right and appropriate posture, facial expressions, and gestures can strengthen your message.</p> <p>Select each tab to learn more.</p>
<p><b>Graphics Description:</b> Details of graphics to be created or uploaded by graphic designer.</p>
<p><b>Interactivities:</b> Description of the Interactivities and Developer Notes</p> <p>Use tabs widget beneath initial text. Each bar reveals the following text:</p> <p>1: Posture: Sit and stand with confidence by maintaining an upright posture. Avoid slouching, leaning too far back, or folding into your seat, which can signal disinterest or fatigue.</p> <p>2: Facial Expressions: Maintain a neutral or pleasant expression and nod occasionally to show engagement and attentiveness. Avoid eye-rolling, frowning, or staring at the ground.</p> <p>3: Eye Contact: Use steady but comfortable eye contact to show you're listening and engaged. Avoid intense or prolonged staring which can create tension or discomfort.</p> <p>4: Gestures: Use natural hand gestures to support your message and keep your arms relaxed to show openness and approachability. Avoid fidgeting, tapping, or overly animated gestures which can be distracting.</p> <p>5: Presence: Lean in slightly when listening, turn your body toward the speaker, and position yourself where you can fully participate. Avoid turning away, shrinking back, or physically distancing yourself.</p> <p>Back and Next button across the bottom. White background, blue lettering. Must select all bars before next button is available. Next button goes to page 7.</p>

Program/Course Name: Standards of Professionalism: A Guide to Fundamental Expectations in the Workplace
Page Title: Active Listening
Page Number: 7
On-Screen Visuals/Text: Dark gray background. Blue header saying, Active Listening.
<p>Text below in white.</p> <p>Active listening means engaging in behaviors that not only allow you to truly hear the message someone else is conveying but also convey to the messenger that you have heard and understood their message.</p> <p>Select each card to learn more.</p>
Graphics Description: Details of graphics to be created or uploaded by graphic designer.
Interactivities: Description of the Interactivities and Developer Notes
Use flip cards widget beneath initial text. Each card reveals the following text:  1: Pay full attention to the speaker by avoiding distractions such as your phone.  2: Avoid thinking ahead to your response before the speaker has finished speaking.  3: Make small verbal acknowledgments to let the speaker know you are listening such as "I see" or "That's understandable."  4: Confirm your understanding of the speaker's message by paraphrasing what they have said back to them.  Back and Next button across the bottom. White background, blue lettering. Must click all cards before next button can be selected. Next button goes to page 3.

Program/Course Name: Standards of Professionalism: A Guide to Fundamental Expectations in the Workplace
Page Title: Interpersonal Skills
Page Number: 8
On-Screen Visuals/Text: Dark gray background. Blue header saying, Interpersonal Skills.
Text below in white.
Communicating and interacting with others effectively requires good conflict management skills, empathy, and the ability to work with a team.
Use the left and right arrows to move between cards to learn more.
Graphics Description: Details of graphics to be created or uploaded by graphic designer.
Interactivities: Description of the Interactivities and Developer Notes
Use Carousel widget. Each card reveals the following text:
1: (Insert Image Listen1) Empathy: Empathy is understanding the emotions and perspectives of others. We practice empathy by: <ul style="list-style-type: none"> <li>Using words that are inclusive and respectful.</li> <li>Using context clues such as a person's tone, facial expression, and body language as emotional clues.</li> <li>Taking into consideration how the other person might feel, especially when giving feedback or discussing sensitive topics.</li> </ul>
2: (Insert Image Listen2) Conflict Resolution: Conflict Resolution is the ability to manage disagreements constructively. <ul style="list-style-type: none"> <li>Address disagreements directly, but respectfully. Avoid using accusatory language such as, "You always do this." or "You made me feel."</li> <li>Use "I" statements to convey your message such as "I feel frustrated because..."</li> <li>Focus on solving the problem, not "winning" the argument.</li> <li>Use facts and collaboration, not emotion or ego, to resolve issues.</li> </ul>
3: (Insert Image Listen3) Teamwork: To excel in the workplace, it is important to be able to effectively collaborate with and support your colleagues. <ul style="list-style-type: none"> <li>Be willing to share ideas, knowledge, and resources. This will help you, your colleagues, and the company.</li> <li>Show curiosity and openness. Use phrases like, "What do you think? or "Can you tell me more about that?" This stimulates conversation and builds a collaborative rapport with your team members.</li> <li>Remember that responsibility is shared. Everyone is accountable for outcomes and their assigned tasks.</li> </ul>

Back and Next button across the bottom. White background, blue lettering. Must click all cards before next button can be selected. Next button returns to page 3.
Program/Course Name: Standards of Professionalism: A Guide to Fundamental Expectations in the Workplace
Page Title: Ethos
Page Number: 9
On-Screen Visuals/Text: Dark gray background. Blue header saying, Ethos.  Text below in white.  Ethos refers to a person's ethics and credibility. Establishing a professional ethos requires developing certain characteristics and traits which demonstrate and communicate you are an ethical and credible person.  Select each tab to learn more.
Graphics Description: Details of graphics to be created or uploaded by graphic designer.
Interactivities: Description of the Interactivities and Developer Notes  Use Accordion widget. Each accordion reveals the following text:  1: Reliable: Consistently follow through on commitments to demonstrate your dependability over time.  2: Proactive: If an obstacle arises or a deadline looks tight, don't wait until the last minute. Let others know early so expectations can be adjusted.  3: Punctual: Arrive 5 to 10 minutes early and prepared to begin.  4: Accountable: Take responsibility for your work and actions. Own your mistakes, address them appropriately, and share what you learned.  5: Trustworthy: Be forthcoming and transparent in your communication. Do the right thing, even when you think no one is watching.  6: Respectful: Be considerate of other people's time, roles, and boundaries.  7: Give credit to others and accept feedback graciously. Value the contributions of every role to the organization or team.  Back and Next button across the bottom. White background, blue lettering. Must click all accordion arrows before next button can be selected. Next button returns to page 3.

<p>Program/Course Name: Standards of Professionalism: A Guide to Fundamental Expectations in the Workplace</p> <p>Page Title: Critical Thinking</p> <p>Page Number: 10</p> <p>On-Screen Visuals/Text: Dark gray background. Blue header saying, Critical Thinking.</p> <p>Text below in white.</p> <p>Critical thinking is the process of evaluating and interpreting information and context in order to provide analysis, make inferences, and draw reasonable conclusions.</p> <p>Select each card to learn more.</p>
<p>Graphics Description: Details of graphics to be created or uploaded by graphic designer.</p>
<p>Interactivities: Description of the Interactivities and Developer Notes</p> <p>Use Click to Reveal widget. Each card reveals the following text:</p> <p>1: Define the problem or situation clearly before jumping to solutions.</p> <p>2: Gather information: Look at data, feedback, or past experiences to understand the situation.</p> <p>3: Break larger ideas and concepts into smaller parts.</p> <p>4: Look for patterns: Identify relationships, trends, or inconsistencies that could reveal any underlying issues.</p> <p>5: Use evidence to support conclusions or decisions and avoid assumptions.</p> <p>Back and Next button across the bottom. White background, blue lettering. Must click all cards before next button can be selected. Next button returns to page 3.</p>

<p><b>Program/Course Name:</b> Standards of Professionalism: A Guide to Fundamental Expectations in the Workplace</p> <p><b>Page Title:</b> Time Management</p> <p><b>Page Number:</b> 11</p> <p><b>On-Screen Visuals/Text:</b> Dark gray background. Blue header saying, Time Management.</p> <p>Text below in white.</p> <p>Time management is the ability to plan and control how much time to spend on specific tasks to work efficiently and meet deadlines.</p> <p>Select each node to learn more.</p>
<p><b>Graphics Description:</b> Details of graphics to be created or uploaded by graphic designer.</p>
<p><b>Interactivities: Description of the Interactivities and Developer Notes</b></p> <p>Use timeline widget. Each node reveals the following text:</p> <p>1: Prioritize by importance and urgency: Use methods like the Eisenhower Matrix (urgent vs. important) or the 80/20 rule (focus on the 20% of tasks that create 80% of the results).</p> <p>2: Plan your day intentionally: Set 2–3 key tasks that must be done. Do not create a huge, overwhelming list.</p> <p>3: Use scheduling tools: Calendar blocks, reminders, and to-do apps help structure your time visually.</p> <p>4: Set realistic deadlines: Avoid over-committing by leaving buffer time for unexpected delays.</p> <p>5: Eliminate distractions: Turn off notifications, use focus timers, or dedicated “deep work” periods.</p> <p>6: Review regularly: Check progress at the end of each day or week and adjust your plan as needed.</p> <p>Back and Next button across the bottom. White background, blue lettering. Must click all cards before next button can be selected. Next button returns to page 3.</p>

Program/Course Name: Standards of Professionalism: A Guide to Fundamental Expectations in the Workplace
Page Title: Key Points
Page Number: 12
On-Screen Visuals/Text: Dark gray background. Blue header saying, Key Points.
<p>Text below in white.</p> <p>Practicing professional standards is the foundation of building a successful career and meeting workplace expectations.</p> <p>The key elements of professionalism are:</p>
Graphics Description: Details of graphics to be created or uploaded by graphic designer.
Interactivities: Description of the Interactivities and Developer Notes
<p>Simple bullet list showing the key components of what was learned.</p> <p>1: Communicating effectively by considering your audience, situation, delivery of message, and active listening.</p> <p>2: Developing and practicing interpersonal skills such as empathy, conflict management, and teamwork.</p> <p>3: Practicing a professional ethos that entails accountability, reliability, and trustworthiness.</p> <p>4: Engaging in critical thinking to effectively solve problems and make decisions based on evidence and logic.</p> <p>5: Managing your time effectively and with purpose through planning, realistic deadlines, and minimizing distractions.</p> <p>Back and Next button across the bottom. White background, blue lettering. Must click all cards before next button can be selected. Next button moves on to the quiz, slide</p>