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Savvy Start

**Title:  Customer Service Training for Highmark Healthcare**

Working as a customer service agent can be stressful.  This training aimed to give representatives tools to deal with upset callers.  This module was developed for new hires.  The purpose of the training is for representatives to apply de-escalation strategies and identify and use appropriate tone.

**How I used my Peers my Feedback to revise the storyboard**

There was an issue with visibility of the text because of the color of the background.  I was able to change color and resolve this issue.  I improved the guided practice section.  Before the learner had guided practice, they should hear an example of a rep talking on the phone to customer.  The learner should know what excellent customer service sounds like. It was important to add a positive example for the learner to observe so they know what to model their performance after.   I was able to enhance the instruction by including an audio example for the learner to listen to.  Also, for the guided practice activity, I added more details to the directions to make completing the activity more meaningful.  Also, for the content, I would include some definitions of important terminology.

**Things that I learned from the Savvy Start**

One of the things I learned from the Savvy Start was that it is helpful to have other people's opinions on the appearance of the module.  In my case, there were some issues with visibility of text.  I will take into consider how the background color and text relate to each other.  There should be a contrast between the two.

Along with text color, I will be mindful of text size and how this might affect readability on a mobile device.   As the designer, the the formatting might be clear to us because we created it.  However, another leaner might not see it that way.  It is crucial to receive input and feedback from other stakeholders in the initial phase of development.  This way time time is spent efficiently and changes can easily be made to the prototype.

Working through the Savvy Start made me realize how important it is to develop my people skills.  The success of a project comes not only from my work, but also from the collaboration of other people.  It is essential for me to develop positive relationships with people like the project manager and subject matter expert.  The Savvy Start would be useful as I get familiar with people's roles.

 I need to be open minded to criticism and understand different perspectives.  There will be times when I will need to advocate for certain features of my design and be able to explain why certain design decisions were made. I understand that I have to be willing to adapt.  It's inevitable that the prototype will undergo changes.  It is necessary to be flexible to the needs of the stakeholders and quickly make modifications.  Personally, I'm motivated for the revision phase because I know that the module will improve.

Learning how to use technology was an enjoyable process. Throughout working on this prototype, I had to refresh some of my computer skills on Powerpoint.  Technology and software is constantly changing so I have accepted that there will always be something new to learn.  I have a passion for learning about design and I know that I am more than capable of learning how to use  technology.