

Storyboard: Recognize, Respond, Report

Visual Direction

Palette

Color	Hex	Use
Teal	#0AB7C2	Primary brand color: backgrounds and large shapes
Black	#000000	Body text, headings, icons
White	#FFFFFF	Page background, text on black
Coral	#FF7A59	Accent for decision moments and highlights; complements teal
Dark teal (accessibility variant)	#077A82	Buttons, the progress bar and its icons, and teal text or links on white
Deep teal	#055A60	Title screen gradient (with dark teal) and main-button hover
Light teal	#E7F8F9	Speech bubbles, with black text; also the background of the drawn setting banners
Gold	#F2C14E	Keisha's avatar only

Contrast rules: Teal and coral both fail as text on white (teal is about 2.5:1; WCAG AA needs 4.5:1). Use them as backgrounds with black text, where both pass easily (about 8:1). Use dark teal when teal text is needed on white. Feedback never relies on color alone; every consequence also has an icon and a label.

Type

Source Sans 3 (Google Fonts) for everything. It reads as clean and professional, which suits a serious topic better than a rounded, playful typeface. Use weight and size for hierarchy instead of mixing typefaces.

Type discipline: regular (400), semibold (600), and bold (700). Left-aligned text. One consistent size scale (for example, 16px body text, 20px subheadings, 28px page headings). Lines no wider than about 70 characters.

Corners: squared off, with a small 2–4px radius on buttons, cards, the decision card, and the feedback panel. Avatars stay circular, and speech bubbles keep their current look.

Title screen: the opening screen (CN) shows the course name and subtitle in white on a deep teal gradient (#055A60 to #077A82).

Buttons: main actions (Next, Submit, Show the question, Download, Finish) are dark teal #077A82 with white text; secondary buttons (Back, Sections, Policy at a glance, Close) are white with black text and a thin black border. Every focusable item gets a 2px black focus outline with a 2px white gap. Full details are in the Build Guide, section 6.

Imagery

- **Scene images** only on the cold open and Launch Day, as photos or flat illustrations. People may appear, but with no detailed facial features (no eyes or mouths), and never as photorealistic AI-generated people. No stock "diverse team high-fiving" shots.
- **Setting banners** on every other story scene (1A–4D): a short, wide, flat illustration of the scene's place, drawn in the course palette, showing places and objects only, never people. They're decorative. Full details are in the Build Guide, section 6.
- **Characters** appear as geometric avatars: a colored circle with initials. This keeps characters consistent across scenes, avoids depicting any group stereotypically, and fits the clean style.
- **Illustrations and diagrams** are geometric, flat, and sparse, with no more than three colors per graphic.

Scene layout

Each part of a scene has its own look so learners can tell them apart at a glance: the heading, then a banner (a photo on the cold open and Launch Day, a drawn setting banner on the other story scenes); scene-setting narration as plain regular text (not italic); dialogue in light teal (#E7F8F9) speech bubbles with the speaker's avatar, name, and role (in story 1A, inside a chat window); in story scenes, the story fading in item by item, then a "Show the question" button that reveals the decision; the decision in its own card with a coral "Your decision" header band; and feedback in a white panel below it, with the consequence in a light teal box and the explanation in a card with a dark teal bar on the left. Coral marks decision moments, as set in the palette above. Full details are in the Build Guide, section 6.

Avatars, icons, and dividers are decorative and hidden from screen readers. Names and roles always appear as text beside the avatars, so nothing is lost.

Course Map

The course runs about 24 minutes, in this order:

1. **Content note** (under 1 min): what the course covers, that no graphic content is shown, and where to find support.
2. **Cold open** (1 min): the kickoff stand-up for the returns-backlog project. Tyler's "joke" about Linda's hand-drawn plan, and one question about what it targeted.

3. **The four actions** (1 min): Recognize, Respond, Report, Don't Retaliate. States that the EEOC defines harassment as a form of discrimination, and that Sections and Policy at a glance are available anytime.
4. **Reflection** (1 min): a private, ungraded prompt about a time a comment landed badly.
5. **Section 1: Recognize** (5 min): four scenes, 1A–1D.
6. **Section 2: Respond** (2 min): two scenes, 2A–2B.
7. **Section 3: Report** (3 min): three scenes, 3A–3C.
8. **Section 4: Don't Retaliate** (4 min): four scenes, 4A–4D, then the launch-day epilogue.
9. **Assessment** (4 min): 5 new scenarios, 5 of 5 to pass, with one retry per scenario. On the results screen, learners enter their name, then download their certificate (if they passed) or a summary of topics to review (if they didn't) and send it to HR.
10. **Close** (1 min): acknowledge Larkstone's expectations, get the job aid and resources, and answer three quick survey questions. Every learner completes the Close, whether or not they passed.

Each section ends with a "What to remember" card: 2–3 plain statements of Larkstone's expectations, shown after practice so they confirm what learners worked out. Together with the closing acknowledgment and the job aid, this makes the expectations explicit for compliance purposes.

Setting & Cast

Company: Larkstone Supply Co., a mid-size distribution company of about 600 employees.

Story spine: a six-week project to clear the returns backlog. It starts at the cold-open stand-up and ends with a launch-day epilogue. Every scene is a moment in that project, so learners follow one timeline in one place.

Who's involved: the Customer Operations team plus the people the project touches: warehouse staff, a contract analyst, an outside vendor, and HR. This reflects the EEOC's point that a harasser can be a supervisor, a coworker, or a non-employee.

Avatar	Character	Project role (reference only; not shown to learners)	Thread	Scenes
—	The Learner	Customer Operations specialist on the project	Never named or shown, so any learner can step in	All
LO	Linda Okafor	Routing lead; her plan drives the project	Age 58 (writer's note). Age: the cold-open joke. Leads the routing launch	CO, 1A, Epilogue
TB	Tyler Brooks	Specialist; runs the project's daily tracker	Age 29 (writer's note). The example of what not to do, but not a villain. Makes the cold-open joke, makes a joke in the project chat, calls the jokes about Sam "banter," suggests leaving Grace out, speculates about who reported, and apologizes by launch	CO, 1A, 1B, 3A, 4B, 4C, Epilogue

Avatar	Character	Project role (reference only; not shown to learners)	Thread	Scenes
DW	Dana Whitfield	Team lead; manager of the learner and Grace	Moves Grace off the Northfield launch after her pregnancy announcement, then keeps her off the meetings	CO, 3A, 3B, 4D
GM	Grace Moreno	Account manager for Northfield Foods, the project's biggest client	Sex and pregnancy: the main arc. Sidelined, reports, faces retaliation	3A, 3B, 4A–4D, Epilogue
MK	Morgan Kim	Trains new hires on the routing process	Pronouns she/her (writer's note). Transgender status: a joke in the project chat. Religion: a teammate's remarks about her leaving early for religious observance	1A, 2A
SR	Sam Rivera	Returns data analyst	Pronouns he/him (writer's note). Sexual orientation: jokes about his husband. Disability: a contract analyst's comments about his hearing aids	1B, 3C
AP	Arjun Patel	Runs the vendor calls	National origin: the vendor's rep mimics his accent	1A, 1C
KW	Keisha Wallace	Warehouse scheduling	Genetic information: the learner's comment about her family's medical history. Race and color: her shift lead's comments about her skin tone and hair	1D, 2B
—	Unnamed, by role	—	A teammate (2A), the warehouse shift lead (2B), the vendor's rep (1C), a contract analyst (3C), the HR partner (2B, 3B, 3C, 4D)	—

Short tags. Each person has one short tag, shown with their first name on every line of dialogue. It never changes from scene to scene. The longer project role above is for reference only and isn't shown to learners.

Person	Short tag
Linda	routing lead
Tyler	project coordinator
Dana	team lead
Grace	account manager
Morgan	trainer
Sam	data analyst
Arjun	vendor coordinator
Keisha	warehouse scheduler

Avatar colors. Each story character keeps the same combination every time they appear. Every avatar has a 2px black outline so it stands out on a white page, and every initials color meets WCAG 2.2 AA contrast (at least 4.5:1). Gold is used only for Keisha's avatar. Unnamed people get a white circle with a black outline and a person icon instead of initials.

Character	Circle	Initials	Contrast
Linda Okafor (LO)	Teal #0AB7C2	Black #000000	8.6:1
Tyler Brooks (TB)	Coral #FF7A59	Black #000000	8.2:1
Dana Whitfield (DW)	Black #000000	White #FFFFFF	21:1
Grace Moreno (GM)	Dark teal #077A82	White #FFFFFF	5.1:1
Morgan Kim (MK)	Black #000000	Teal #0AB7C2	8.6:1
Sam Rivera (SR)	Black #000000	Coral #FF7A59	8.2:1
Arjun Patel (AP)	White #FFFFFF	Dark teal #077A82	5.1:1
Keisha Wallace (KW)	Gold #F2C14E	Black #000000	12.5:1

Keeping track of who's who. Learners shouldn't have to remember people by name alone:

- Every character appears as the same avatar (initials in a colored circle) with their short tag beside their name, every time they appear.
- Each scene reintroduces its people in a line, by role: "Arjun, who runs the vendor calls."
- Each scene centers on two or three people. Incidental people stay unnamed ("someone from the warehouse").
- Characters are introduced by their role, never by the characteristic they're targeted for, so no one is defined by it.

Story Outline

The story covers the six weeks of the project. Each section follows different coworkers, and every protected characteristic is the focus of at least one full scene. One arc runs through Sections 3 and 4: Grace is sidelined after announcing her pregnancy, reports it, and then faces retaliation. Tyler threads through the whole story as the example of what not to do, until he changes. Each option has its own consequence, and branches rejoin at the end of each scene.

Scene	Week	What happens	Characteristic	Learner activity	Goal
CO	1	At the kickoff stand-up, Linda shares her hand-drawn routing plan. Tyler offers to "fax it" because that's how her generation did it.	Age	Decide which statement about Tyler's comment is true	1.1

Scene	Week	What happens	Characteristic	Learner activity	Goal
1A	1–2	Two weeks of project chat. Mixed in with ordinary messages, Tyler jokes about Morgan's transition.	Transgender status	Does Tyler's message target a protected characteristic?	1.1
1B	2	At the coffee station, Tyler says the jokes about Sam's husband are "just banter. He laughs too."	Sexual orientation	Judge whether laughing along means the jokes are welcome	1.3
1C	2	A week of vendor calls in which the vendor's rep mimics Arjun's accent.	National origin	Describe what the week adds up to	1.2
1D	3	The learner has asked Keisha about her mom's heart condition twice this week. Keisha asks them to stop bringing it up.	Genetic information	First person: what do you do once you're told it's unwelcome?	1.4
2A	3	A teammate keeps remarking on Morgan leaving early on Fridays for religious observance. Morgan wants the comments to stop.	Religion	Third person: what should Morgan do?	2.1
2B	3	Keisha's shift lead keeps commenting on her skin tone and hair. She isn't comfortable confronting a supervisor.	Race and color	Third person: what should Keisha do?	2.1
3A	4	Dana moves the Northfield launch from Grace to Tyler, saying Grace "won't want the pressure" now that she's expecting.	Sex and pregnancy	Third person: should Grace report now or wait?	3.1
3B	4	Grace is ready to report, but Dana is her manager.	Sex and pregnancy	Third person: where should Grace go?	3.2
3C	4	A contract analyst on the project keeps mocking Sam's hearing aids. Sam assumes there's nothing to do because the analyst isn't a Larkstone employee.	Disability	Third person: what should Sam do?	3.3
4A	5–6	HR is looking into Grace's report. No one answers Grace's question in the project chat.	Retaliation	Could the team ignoring Grace's question be retaliation?	4.1
4B	5	Tyler suggests leaving Grace off a launch-planning meeting "to avoid awkwardness."	Retaliation	First person: what do you do?	4.2
4C	5	In the break room, Tyler guesses about who else went to HR and what it's about, and asks the learner who it was.	Retaliation	First person: choose a reply	4.3
4D	6	Grace keeps getting left off the Northfield meetings since she reported.	Retaliation	Third person: what should Grace do?	4.4

Scene	Week	What happens	Characteristic	Learner activity	Goal
Epilogue	6	Launch day. Linda leads the routing go-live, Grace runs the Northfield handoff, and Tyler, who stopped the jokes and apologized along the way, has the tracker all green.	—	—	—

Design notes:

- **Tyler** is the example of what not to do, but not a villain: likable, good at his job, and convinced he's being funny. He makes the cold-open joke, makes a joke in the project chat, calls the jokes about Sam "banter," suggests leaving Grace out (4B), and speculates about who reported (4C). By launch he has apologized, which shows that people can change.
- **Harassers vary:** coworkers (Tyler, a teammate in 2A), a supervisor (Keisha's shift lead), a manager (Dana), and non-employees (the vendor's rep, a contract analyst). This matches the EEOC's point that a harasser can be a supervisor, a coworker, or a non-employee.
- **Point of view:** when something is happening to a coworker, the learner decides what that person should do, because the EEOC's guidance is written to the person experiencing it. When it's the learner's own conduct (1D, 4B, 4C), the learner decides for themselves. Recognition scenes (CO, 1A, 1B, 1C, 4A) ask the learner to judge what they see.
- **One arc escalates:** Grace's carries Sections 3 and 4. The other scenes are self-contained moments.

Scoring rule: Every decision has one best answer, grounded in the EEOC sources or Larkstone policy and applied to the details of the situation.

Options as real words: when the best response is something a person says, the option quotes the words and names who they're said to. In third-person scenes (2A, 2B, 3A, 3B, 3C, 4D), an option reads like: She should tell her teammate privately: "...". In first-person scenes (1D, 4B, 4C), options are the learner's own words. Learners leave with language they can use at work.

Assessment Outline

The assessment has 5 slots, one for each part of the terminal goal: recognize (slot 1), report when it's aimed at you (slots 2 and 3), stop your own conduct (slot 4), and don't retaliate (slot 5). Each slot has two versions. The first attempt uses version A. A learner who misses a slot retries it once with version B, so they never see the same situation twice. Each scenario is scored on its main decision, and all 5 must be correct to pass. Slot names (Recognize, Respond when targeted, and so on) are for reference only: question screens show just "Assessment · Question 2 of 5," so the names don't hint at the answer. Learners see them only on the results screen.

Transfer comes from new people and new situations, not new characteristics, since the story already covers all of them. Assessment characters work on other Larkstone teams (Receiving, Fleet, Sales),

appear in one scenario each, and are introduced with role tags like the story cast. Scenarios follow the story's point-of-view rule, and feedback ties to the EEOC pages or Larkstone policy.

Slot	Goals	Version A (first attempt)	Version B (retry)	Point of view
1. Recognize	1.1, 1.3	Sex. In a Receiving meeting, a coworker says the new forklift trainer got the job because "they needed a woman to fill a quota." She laughs along, then goes quiet. Is the comment harassment based on a protected characteristic?	Religion. In the Sales team chat, a coworker jokes about a colleague's head covering. She replies with a laughing emoji, then goes quiet. Is the message harassment based on a protected characteristic?	Learner judges what they see
2. Respond when targeted	2.1, 3.2	Age. A 61-year-old driver's supervisor keeps calling him "Grandpa" over the radio. He isn't comfortable confronting his supervisor. What should he do?	Race. A sales rep's supervisor keeps "mixing her up" with the only other Black employee in Sales, in front of the team. She isn't comfortable confronting her supervisor. What should she do?	Third person
3. Report early, from anyone	3.1, 3.3	National origin. A delivery driver from a partner company keeps asking a receiving clerk where she's "really from" and mimicking her accent. It's happened twice; she asked him to stop, and he did it again. What should she do?	Sexual orientation. A mechanic from an outside vendor keeps making remarks about a fleet coordinator's husband. It's happened twice; he asked the mechanic to stop, and he did it again. What should he do?	Third person
4. Stop your own conduct	1.4	Disability. The learner has been trying to help a coworker who uses a wheelchair, moving her chair closer to the desk and grabbing binders for her before she asks. She says, "Please stop. I can do it myself." What do you do?	Pregnancy. The learner has been checking in on a pregnant coworker, asking whether she's sure she can handle overnights and offering to do her dock walk-throughs. She says, "Please stop asking. I've got it." What do you do?	First person
5. Don't retaliate	4.1, 4.2	Color. After a coworker reports comments about her skin tone, a teammate asks the learner, who is putting together the coverage swap, to leave her off it. What do you do?	Genetic information. After a driver reports his supervisor's questions about his family's medical history, a coworker asks the learner, who is setting up the new shift-swap group text, to leave him out of it. What do you do?	First person

Need-to-Know Tips

These eight tips are the course's entire knowledge content, matching the "need to know" list in the design doc's Action Map. They aren't shown on screen as tips: every tip's point is on the What to Remember cards (W1–W4), so tips after the feedback would repeat them. The table is reference only;

"Related scenes" lists the decisions each tip supports, and the Basis column keeps law separate from Larkstone policy. The EEOC reference at the end isn't needed for any activity; it appears only at the close and on the job aid.

#	Tip (learner-facing draft)	Related scenes	Basis
1	Protected characteristics: race, color, religion, national origin, sex (including pregnancy, childbirth, and related medical conditions, sexual orientation, and transgender status), age 40 and older, disability, and genetic information (including family medical history).	CO, 1A, 1D	EEOC
2	Harassment is unwelcome conduct based on a protected characteristic. Jokes count, and laughing along doesn't make it welcome.	1A, 1B	EEOC (definition, jokes) + Larkstone policy (laughing along)
3	Watch for patterns. When comments keep targeting the same characteristic, they add up. The EEOC encourages reporting harassment early, before it escalates.	1C	EEOC
4	If someone tells or shows you that your conduct is unwelcome, stop.	1D	Larkstone policy
5	The EEOC encourages telling the person their conduct is unwelcome and must stop. If you're not comfortable doing that, or it doesn't stop, report it to Larkstone. You don't have to talk to the person before you report.	2A, 2B	EEOC (encouraged) + Larkstone policy (never required)
6	Report early to your manager, any HR team member, or the ethics line (anonymous option). You never have to go through the person causing the problem.	3A, 3B	EEOC (report early) + Larkstone policy (channels)
7	Harassment can come from anyone, including non-employees like contractors, and it's reportable.	3C	EEOC
8	Retaliation is anything that might reasonably discourage someone from reporting or taking part in an investigation. Larkstone prohibits retaliation from anyone, including coworkers, and treats guessing about who reported as retaliation. Report it through Larkstone's channels.	4A, 4B, 4C, 4D	EEOC + Larkstone policy
R e f	You can also contact the EEOC. Strict deadlines apply: 180 or 300 days, depending on location.	Close, job aid	EEOC

Tip 1 should be rechecked against the EEOC's pages close to launch, since the Harassment page is under review.

Scene Template

Each scene will be written with these fields. They map directly to the data file the coded course will read.

Field	What goes in it
Scene ID & title	e.g., 1B: "It's just banter"
Objective(s)	Enabling objectives practiced
Screen type	Cold open, chat thread, timeline, dialogue, decision, or feedback
Setting & characters	Where it happens and who is present
Situation	What the learner sees and hears, in final wording
Decision prompt	The question the learner answers
Options	Each choice, in final wording
Consequences	What happens next for each option, shown rather than told
Feedback	Why each consequence happened, in one or two sentences. Each starts with a bold verdict (Good choice. or Not the best choice.). On screen, one feedback panel shows the verdict as its heading, then "Your answer:" and the chosen option, then the consequence in a light teal box, then the rest of the feedback in a card with a dark teal bar. In recognition scenes, the shared consequence is the story's last line instead.
Tip	Which need-to-know tip the scene supports, if any (a note only; tips aren't shown on screen)
Visual notes	Photo, avatars, or graphic needed
Accessibility notes	Alt text, reading order, and anything not already covered by the Navigation & Accessibility rules

Navigation & Accessibility

The course is linear on the first pass, because it is compliance training, and must meet WCAG 2.2 Level A and AA throughout.

- **Linear first pass:** screens run in a fixed order. In this demo, Next is always available, so nothing is enforced, except on assessment questions, which must be answered and submitted first, and on the Before You Finish screen, where the acknowledgment box must be checked. A live deployment would require each decision before moving on.
- **Progress bar** with six labeled markers (Recognize, Respond, Report, Don't Retaliate, Assessment, and Wrap-up), visible on every screen. It fills across the whole course and is full only on the last screen.
- **Section menu:** any section the learner has reached can be revisited; later sections unlock as they're reached. It opens from a Sections button in the header and includes Start over, so anyone can start again at any time.

- **Back to review:** earlier screens can be revisited. Story scene answers can be changed, and the most recent answer is saved; assessment answers are locked once their feedback is shown.
- **Progress saved** in the browser, so learners resume where they left off.
- **Keyboard and screen reader:** every control works by keyboard, focus moves to the top of each new screen, focus moves to the "Your decision" heading when "Show the question" reveals a story decision, and focus is never hidden behind other elements.
- **WCAG 2.2 additions:** click targets at least 24 by 24 pixels, no drag-only interactions (flagging uses selection, not dragging), and help in the same place on every screen.

Policy at a glance: a button in the course header, in the same place on every screen, opens a one-screen summary of Larkstone's expectations organized by the four actions (the Quick Guide's content). It gives learners who prefer to read first a choice without splitting the path, and serves as an in-course reference. It also includes a one-line definition: "The U.S. Equal Employment Opportunity Commission (EEOC) is the federal agency that enforces workplace discrimination laws."

Standard controls (same label, same place, on every screen):

- **Header, fixed at the top:** course title, progress bar, and two small buttons, Sections and Policy at a glance. Each opens a panel only when selected. The cast list isn't shown on screen.
- **Footer, fixed at the bottom:** Back on the left, Next on the right. Next is the only forward button in the course. The last screen uses Finish, in the same spot.
- **Next is always available in this demo**, so reviewers can look through the course without completing it. There are two exceptions: each assessment question must be answered and submitted before Next moves on, and the acknowledgment box on the Before You Finish screen must be checked. A learner who tries to skip either sees a pop-up that's announced to screen readers. In a live deployment, Next would stay unavailable until each screen's task is done (a submitted answer, a checked box), and its label would tell screen reader users why.
- **Decisions:** radio buttons and one Submit button directly below the options. In story scenes, the decision appears once the learner selects "Show the question" after reading the scene, and stays shown after that. After Submit, the feedback panel appears and receives focus.
- **Instruction line, word for word, under every decision prompt:** "Choose one answer, then select Submit."
- **Keyboard:** Tab and Shift+Tab move through controls in reading order, arrow keys move within a radio group, and Space or Enter selects. Every control shows a visible focus outline. "Skip to main content" is the first link on every page.
- **Language:** every page declares English (`<html lang="en">`).
- **Page titles:** each screen is its own page with a unique title in the format "Screen name | Recognize, Respond, Report" (except the title screen, CN, whose tab title is just the course name), and shows the screen name as a visible H1 at the top of the content. Learners never see the word "Chapter."

Page titles:

Screen	Page title
CN	Recognize, Respond, Report: Your Part in a Harassment-Free Workplace
CO	The Kickoff Meeting
FA	The Four Actions
RF	Reflection
1A	Recognize · The Project Chat
1B	Recognize · At the Coffee Station
1C	Recognize · The Vendor Calls
1D	Recognize · In the Workspace
W1	Recognize · What to Remember
2A	Respond · In the Training Room
2B	Respond · The Night Shift
W2	Respond · What to Remember
3A	Report · The Monday Stand-Up
3B	Report · At Grace's Desk
3C	Report · The Contract Analyst
W3	Report · What to Remember
4A	Don't Retaliate · After the Report
4B	Don't Retaliate · At Tyler's Desk
4C	Don't Retaliate · In the Break Room
4D	Don't Retaliate · The Northfield Calls
W4	Don't Retaliate · What to Remember
EP	Launch Day
Assessment	Assessment · Question 1 of 5 (through 5 of 5); a Second Situation adds ", Second Situation," as in "Assessment · Question 2 of 5, Second Situation"; then Assessment Results (with name entry), then Your Certificate or Your Summary
CL screen 1	Before You Finish
CL screen 2	Course Complete

Full scene scripts: Scenes

Assessment scripts: Assessment