Corporate Training e-learning & explainer scripts

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Welcome to Your First Week

Onboarding, company welcome · Adult (30-45) · Neutral American · 90 seconds

[On screen: Harlow & Finch Logistics logo]

Welcome to Harlow and Finch. We're glad you're here.

This short module walks you through your first week, so nothing catches you off guard. It takes about ten minutes, and you can pause at any point.

[On screen: Day one]

On day one, you'll pick up your badge from the front desk and meet your manager. You'll also get your laptop. Don't worry if it takes a while to set up. That's normal, and the IT team expects your call.

[On screen: Days two and three]

Days two and three are for learning the basics. You'll shadow someone on your team, sit in on a few meetings, and finish the required courses in your learning portal. There are four of them. Most people finish in an afternoon.

[On screen: Days four and five]

By the end of the week, you'll have a short check-in with your manager. It isn't a test. It's a chance to ask questions and talk about what's still unclear.

One more thing. Nobody expects you to remember everything this week. Write things down, ask twice if you need to, and take your lunch break. You'll be surprised how fast it all starts to make sense.

When you're ready, select Next to meet the people you'll be working with.

How We Answer the Phone

Customer service, phone skills · Adult (25-40) · Neutral American · 60 seconds

Every call you take starts the same way, and that's on purpose.

A consistent greeting tells the caller they've reached the right place, and it gives you a moment to settle in. Here's ours:

"Thanks for calling Pinecrest Home Supply, this is Jordan. How can I help?"

Three parts. Thank them. Say your name. Offer to help. That's it.

[On screen: Thank, Name, Help]

A few things to keep in mind. Answer within three rings when you can. Speak a little slower than feels natural, because phone lines flatten your voice. And smile. It sounds silly, but callers can hear it.

If you miss a detail, it's fine to ask again. "Sorry, could you spell that for me?" is always better than guessing.

In the next section, you'll hear three sample calls and pick the one that follows all three steps.

Lifting Without the Ouch

Safety, manual handling · Adult (40-55) · Neutral American · 90 seconds

[On screen: A worker squatting beside a cardboard box]

Most back injuries at work don't come from something dramatic. They come from an ordinary box, lifted the wrong way, on an ordinary Tuesday.

So let's fix the ordinary part.

Step one. Size it up. Before you touch anything, check the weight label, test one corner, and ask yourself whether this is a one-person job. If you're not sure, it isn't.

Step two. Get close. Stand with the load between your feet, feet about shoulder width apart.

Step three. Bend your knees, not your back. Keep your chest up and your eyes forward.

Step four. Grip firmly, then lift by straightening your legs. Smooth, not sudden.

Step five. Keep the load close to your body, and turn with your feet. Never twist at the waist while you're holding something heavy.

Step six. Set it down the same way you picked it up, in reverse.

[On screen: Size it up. Get close. Bend. Grip. Carry close. Set down.]

That's the whole routine. It takes about three extra seconds, and your back will thank you for the next thirty years.

Up next, a short video shows the most common lifting mistakes. See how many you can spot.

Giving Feedback That Lands

Leadership, feedback · Adult (40-55) · Neutral American · 2 minutes

[On screen: Module 3 - Giving Feedback That Lands]

Most managers don't avoid feedback because they don't care. They avoid it because they care, and they're worried about getting it wrong.

This module gives you a simple way to get it right more often. We call it See, Say, Ask.

[On screen: See]

First, See. Start with something specific you observed. Not a label, not a personality trait. An action.

"You're disorganized" is a label. "The report came in two days after the deadline, and the numbers in section two didn't match the summary" is an observation. One starts an argument. The other starts a conversation.

[On screen: Say]

Second, Say. Say what the impact was. Keep it short and honest.

"Because it came in late, the client meeting was pushed, and I had to explain the numbers on the spot."

You're not piling on. You're connecting the action to what it caused, so the other person can see why it matters.

[On screen: Ask]

Third, Ask. Then stop talking and ask a real question.

"What got in the way?" or "What would help next time?"

This is where most feedback goes wrong. We deliver the message and then keep explaining, softening, or repeating ourselves. Instead, let the silence sit. The answer is usually more useful than anything you'd have added.

[On screen: See. Say. Ask.]

A quick note on timing. Feedback works best close to the moment, and in private. Waiting until a formal review turns a small fix into a big surprise.

And a note on tone. Some people think being kind means being vague. It doesn't. Kindness is being clear. Vague feedback leaves people guessing, and guessing is stressful.

In the next activity, you'll read three short situations and write a See, Say, Ask for each one. There are no perfect answers. Just practice.

The Angry Caller

Customer service, de-escalation role-play · Adult (30-45) · Neutral American · 2 minutes

Cast: CUSTOMER AGENT

On screen: Role-play - Billing dispute

CUSTOMER Yeah, hi. I've been charged twice this month, and this is the third time I've called about it. The third time.

AGENT I'm sorry, that's really frustrating. Let me pull up your account so I can see exactly what happened. Can I get the phone number on the account?

CUSTOMER It's 555-0142. And I already gave that to the last person. Do you people not write anything down?

AGENT I understand. I can see the notes from your earlier calls now, so you won't have to explain it all again. I see two charges of forty-two dollars on the third and the fifth.

CUSTOMER Right. So refund one of them. It's not complicated.

AGENT You're right, it shouldn't be. The second charge was a duplicate. I'm processing a refund for it now, while we're on the phone.

CUSTOMER The last guy said that too.

AGENT I hear you. Here's what's different this time. I'm giving you a reference number, and I'm going to stay on the line until the refund shows as submitted on my screen. Your reference is R as in Robert, 7, 7, 4, 1.

CUSTOMER Okay. That's fair.

AGENT It's showing as submitted. You'll see it back on your card in three to five business days. I've also put a note on your account so the duplicate can't happen again next month.

CUSTOMER Thanks. Sorry for snapping.

AGENT Please don't worry about it. Three calls would wear anybody down. Is there anything else I can help with today?

CUSTOMER No, that's it.

AGENT Thanks for your patience, and have a good afternoon.

On screen: What did the agent do well? Choose all that apply.

Your Benefits Portal in Five Steps

Onboarding, HR systems · Adult (25-40) · Neutral American · 90 seconds

[On screen: the HR portal login page]

Enrolling in your benefits takes about fifteen minutes in the HR portal. Let's do it together.

Step one. Sign in with your work email and the temporary password from your welcome email. You'll be asked to create a new one right away.

[On screen: Home dashboard]

Step two. On the home dashboard, select the tile labeled My Benefits. It's the green one, second from the left.

Step three. Choose Start Enrollment. You'll see a list of plans: medical, dental, vision, and life insurance. Each one has a short summary and a Compare button, so you can look at options side by side.

[On screen: Add Dependents]

Step four. If you're covering a spouse, partner, or children, select Add Dependents. You'll need their dates of birth, so it helps to have those handy.

Step five. Review your choices on the summary page, then select Submit. You'll get a confirmation email within the hour.

One important date. You have thirty days from your start date to enroll. After that, you'll usually have to wait for open enrollment in the fall, unless you have a major life event.

If anything looks wrong or you get stuck, use the Help button at the top right to chat with the benefits team.

Running a Ten-Minute Stand-Up

Team skills, meetings · Young adult (18-25) · Neutral American · 60 seconds

A daily stand-up should take ten minutes. If yours takes thirty, this one's for you.

[On screen: Rule 1 - Same time, every day]

Keep it at the same time every day, so nobody has to ask.

[On screen: Rule 2 - Three questions]

Each person answers three questions. What did I finish? What am I working on today? Is anything blocking me? That's all.

[On screen: Rule 3 - Park it]

When a real discussion starts, and it will, park it. Say, "Let's pick that up right after," and keep going. The people who need to stay can stay. Everyone else gets back to work.

[On screen: Rule 4 - Start on time]

Start on time, even if someone's missing. Waiting teaches everyone that the start time is a suggestion.

Try these for one week and time your meetings. Most teams cut their stand-up in half by day three, and nobody misses the extra twenty minutes.

Module Objectives: Coaching Conversations

Leadership, learning objectives · Adult (30-45) · Neutral American · 30 seconds

[On screen: Coaching Conversations - Learning objectives]

In this module, you'll learn how to turn everyday check-ins into coaching conversations.

By the end, you'll be able to do three things.

Ask open questions that help your team members solve problems for themselves.

Recognize when someone needs coaching, and when they simply need an answer.

And close a conversation with a clear next step that the other person owns.

The module takes about twenty minutes. Let's get started.

Knowledge Check: Ladder Safety

Safety, knowledge check · Adult (30-45) · Neutral American · 60 seconds

[On screen: Knowledge check - Question 1 of 3]

Let's see what you remember.

You need to change a light bulb on a high shelf. The ladder is a few inches too short. What should you do?

A. Stand on the top step, carefully.
B. Place the ladder on a sturdy box to gain height.
C. Stop and get a ladder that's the right height.
D. Ask a coworker to hold the ladder while you stretch.

[On screen: Learner selects C]

That's right. If the ladder is too short, it's the wrong ladder. The top step and the step just below it are never for standing, and anything placed under a ladder can shift.

[On screen: Question 2 of 3]

True or false. When climbing, you should keep three points of contact with the ladder at all times.

[On screen: Learner selects True]

Correct. Two hands and one foot, or two feet and one hand. That means no carrying tools in your hands while you climb. Use a tool belt instead.

Your First One-to-One

Leadership, new managers · Adult (40-55) · Neutral British · 2 minutes

[On screen: New Managers Programme - Module 2]

If you've just become a manager, your first proper one-to-one can feel a bit odd. Last month, this person was your peer. Now you're meant to be asking about their goals.

Take a breath. It gets easier quickly, and there's a simple structure that helps.

[On screen: Before the meeting]

Before the meeting, book thirty minutes, not fifteen, and keep it in the diary every fortnight. Moving it at the last minute sends a message, even if you don't mean it to.

Ask them to bring two or three things they'd like to talk about. That small request does a lot of work. It tells them this meeting is for them.

[On screen: During the meeting]

During the meeting, let them go first. Listen more than you speak. A good rule of thumb is that they should be talking for about two thirds of the time.

Useful questions include: What's going well at the moment? What's getting in the way? Is there anything you need from me?

Resist the urge to fix everything on the spot. Sometimes the most helpful thing you can say is, "Let me think about that and come back to you by Thursday." Then, of course, actually come back by Thursday.

[On screen: After the meeting]

Afterwards, jot down two or three notes. What you discussed, what you agreed, and who's doing what. Share them if that suits your team. Look at them before the next session so you can pick up where you left off.

One last thought. A one-to-one isn't a status update. You can get project news from a tracker. This is time to understand the person, what they care about and what would help them do their best work.

It's their meeting, not yours. If you remember nothing else, remember that.

Listening Is a Skill

Soft skills, active listening · Mature (55+) · Neutral American · 90 seconds

[On screen: Active listening]

Think about the last time someone really listened to you. Not just waited for their turn. Actually listened.

You probably remember it. That's how rare it is.

Listening is a skill, and like any skill, it can be practiced. Here are three habits that make the biggest difference.

[On screen: 1. Quiet the reply]

The first is to quiet the reply. Most of us start building our answer while the other person is still talking. Try to notice when you do that, and bring your attention back to what they're saying.

[On screen: 2. Reflect it back]

The second is to reflect it back. Before you respond, summarize what you heard in a sentence. "So the main issue is that the schedule changed without warning." It shows you were paying attention, and it catches misunderstandings early.

[On screen: 3. Ask one more question]

The third is to ask one more question. When you think you understand, ask one more. "What else?" is one of the most useful questions at work. The most important thing is often the second thing someone says.

Try one of these habits in your next conversation today. Just one. You don't need to announce it, and you don't need to get it perfect. Then notice what changes.

The Warehouse Walkthrough

Safety, site induction · Adult (30-45) · Neutral American · 3 minutes

[On screen: Brookfield Distribution Center - Site induction]

Welcome to the Brookfield Distribution Center. Before you start work on the floor, we're going to walk through the building together, zone by zone. This induction takes about fifteen minutes, and you'll need to complete it before your badge will open the warehouse doors.

[On screen: Map of the site, entrance highlighted]

Let's start at the staff entrance. Every shift, you'll badge in here and pick up your high-visibility vest from the rack on your right. Vests are required anywhere past the yellow line. No exceptions, even if you're just grabbing something quickly.

[On screen: Zone A - Receiving]

Zone A is Receiving. This is where trucks unload at the dock doors. When a door is open, a truck may be backing in, even if you can't see it yet. Stay behind the painted safety line unless you're assigned to that door. And never stand between a truck and the dock.

[On screen: Zone B - Storage racking]

Zone B is Storage. The racking here runs up to thirty feet. Never climb the racking, and never stand under a load being raised or lowered. If you notice a bent upright, a missing safety pin, or a pallet hanging over the edge, report it to your shift lead straight away. Damaged racking can fail without warning.

[On screen: Pedestrian walkways in green]

You'll notice green walkways painted throughout the floor. These are for people on foot. Forklifts and pallet jacks use the gray lanes. Where the two meet, you'll see a crossing marked with white stripes. Stop, look both ways, and make eye contact with any driver before you cross. If you can't see the driver's eyes, assume they can't see you.

[On screen: Zone C - Picking and packing]

Zone C is Picking and Packing, where most new team members start. Workstations are set up so the items you handle most sit between your waist and shoulders. If your station isn't set up that way, tell your lead. Small changes to height and reach add up over a ten-hour shift.

Box cutters here have self-retracting blades. Always cut away from your body, and put the cutter back in its holder when you're done. Don't leave it on the bench.

[On screen: First aid stations and fire exits]

As you walk the floor, look for the red signs. They mark fire exits, extinguishers, and first aid stations. There's one of each within fifty feet of every workstation. Take a moment on your first shift to find the nearest ones to where you'll be working.

[On screen: Break room]

Finally, the break room. Eat and drink only here, never on the warehouse floor. And please take your breaks. Rested people make fewer mistakes, and fewer mistakes mean fewer injuries.

That's the walkthrough. In the next section, you'll answer five questions about what you've seen. You need four out of five to pass, and you can retake it as many times as you like.

Scenario: The Missed Deadline

Soft skills, branching scenario · Adult (25-40) · Neutral American · 2 minutes

[On screen: Scenario - It's Wednesday afternoon]

It's Wednesday afternoon. You've promised your manager, Dana, a draft of the quarterly summary by end of day Thursday.

But two of your data sources are late, a customer issue ate your whole morning, and you now realize there's no realistic way to finish by Thursday.

What do you do?

[On screen: Three options]

Option one. Keep quiet, work late tonight and tomorrow, and hope you make it.

Option two. Send Dana a quick message Thursday afternoon explaining it'll be a day late.

Option three. Talk to Dana today. Explain what's happened, and suggest what you can deliver by Thursday and what will need until Monday.

Take a moment and choose.

[On screen: Learner selects option one]

You stay late both nights. On Thursday at six, the summary is still missing a section, and you're exhausted. Dana finds out it's incomplete when she opens it Friday morning, right

before her own meeting.

It's a common choice. Most of us want to avoid disappointing people. But silence usually turns a small problem into a surprise, and surprises are harder on everyone.

[On screen: Learner selects option two]

Dana gets your message two hours before the deadline. She's already told her director the summary is coming. Now she has to walk that back.

Letting someone know is better than not letting them know. But timing matters. The earlier you raise it, the more options everyone has.

[On screen: Learner selects option three]

Dana isn't thrilled, but she's glad you said something. Together you agree that you'll send the main numbers on Thursday and the full write-up on Monday. She adjusts her meeting plan.

This is the strongest choice. You raised the problem early, you came with a proposal, and you let your manager make an informed decision.

[On screen: Key takeaway - Early, honest, with a plan]

Delegation Without Dumping

Leadership, delegation · Adult (30-45) · Neutral American · 90 seconds

There's a difference between delegating a task and dumping it.

Here's dumping. "Hey, can you take over the vendor report? Thanks." Then you disappear, and three weeks later you're surprised it isn't what you wanted.

Now compare that.

"I'd like you to own the vendor report from now on. It goes to finance on the fifth of every month. They mainly care about late deliveries and cost changes. Last month's version is in the shared folder so you can see the format. Let's check in on Friday to go over your first draft, and after that, it's yours."

[On screen: What, why, by when, what good looks like, check-in]

That second version takes about forty seconds longer. It covers five things. What the task is. Why it matters. When it's due. What good looks like. And when you'll check in.

That last point is important. Check in early, then step back. Checking in too often feels like you don't trust them. Never checking in feels like you don't care.

And when they do it differently from how you would? Ask yourself whether it's actually wrong, or just different. If it's just different, let it go. That's how people grow into the work.

Handling a Return at the Counter

Customer service, retail role-play · Young adult (18-25) · Neutral American · 60 seconds

Cast: ASSOCIATE CUSTOMER

On screen: Role-play - A standard return

ASSOCIATE Hi there. What can I help you with?

CUSTOMER Hi. I'd like to return this jacket. It's the wrong size, and I haven't worn it.

ASSOCIATE No problem at all. Do you have the receipt, or the card you paid with?

CUSTOMER I've got the receipt here somewhere. Yes, here.

ASSOCIATE Perfect, thanks. So this was bought twelve days ago, which is within our thirty-day window. The tags are still on, so you can get a full refund to your card, or I can help you find the right size.

CUSTOMER Oh, do you have it in a medium?

ASSOCIATE Let me check. Yes, there are two in the back. Want me to grab one so you can try it on?

CUSTOMER That would be great.

ASSOCIATE Be right back.

On screen: Notice how the associate offered an exchange before processing the refund.

Module Summary: Time Management

Soft skills, module summary · Adult (25-40) · Australian · 30 seconds

[On screen: Module summary]

That's the end of this module. Before you go, here are the three ideas to take with you.

Plan tomorrow before you finish today. Five minutes at the end of the day saves thirty in the morning.

Protect one block of focus time each day, and treat it like a meeting.

And when everything feels urgent, ask which one thing would make the rest easier.

Nice work. Select Finish to record your completion.

Welcome from the Operations Director

Onboarding, leadership welcome · Adult (40-55) · Neutral American · 60 seconds

[On screen: Message from Renata Vale, Director of Operations]

Hi. I'm Renata, and I run operations here at Kestrel Point Manufacturing.

I wanted to say hello personally, because I still remember my own first day here, twenty-two years ago. I was on the line in Building Two, and I was sure I'd break something by lunchtime.

I didn't. Mostly because the people around me took the time to show me how things worked.

That's what I hope you find here too. We make parts that end up in hospitals, farms, and airplanes, so we care a lot about getting things right. But nobody gets everything right in their first month. Ask questions. Speak up if something looks unsafe. Nobody here will ever be upset with you for that.

My door is open, and I mean that literally. Second floor, end of the hall.

Welcome to the team. I'm glad you're with us.

Fire Evacuation: Know Your Route

Safety, emergency procedures · Adult (30-45) · Australian · 60 seconds

[On screen: Level 4 floor plan with exit routes]

If the fire alarm sounds, here's what to do.

Stop what you're doing and leave the building by the nearest safe exit. Don't stop to collect belongings, and don't finish that email.

On Level 4, the nearest exits are the stairwells at the north and south ends of the floor. They're marked with green running-man signs. Never use the lifts during an alarm.

[On screen: Assembly area - Carlisle Street car park]

Once you're outside, make your way to the assembly area in the Carlisle Street car park. Your floor warden, wearing a red cap, will check everyone's accounted for.

Please don't leave the assembly area until the warden says it's safe. If you're missing, someone may go looking for you.

If you have a visitor, you're responsible for bringing them with you.

Take a minute now to walk to your nearest exit, so you know the way without thinking.

Writing Emails People Actually Read

Soft skills, business writing · Adult (25-40) · Neutral American · 2 minutes

[On screen: Writing emails people actually read]

The average person at work gets well over a hundred emails a day. Yours is competing with all of them. So let's make it easy to read.

Here's a typical email.

"Hi team, I hope everyone is doing well. I wanted to follow up on the conversation we had last week about the new scheduling process, and I've been thinking about some of the concerns people raised, and after talking to a few people I think it might make sense to maybe push the launch, though I'm open to other ideas. Let me know your thoughts."

What does it want you to do? It's hard to tell.

Now here's the same email, rewritten.

"Subject: Decision needed by Friday - move scheduling launch to June 3?

Hi team, I'd like to move the launch of the new scheduling process from May 13 to June 3. That gives us time to fix the two issues raised last week. Please reply by Friday if you have concerns. If I don't hear any, I'll confirm the new date on Monday."

[On screen: Ask first. Be specific. Give a deadline.]

The second version does three things.

It puts the ask first. The subject line tells you exactly what's needed and when.

It's specific. Real dates, the actual number of issues, a clear proposal.

And it gives a deadline, plus what happens if nobody replies. That keeps things moving.

A few more quick habits. Keep paragraphs to two or three lines. Use a short list if you're asking for more than one thing. And read it once from the reader's point of view before

you hit send.

Your turn. In the next screen, you'll rewrite a sample email using these three steps.

Mentor Check-In

Onboarding, mentoring conversation · Adult (25-40) · Neutral American · 60 seconds

Cast: MENTOR NEW HIRE

On screen: Example - A two-week mentor check-in

MENTOR So, two weeks in. How's it going, really?

NEW HIRE Pretty good, I think. Everyone's been really nice.

MENTOR Good. And what's been hardest so far?

NEW HIRE Honestly? The acronyms. People say things like "check the SOR before the QBR" and I just nod.

MENTOR Ha. Yeah, that's everyone's first month. There's a glossary on the team site, but half of them aren't even in it. Want me to send you the list I made when I started?

NEW HIRE That would help a lot.

MENTOR Done. What else? Anything you wanted to ask but didn't want to look silly asking?

NEW HIRE Maybe one thing. Am I supposed to be answering customer tickets yet? I haven't been, and I wasn't sure if I'm behind.

MENTOR You're not behind. Most people start taking tickets in week four. Your manager will set that up. But if you want to shadow me on a few this week, you're welcome to.

NEW HIRE Yes, I'd like that.

MENTOR Great. Thursday morning, then. And same time in two weeks for our next check-in?

NEW HIRE Sounds good. Thanks.

On screen: Notice the open questions the mentor used.

Saying No to a Customer

Customer service, policy conversations · Adult (30-45) · Neutral American · 90 seconds

[On screen: Saying no, the right way]

Sometimes the answer really is no. The refund window has passed, the product isn't in stock, or the request is against policy.

Saying no is part of the job. How you say it is what the customer remembers.

Here's a simple way to do it.

[On screen: Acknowledge]

First, acknowledge the request. "I can see why you'd want that, especially after the delay."

[On screen: Explain briefly]

Second, explain briefly and honestly. "Our returns are limited to sixty days, and this order was placed in March." One reason is enough. A long list of reasons sounds like an argument.

[On screen: Offer what you can]

Third, move quickly to what you can do. "What I can do is send a replacement part at no charge, or connect you with our repair team."

That's the part that changes the conversation. The customer stops hearing no and starts hearing options.

A couple of phrases to avoid. "That's our policy" on its own sounds like a wall. "There's

nothing I can do" is rarely true. There's almost always something, even if it's small.

And if you're honestly unsure whether an exception is possible, don't guess. Say, "Let me check with my supervisor," and then follow through.

Leading Through a Reorganisation

Leadership, managing change · Mature (55+) · Neutral British · 3 minutes

[On screen: Leading your team through change]

Reorganisations are unsettling, even when they're well planned. People worry about their jobs, their teams and their routines. And as a manager, you're often expected to reassure everyone while you're still working out what it means for you.

This module won't make that easy. But it will give you a few principles that tend to help.

[On screen: 1. Communicate early and often]

The first principle is to communicate early and often. When people don't have information, they fill the gap themselves, and the stories they tell are usually worse than the truth.

You won't always have the full picture. That's all right. A useful pattern is this: say what you know, what you don't, and when you'll know more.

For example: "Here's what I know. Our two teams will merge in October. Here's what I don't know yet: who'll lead the combined team. I expect to hear by the end of the month, and I'll tell you the same day."

That's honest, it's specific, and it gives people a date to hold on to.

[On screen: 2. Make room for reactions]

The second principle is to make room for reactions. Some people will be angry, some anxious, some quietly relieved, and a few won't seem bothered at all. All of those are normal.

Resist the temptation to talk people out of how they feel. "I understand this is frustrating" is more helpful than "Honestly, it'll be fine." You don't know that it'll be fine, and neither do they.

Hold one-to-ones as soon as you can after an announcement. Some people won't say much in a group but will tell you plenty on their own.

[On screen: 3. Keep what you can steady]

The third principle is to keep what you can steady. When a lot is changing, the things that stay the same become more important. Keep your regular meetings. Keep your usual standards. Keep celebrating good work.

Small routines tell people that the ground beneath them is still solid, even while the walls are being moved.

[On screen: 4. Look after yourself]

And finally, look after yourself. Leading through change is tiring, and you may have your own worries about it. Find someone you can talk to honestly, whether that's your own manager, a peer, or our employee assistance service.

You don't have to have all the answers. You just need to be the person your team can rely on to tell them the truth, as soon as you know it.

In the next section, you'll hear three short messages from managers announcing a change. You'll decide which one follows these principles best, and why.

Hazard Spotting Quiz

Safety, knowledge check · Adult (25-40) · Neutral American · 90 seconds

[On screen: Photo of a busy workshop]

Time for a quick challenge. Take a good look at this workshop photo. There are five hazards hidden in it.

You have sixty seconds. Tap each hazard when you find it.

[On screen: Timer counts down]

[On screen: Timer ends - Reveal]

Let's see how you did.

Hazard one. The extension cord running across the walkway. It's a trip hazard, and it can be damaged by carts rolling over it.

Hazard two. The fire extinguisher blocked by stacked boxes. In an emergency, every second counts.

Hazard three. The person at the grinder without safety glasses. Eye protection is required at every grinding station, even for a quick job.

Hazard four. The oily rags in the open bin. Oily rags can catch fire on their own. They belong in the metal can with the self-closing lid.

Hazard five. The one most people miss. The ladder leaning against the shelving, with nobody using it. An unattended ladder is an invitation for someone to use it without checking it first.

[On screen: Score]

If you found all five, great work. If not, don't worry. The point is to train your eyes. Tomorrow, when you walk into your own workspace, see how many you can spot there.

The Chat Support Handoff

Customer service, digital channels · Young adult (18-25) · Neutral American · 60 seconds

[On screen: Chat transfers]

There's one thing customers hate more than waiting: repeating themselves.

So when you need to hand a chat to another team, don't just transfer it. Hand it off.

Here's a transfer. "Transferring you to billing."

Here's a handoff. "I'm bringing in Sam from our billing team. I've shared your order number and the details about the double charge, so you won't need to explain it again. Sam will be with you in about two minutes."

[On screen: Who, what you've shared, how long]

A good handoff tells the customer three things. Who they're going to. What you've already passed along. And how long they'll wait.

Then, in the internal note, write a short summary for Sam. Two or three lines is plenty. The issue, what you've tried, and what the customer wants.

It takes thirty extra seconds, and it's often the difference between a frustrated customer and a satisfied one.

Course Introduction: Presenting with Confidence

Soft skills, course introduction · Adult (30-45) · Neutral American · 60 seconds

[On screen: Presenting with Confidence]

If the thought of presenting to a room makes your palms sweat, you're in good company. It's one of the most common fears at work.

Good. That's where we start.

This course isn't about turning you into a keynote speaker. It's about helping you get through your next team update, client pitch, or project review, and feel better about it than you did last time.

[On screen: Four short modules]

There are four short modules. Planning your message. Designing slides that help rather than distract. Managing nerves. And handling questions.

Each one ends with a small practice task. You can do them at your desk, and nobody else needs to see them.

By the end, you'll have a simple plan you can use for any presentation, big or small.

Let's begin with the part most people skip: figuring out what you actually want your audience to remember.

Hybrid Team Etiquette

Team skills, remote and hybrid work · Adult (25–40) · Australian · 90 seconds

[On screen: Working well on a hybrid team]

When some of the team is in the office and some are at home, it's easy for the people on the screen to become an afterthought. Here are a few habits that keep everyone in the conversation.

[On screen: Remote first in meetings]

In meetings, go remote first. If even one person is dialling in, have everyone join from their own laptop, even in the meeting room. It levels the playing field. Nobody's squinting at a table of tiny faces.

[On screen: Write it down]

Write decisions down. A quick chat by the coffee machine can change a plan, but the people at home weren't there to hear it. Post a short note in the team channel afterwards.

[On screen: Status and hours]

Keep your status and working hours up to date. It's a small thing, but it saves your colleagues wondering whether you're ignoring them or just at the dentist.

[On screen: Camera optional, attention not]

Cameras can be optional. Attention isn't. If you're in the meeting, be in the meeting. If you need to step away, say so in the chat.

And finally, make a bit of time for the non-work stuff. A five-minute catch-up at the start of a call goes a long way when you don't share a lunchroom.

The Quiet Team Member

Leadership, difficult conversations · Adult (30-45) · Neutral American · 90 seconds

Cast: MANAGER PRIYA

On screen: Scenario - A check-in with Priya

MANAGER Thanks for making time, Priya. Nothing formal. I just wanted to check in.

PRIYA Sure. Is something wrong?

MANAGER No, nothing's wrong. I've noticed you've been a bit quieter in team meetings lately, and I wanted to see how you're doing.

PRIYA Oh. I'm fine. Just busy, I guess.

MANAGER That makes sense. It's been a heavy month. How's the workload feeling, honestly?

PRIYA It's okay. I mean, it's a lot. But everyone's busy.

MANAGER They are. That doesn't mean yours isn't too much, though. What's taking up the most time?

PRIYA Mostly the reporting. Since Marcus left, I've been doing his dashboards as well as mine. I didn't want to complain.

MANAGER I didn't realize you'd picked all of that up. Thank you for telling me. That's a big change, and I should have caught it.

PRIYA It's fine.

MANAGER It's really not your job to make it fine. Let's look at what we can move. If you had to hand off one thing this week, what would it be?

PRIYA Probably the weekly sales dashboard. It takes most of Monday.

MANAGER Okay. I'll talk to Leo about taking that on while we hire. And going forward, if something's piling up, I want to hear about it. You won't be seen as complaining.

PRIYA Okay. Thanks. That actually helps a lot.

MANAGER Good. Let's check in again on Friday and see how the week looks.

On screen: What did the manager do to make it easier for Priya to speak up?

Forklift Zones and Walkways

Safety, workplace vehicles · Adult (40-55) · Neutral American · 30 seconds

[On screen: Pedestrian crossing in the warehouse]

A forklift weighs as much as three cars, and the driver's view is often blocked by the load.

So when you're on foot, stay in the green walkways. Cross only at marked crossings. Stop, look, and wait for the driver to wave you through.

If you can't see the driver's face, assume they can't see you.

Forklifts can stop. Just not as quickly as you'd hope.

Your Pay Stub, Line by Line

Onboarding, payroll · Adult (30-45) · Neutral American · 2 minutes

[On screen: Sample pay stub]

Your first pay stub can look like a wall of numbers. Let's go through it line by line, using this sample.

[On screen: Top section highlighted]

At the top, you'll see your name, employee ID, and the pay period. This one covers the first through the fifteenth. You're paid twice a month, on the twentieth and the fifth.

[On screen: Gross pay highlighted]

Next is gross pay. That's what you earned before anything is taken out. In this example, it's two thousand, four hundred dollars. If you worked overtime, you'll see it here as a separate line.

[On screen: Taxes highlighted]

Below that are taxes. These are required by law, and they include federal income tax, state income tax, and payroll taxes for Social Security and Medicare. The amount depends on your earnings and the tax form you filled out when you started. If you want to change how much is withheld, you can update that form in the HR portal at any time.

[On screen: Deductions highlighted]

Then come deductions. These are things you chose, like your medical plan, dental, and retirement contributions. In this sample, the retirement contribution is five percent, or one hundred and twenty dollars.

[On screen: Employer contributions highlighted]

You might also see a section called employer contributions. This is money the company pays on your behalf, like our retirement match. It doesn't come out of your pay, but it's good to know it's there.

[On screen: Net pay highlighted]

At the bottom is net pay. That's what lands in your bank account. Here, it's one thousand, seven hundred and six dollars.

[On screen: Year to date column]

Finally, the column on the right shows year-to-date totals. That's handy when you're

budgeting, or doing your taxes.

If anything on your stub looks wrong, contact the payroll team within thirty days, so they can correct it on your next check.

Making Decisions with Incomplete Information

Leadership, decision-making · Adult (40-55) · Neutral American · 3 minutes

[On screen: Deciding when you don't have all the facts]

As a leader, you'll rarely have all the information you want before you have to decide. The data is late, the forecast is uncertain, and two smart people on your team disagree.

Waiting for certainty feels safe. Often it isn't. Delay is a decision too, and it has its own costs.

This module offers a practical way to make good decisions when the picture is incomplete. We'll use four questions.

[On screen: 1. How reversible is this?]

First, how reversible is this decision? Some decisions are like a door you can walk back through. Trying a new meeting format, testing a different supplier for one order. If it doesn't work, you change it.

Others are like a door that locks behind you. Signing a five-year lease. Closing a product line.

For reversible decisions, move faster. You'll learn more from trying than from debating. Save your deep analysis for the doors that lock.

[On screen: 2. What would change my mind?]

Second, what information would actually change your mind? It's easy to ask for more data out of habit. Instead, ask: if I had this piece of information, would I choose differently? If the answer is no, you don't need to wait for it.

[On screen: 3. What's the cost of waiting?]

Third, what does waiting cost? Put it in concrete terms. A week's delay might mean a missed shipping slot, a frustrated client, or a team stuck in limbo. Sometimes waiting is cheap. Often it's more expensive than it looks.

[On screen: 4. How will we know if we're wrong?]

And fourth, how will you know if you're wrong? Decide in advance what signal would tell you to change course, and when you'll check. That turns a risky bet into a managed experiment.

[On screen: Example]

Here's how it looks in practice. Jonah manages customer support at a regional bank. Call volumes have jumped, and he's considering adding weekend hours. He doesn't know whether the spike will last.

Is it reversible? Mostly, yes. He can staff weekends for a trial period.

What would change his mind? A clear drop in volume in the next two weeks. He'll have that data soon, but not before the next busy weekend.

What does waiting cost? Two more weekends of long hold times and complaints.

How will he know if he's wrong? If weekend calls stay under a set level for a month, he'll end the trial.

So Jonah decides to run weekend hours for six weeks, tells his team it's a trial, and sets a date to review.

[On screen: Reflect]

Before you move on, think of a decision you've been putting off. Run it through these four questions. You may find it's smaller, or more reversible, than it felt.

Practice with these, record them, post them as demos or reels, use them in auditions. Please do not resell them as scripts. © VO Journey Academy · avosjourney.com