



EduMe

Lesson Guide & Template

October 2020

Conversational & Slideshow Lessons

Image and Video Quizzes

Interactive Quizzes

- Image
- Video

Quiz Types

- Single Choice (1 answer correct)
- Multiple Choice (2+ answers correct)
- Ordering (video only)

Best Practice & Tips

You can create as many questions as you like on each quiz, we'd recommend 5 maximum
Make sure you've got the right quiz type, you can't change this once it's selected

Slideshow Lessons

Slides

- Image
- Title
- Description
- Background Colour

Conversational Lessons

Content Bubbles

- Text Bubble
- Image Bubble
- Video Bubble

Preparation

Course Preparation: Outline Example

Course Title	Info Sessions	
Course structure	Media	Lesson outcomes/topics
Lesson 1 Title: <i>e.g. Getting started</i>	<i>e.g. Video 1 (0s to 2m50s)</i> <i>Lesson image</i>	Topics: <i>e.g. what is [your company]</i> <ul style="list-style-type: none">• Outcome: <i>e.g. overview and background of company</i>• Outcome: <i>e.g. who our customers are</i>
Lesson 2 Title: <i>e.g. How to give great customer service</i>	<i>e.g. Video 1 (2m50s to 4m56s)</i> <i>Lesson image</i>	Topic: <i>e.g. what are the guidelines and expectations</i> <ul style="list-style-type: none">• Outcome: <i>e.g. what is the service/product?</i>• Outcome: <i>e.g. what are the key deliverables?</i>
Lesson 3 Title: <i>e.g. Final tips</i>	<i>e.g. Video 2 (0s to 1m30s)</i> <i>Lesson image</i>	Topics: <i>e.g. tips for dealing with customers</i> <ul style="list-style-type: none">• Outcome: <i>e.g. communication tips, terminology and processes</i>• Outcome: <i>e.g. dos and don'ts</i>

Best Practice & Tips

1-5 lessons per course

Course should be a maximum of 15 minutes - if it's longer then break up into more courses

You can see lesson length by the  on the lesson overview page


Course Preparation: Adding a Course

Course title	<i>e.g. Info Session</i>
Course image	Make it relevant to the course!
Course Colour & Icon	This shows on the learner dashboard.

Set up your new course


TYPE THE COURSE TITLE ?

CHOOSE A COURSE IMAGE ?

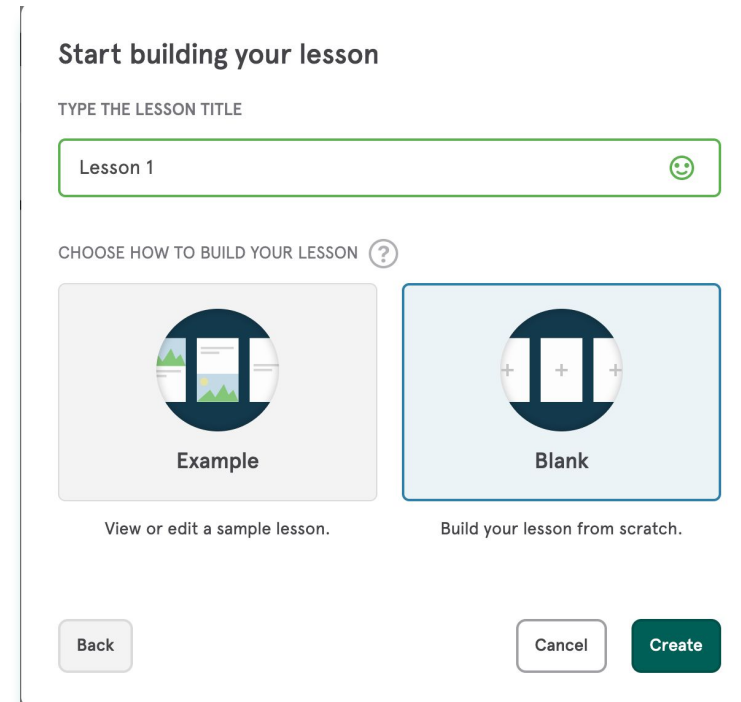
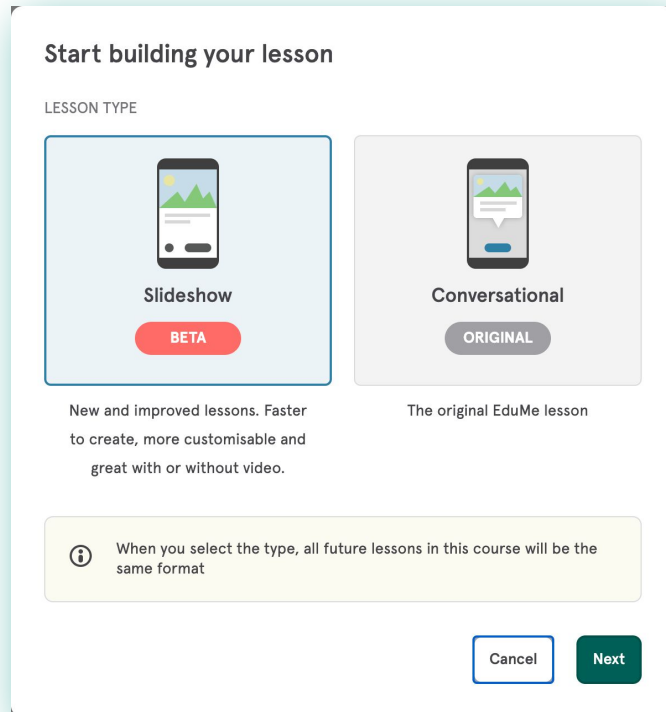


Add an image

CHOOSE A COURSE ICON ?



Course Preparation: Setting Lesson Type



Best Practice & Tips

Once you've chosen the Lesson Type this is fixed for all other lessons in that course.

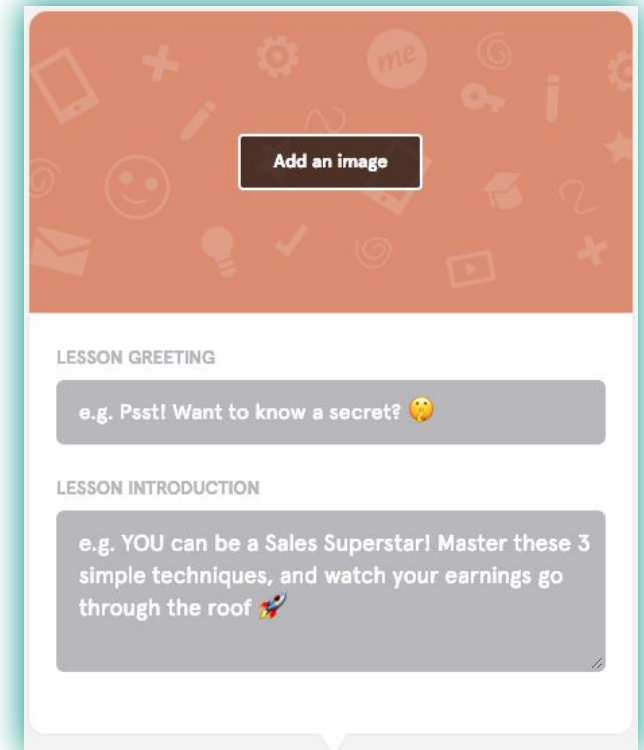
This can't be updated so make sure to choose the right one for the first lesson!

Chose blank to add your own lesson or Example to see a sample lesson we've created.

Lesson Template

Building Your Lesson: Welcome & Intro

Lesson title	<i>Lesson 1</i>
Lesson greeting	Keep this a simple, short welcome.
Lesson introduction	Adding in the benefits is a great way to encourage course completion. Establishes context or highlight a knowledge gap or learning need. What will the learner gain from this lesson? What's the incentive? If there's a money incentive then make sure to highlight this! 💰
Navigation button	What will I learn? 🤔 / Next



Best Practice & Tips

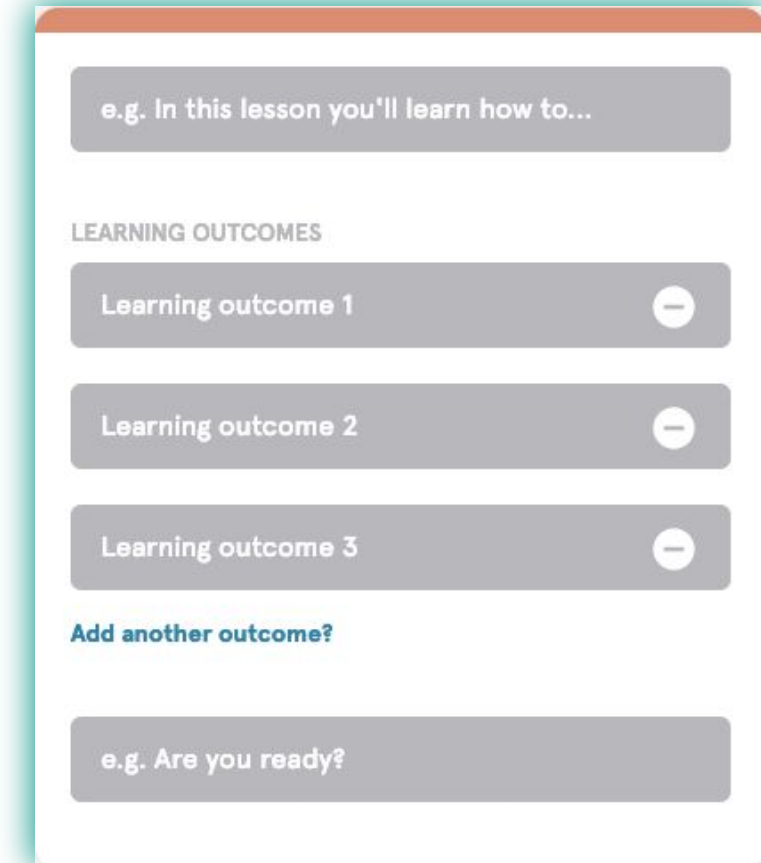
Remember this is fixed and required for every lesson

Navigation buttons are hard coded, and build a conversational flow

Learners will see the introduction text when they click on the lesson from their learning dashboard

Building Your Lesson: Learning Outcomes

Header	Short sentence to introduce the bulleted outcomes.
Learning outcome 1	<i>e.g. ...keep your customers happy</i>
Learning outcome 2 (optional)	<i>e.g. ...get 5 star ratings</i>
Learning outcome 3 (optional)	<i>e.g. ...avoid having your account blocked</i>
Transition	Short motivational text to lead on to the next section to provide a conversational flow.
Navigation button	Let's do this! 💪 / Next



Best Practice & Tips

Remember this is fixed and required for every lesson

You can have up to 5 learning outcomes, we'd recommend 3 outcomes

Outcomes should be short, concise, practical, and useful to the learner

Interactive Quizzes

Building Your Quiz: Choosing your Quiz Type

First choose the best quiz type ...

- **Image Quiz**

Great if a user is identifying something from an image

- **Video Quiz**

Perfect for if you have a number of key points to deliver

And then choose...

- **Single choice**

Learners must choose only one of the options, *e.g. true or false, yes or no*

- **Multiple choice**

Ideal for when a learner can choose more than one answer, *e.g. choose all the tips you heard in the video*

- **Ordering (for Video)**

Learners must put answers in the correct order by dragging and dropping

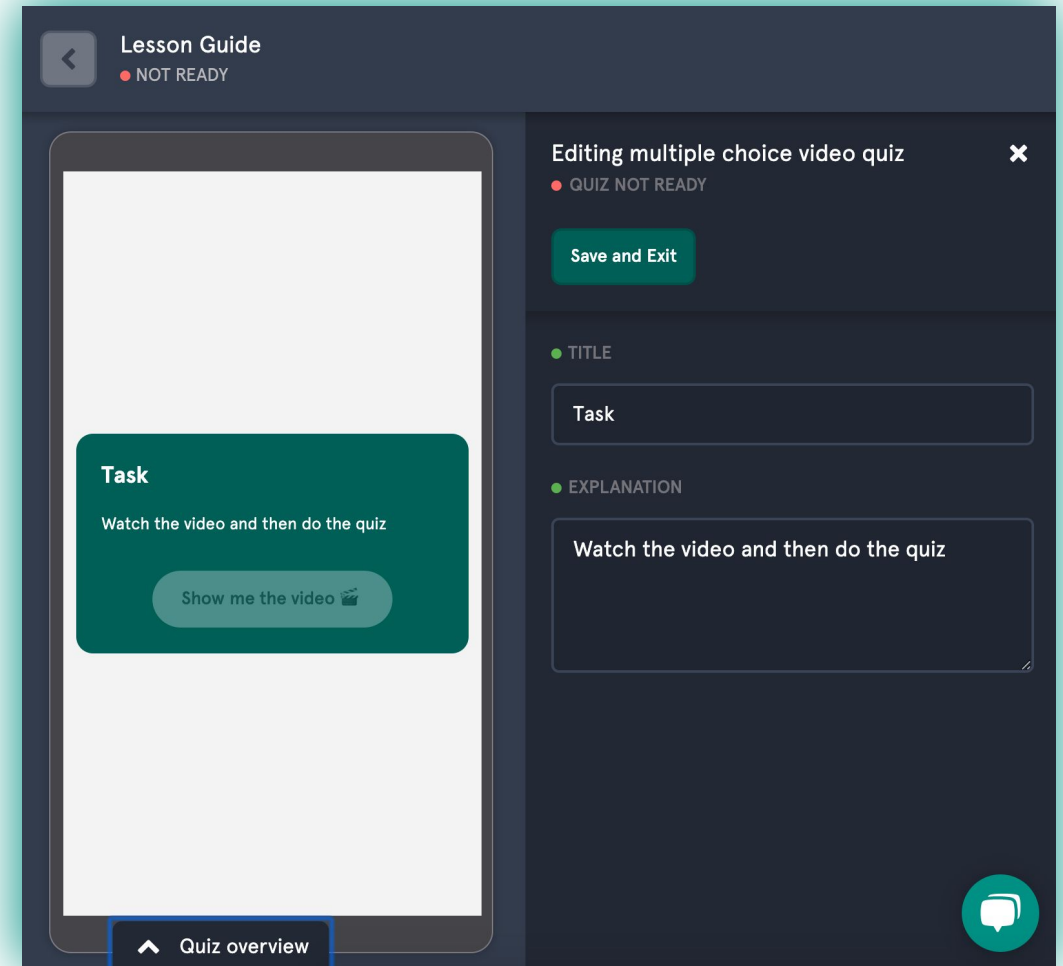
Best Practice & Tips

Make sure you've got the right quiz type, you can't change this once it's selected

You can use a variety of video and image quizzes in lesson

Building Your Quiz: Quiz Intro

Title	<i>e.g. Task</i>
Explanation	A short paragraph introducing the topic or giving some key information. This can also include direction for what the user is going to do and/or specific information to look out for.
Navigation button	(Video) Show me the video 🎬 (Image) Take the quiz 🖱️ [Slide] Next



Best Practice & Tips

Use formatting in the Explanation to highlight key words

Building Your Quiz: Image Quiz

Hint	<i>e.g. choose all that are correct</i>	
		Correct/ Incorrect
Questions 1 of [X]		
Option 1		✓
Feedback (optional)		
Option 2		
Feedback (optional)		
Navigation button	OK 😊 / Next	

Best Practice & Tips

Between 3 to 5 answers are ideal

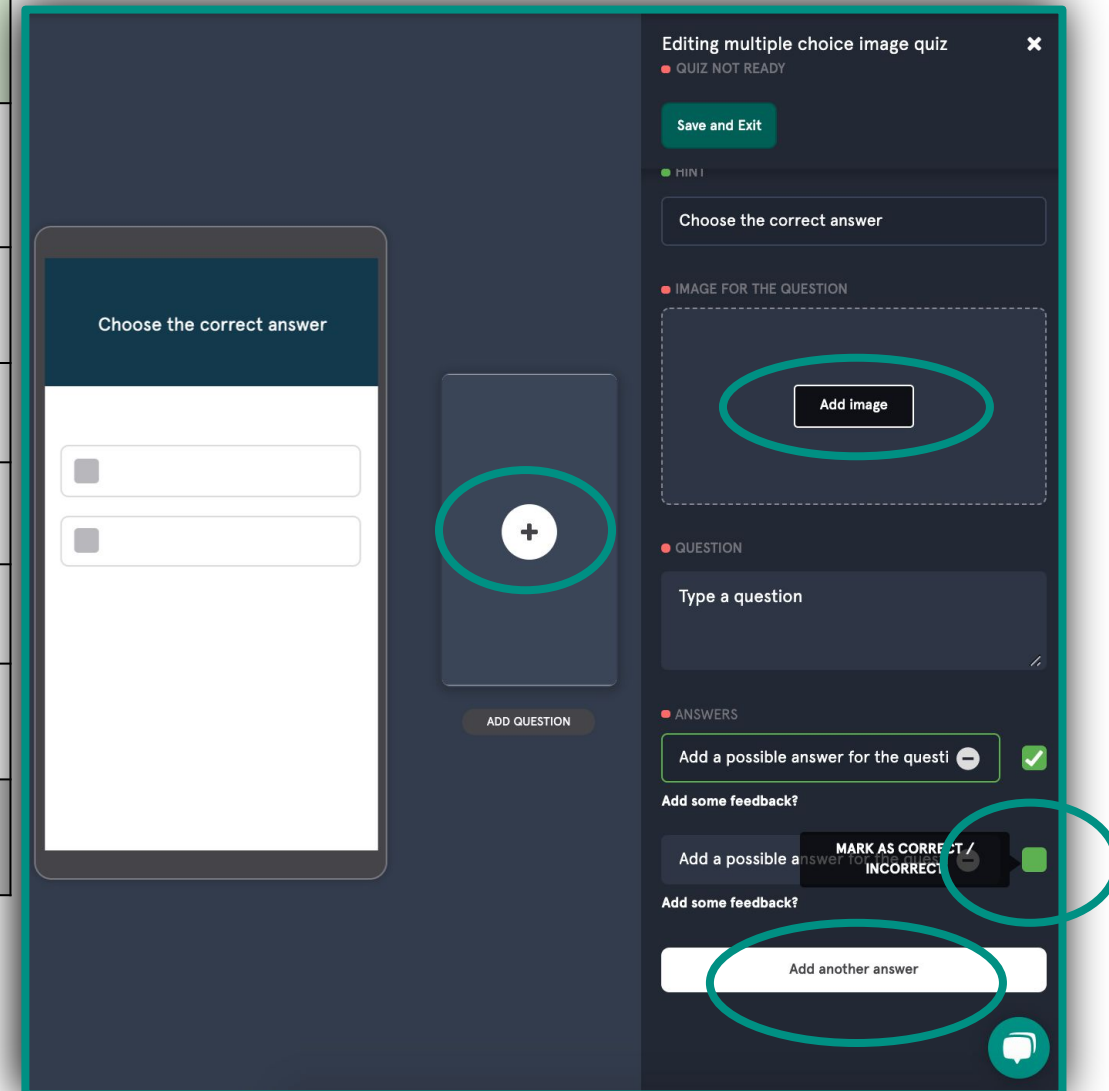
Click the 'Add another answer' to extend your answer choice

Make sure to tick the right hand box if the answer is **correct!**

Use feedback for incorrect answers

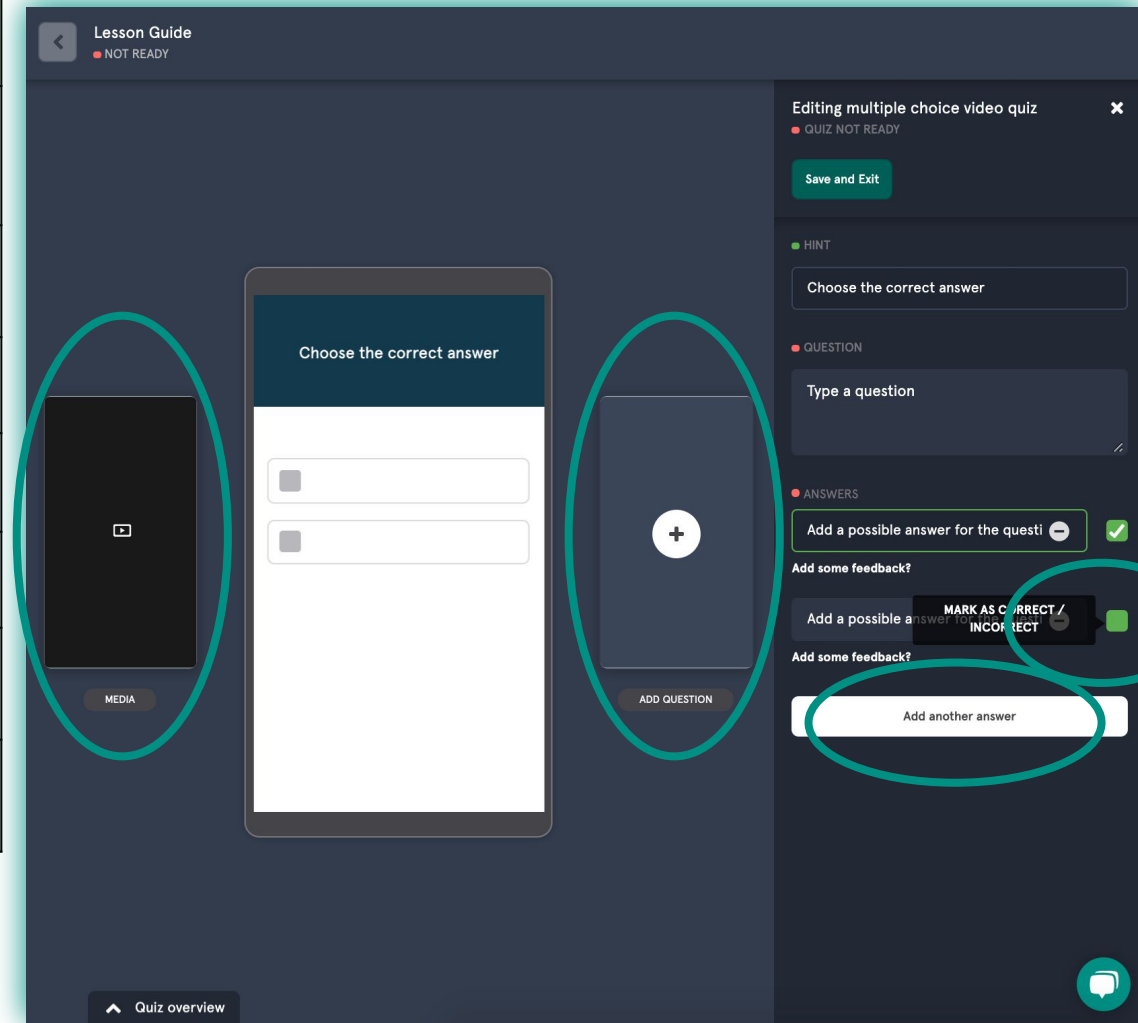
To add a question select the box in the middle 'Add question'

Use different images for each question for more engaging quizzes



Building Your Quiz: Video Quiz

Hint	<i>e.g. complete the sentence</i>	
		Correct/ Incorrect
Questions 1 of [X]		
Option 1		✓
Feedback (optional)		
Option 2		
Feedback (optional)		
Navigation button	OK 😊 / Next	



Best Practice & Tips

Between 3 to 5 answers are ideal

Click the 'Add another answer' to extend your answer choice

Make sure to tick the right hand box if the answer is **correct!**

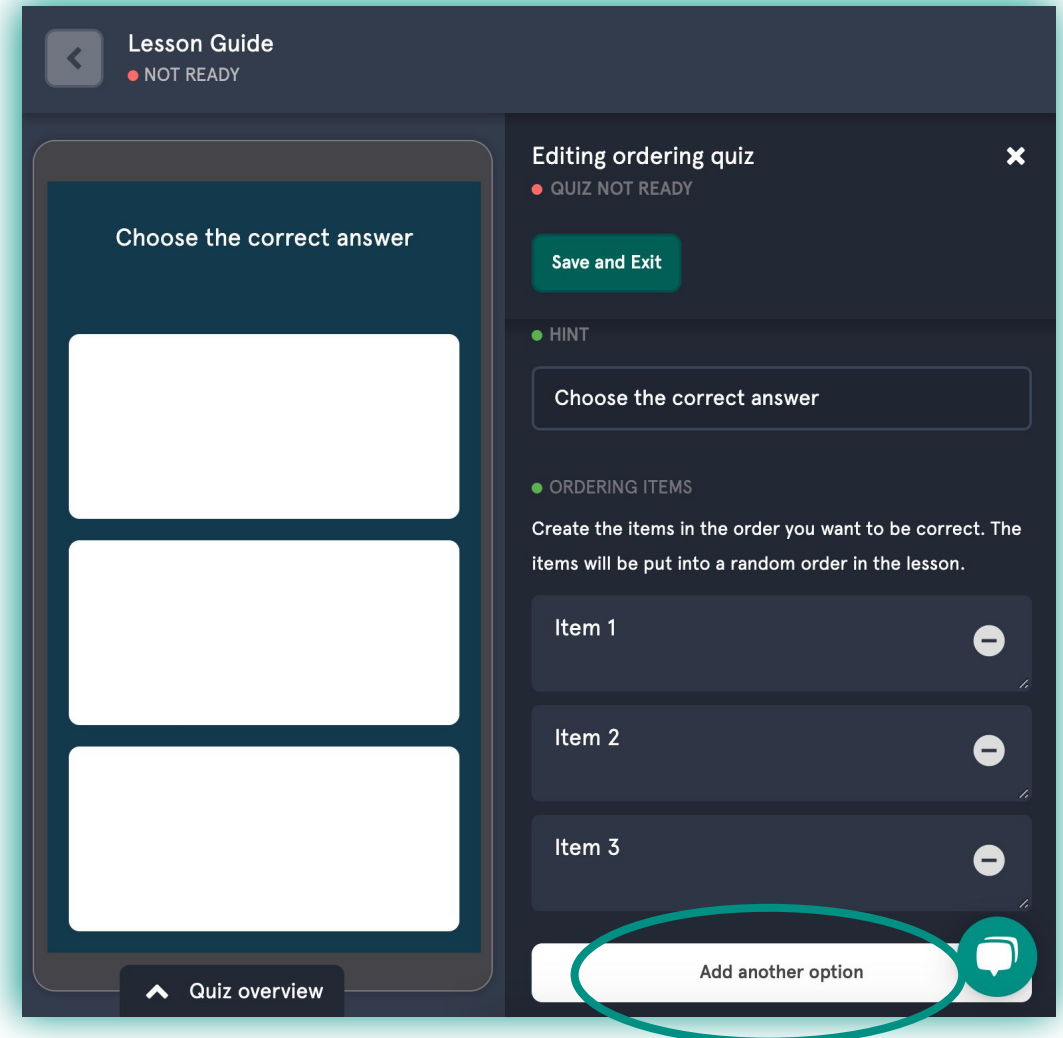
Use feedback for incorrect answers

To add a question select the box in the middle 'Add question'

You can either 'Upload a file' from your computer or 'Embed a video' from YouTube

Building Your Quiz: Ordering for Video

Hint	<i>e.g. put in the correct order</i>
Item 1	
Item 2	
Item 3	
Item 4 (optional)	
Item 5 (optional)	



Best Practice & Tips

You can have 3 to 5 options, the order will be randomised for learners

Slides

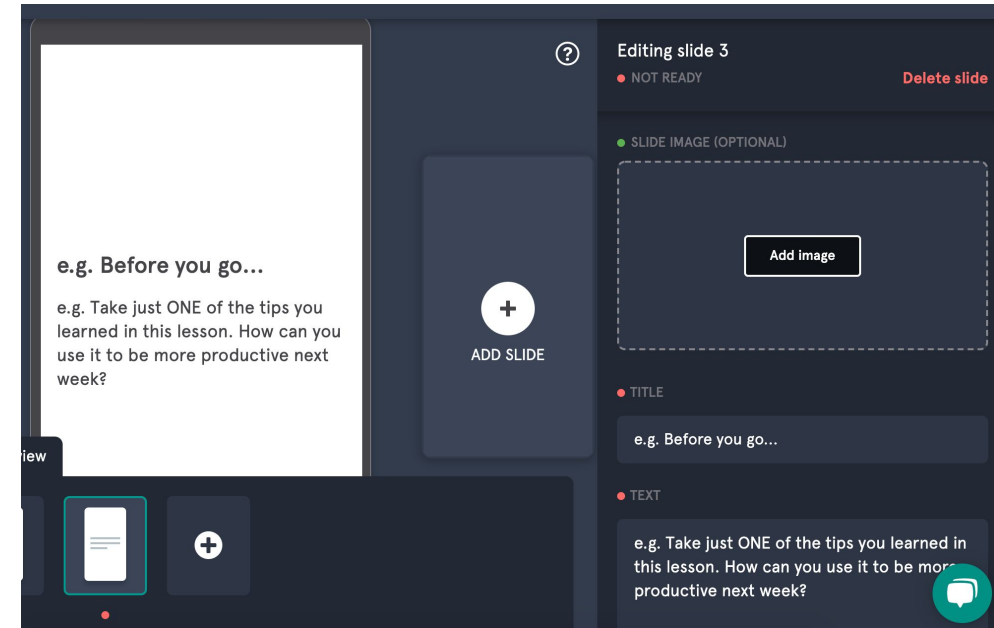
Building Your Content: Slides

Image	Choose if you want your image to show at the Top or Bottom of the slide.
Title	Add a title for the slide.
Description	Add a description for the image with the key information.
Background Colour	Choose a background colour.
Navigation button	Next

Best Practice & Tips

Use ✓, bullet points or number lists for summaries of main points

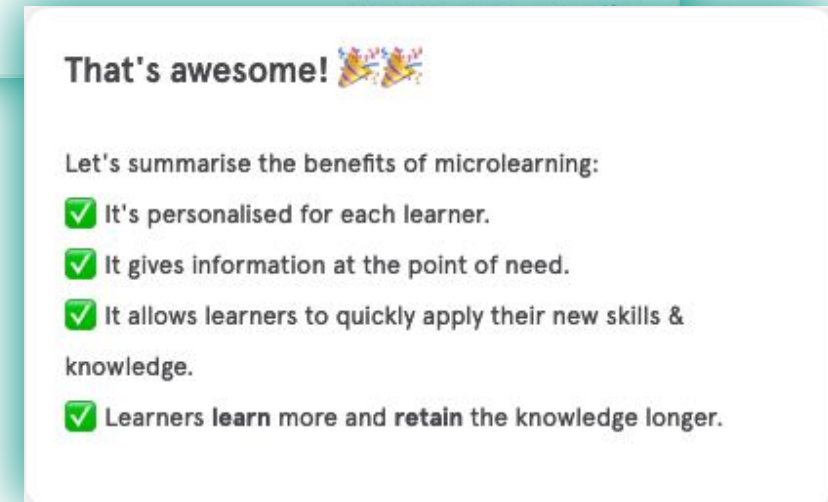
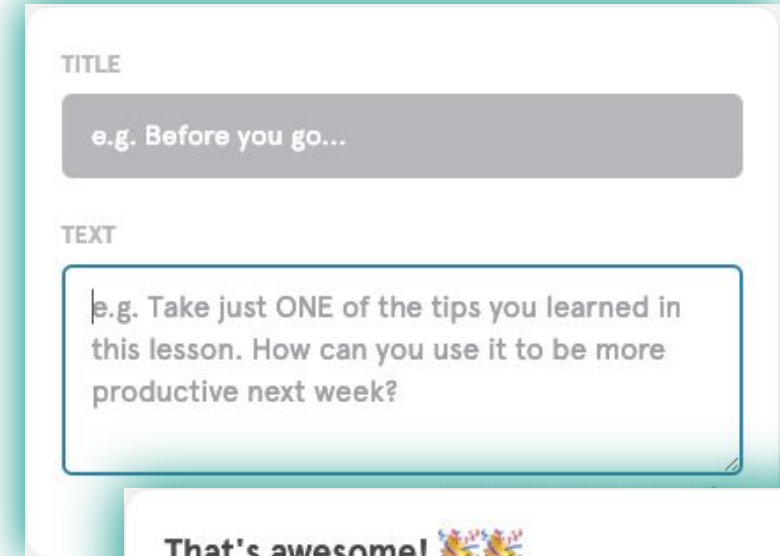
Use formatting to make keywords bold



Content Bubbles

Building Your Content: Text Bubble

Title	<i>e.g. Let's recap</i>
Text	<p>This can be used to give some additional information before a quiz.</p> <p>Or mid/end lesson with a summary of the main points. <i>e.g. Here are those tips again:</i></p> <ul style="list-style-type: none">- <i>tip 1</i>- <i>tip 2</i>- <i>tip 3</i> <p>Or a round off at the end of the <u>course</u>. <i>e.g. congratulations on completing this course!</i> 🎉</p>
Navigation button	OK 😊



Best Practice & Tips

Use ✓, bullet points or number lists for summaries of main points

Use formatting to make keywords bold

Building Your Content: Image Bubble

Add image	<i>e.g. Stop sign</i>
Describe your image (optional)	<i>e.g. Overcome Objections</i> <i>Think about what objections customers may give you, and prepare responses so you can remain cool under pressure when customers push back. Your confidence and your ability to discuss your customers' concerns will make them more likely to close the deal with you.</i>
Navigation button	Keep going 👍

Best Practice & Tips

A picture is worth 1000 words 🖼️

Choose clear, relevant images that will help learners understand and remember the lesson content

You can add an optional description underneath

Add image

DESCRIBE YOUR IMAGE (OPTIONAL)

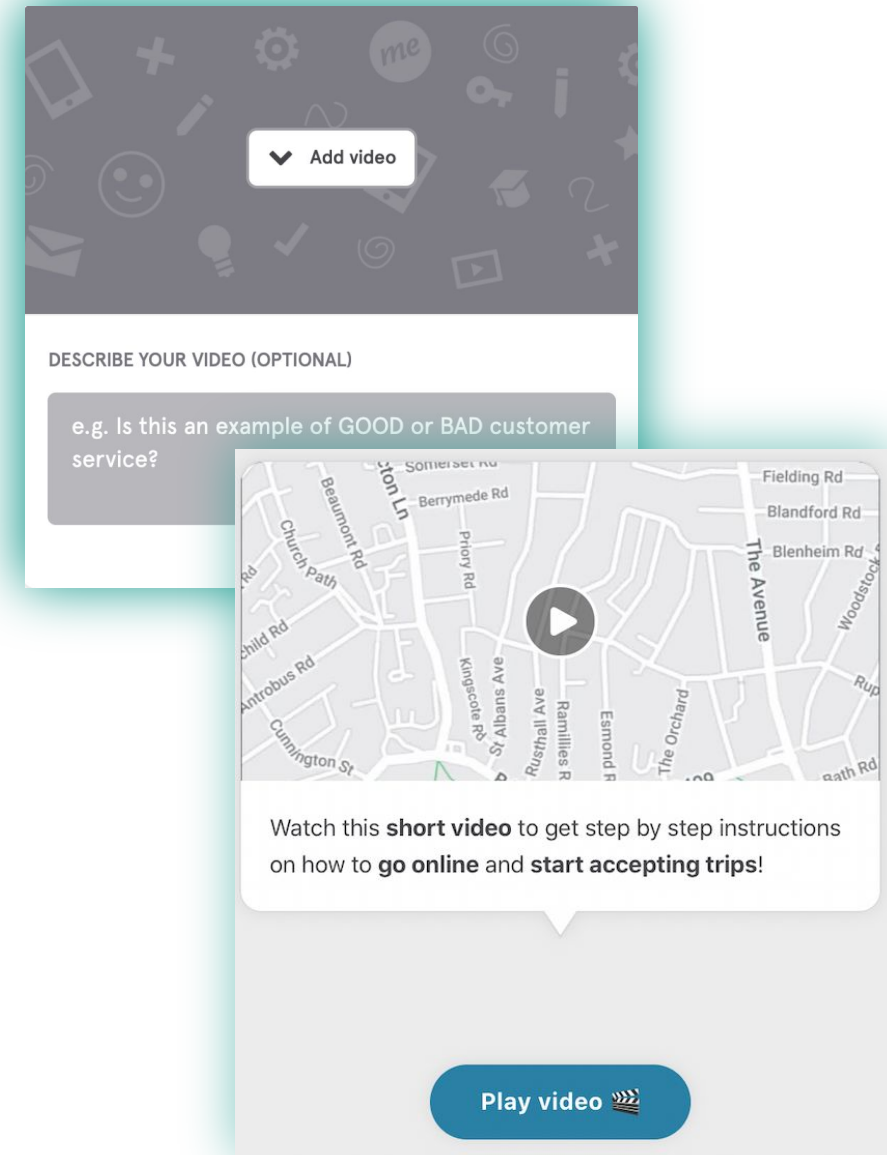
e.g. Is this an example of GOOD or BAD customer service?

Face Your Competition

Be aware of your strengths and weaknesses in regards to your competition. Your customer is probably comparing you to the competition, and you will close more sales by being able to compare your product or service positively against the competition.

Building Your Content: Video Bubble

Add video	<i>e.g. Driver onboarding</i>
Describe your video (optional)	<i>e.g. Watch this short video to get step by step instructions on how to go online and start accepting trips!</i>
Navigation button	Play video 🎬 (until the whole video has been watched) Keep going 👍 (once the video has been watched to the end)



Best Practice & Tips

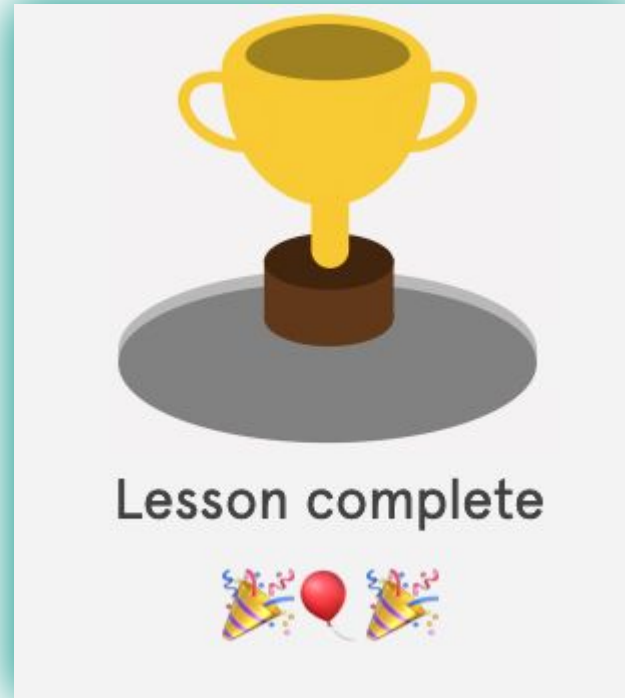
If a picture speaks a thousand words, a 1-minute video must speak 60,000 🖼️

Choose short and focused videos to maximise knowledge retention

You can add an optional description underneath

And Finally...

Finishing Your Lesson



Best Practice & Tips

If you're drafting don't forget to Save and Exit

To view as a learner, Publish and either go to the EduMe app or learn.edume.com (sign in with your admin email and password)

Check videos and images are clear when viewed on your mobile for great learner experience

Once you're happy assign to your learner team(s)!

Thank you.

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Appendix Blank Templates

Appendix: Welcome & Intro

Lesson title	
Lesson greeting	
Lesson introduction	
Navigation button	What will I learn? 🤔

Appendix: Learning Outcomes

Header	
Learning outcome 1	
Learning outcome 2 (optional)	
Learning outcome 3 (optional)	
Learning outcome 4 (optional)	
Learning outcome 5 (optional)	
Transition	
Navigation button	Let's do this! 💪

Building Your Content: Slides

Image	
Title	
Description	
Background Colour	
Navigation button	Next

Appendix: Quiz Intro

Title	
Explanation	
Navigation button	(Video) Show me the video 🎬 (Image) Take the quiz 🖋️

Appendix: Quiz Questions

Image or Video		
Questions 1 of [XXX]		Correct/Incorrect
Option 1		
Feedback (optional)		
Option 2		
Feedback (optional)		
Option 3 (optional)		
Feedback (optional)		
Option 4 (optional)		
Feedback (optional)		
Navigation button	OK 😊	

Appendix: Quiz Questions for Ordering

Video	
Questions 1 of [XXX]	
Option 1	
Option 2	
Option 3	
Option 4	
Option 5	
Navigation button	OK 😊

Appendix: Image Quiz Single Select Example

Image 1		Correct/Incorrect
Questions 1 of 2		
Option 1		
Feedback (optional)		
Option 2		
Feedback (optional)		
Image 2		
Questions 2 of 2		
Option 1		
Feedback (optional)		
Option 2		
Feedback (optional)		
Navigation button	OK 😊	

Appendix: Text Bubble

Title	
Text	
Navigation button	OK 😊

Appendix: Image Bubble

Add image	
Describe your image (optional)	
Navigation button	Keep going 👍

Appendix: Video Bubble

Add video	
Describe your image (optional)	
Navigation button	Play video 🎬 (until the whole video has been watched) Keep going 👍 (once the video has been watched to the end)

Appendix: Video Script

Video File/Link	
Script / Key Points	