

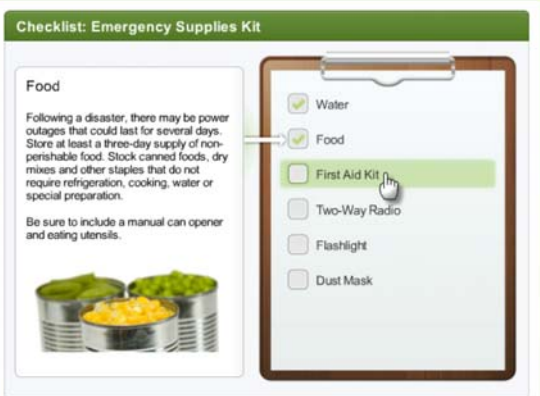


# Understanding Interaction Types

The following is a list of all of the interaction types available for you to use. When you are working with an interaction be sure to use the templates. The templates match the style and theme of the presentation. A copy of the all of the templates can be found on your thumb drive.

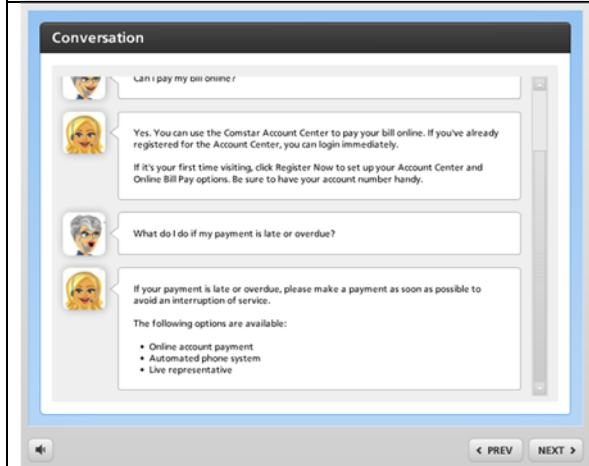
Sample	Description and Best Use
	<p><b>Accordion</b></p> <p>The Accordion interaction lets learners explore a group of related items in a horizontal layout. Use the Accordion interaction to:</p> <ul style="list-style-type: none"> <li>• Walk through a list of related concepts.</li> <li>• Identify members of a group.</li> <li>• Compare several objects.</li> </ul>
	<p><b>Bulletin Board</b></p> <p>The Bulletin Board interaction lets learners explore a series of items in a freeform manner. Use the Bulletin Board interaction to:</p> <ul style="list-style-type: none"> <li>• Make announcements.</li> <li>• Provide instructions or reminders.</li> <li>• Establish the details of a scenario.</li> </ul>
	<p><b>Checklist</b></p> <p>The Checklist interaction lets learners explore a list of related items. Use the Checklist interaction to:</p> <ul style="list-style-type: none"> <li>• Walk through a list of related concepts.</li> <li>• Provide instructions or reminders.</li> <li>• Identify a to-do list.</li> </ul>



**Circle Diagram**

The Circle Diagram interaction lets learners examine the relationship of items in a circular hierarchy. Use the Circle Diagram interaction to:

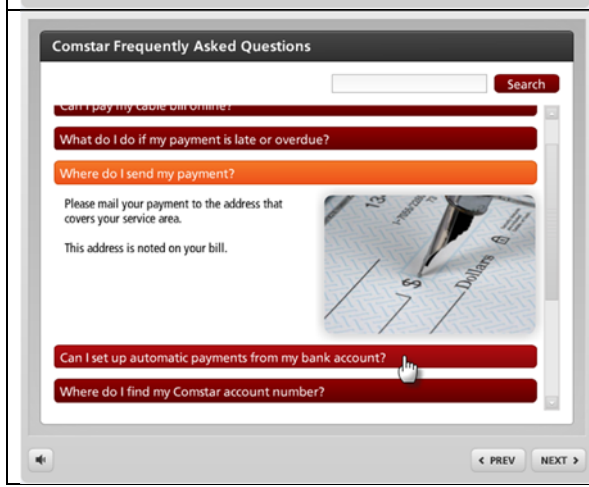
- Show related items within a hierarchy.
- Organize concepts into segments and layers.
- Graphically depict a philosophy or approach.



**Conversation**

The Conversation interaction lets learners step through a social media dialog. Use the Conversation interaction to:

- Set up a scenario.
- Critique an interview.
- Teach interpersonal skills.

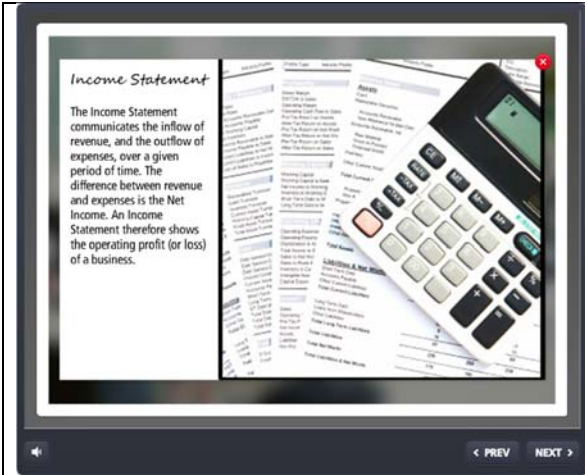


**FAQ**

The FAQ interaction allows users to find the answers to frequently asked questions. Use the FAQ interaction to:

- Answer commonly asked questions.
- Let learners search for solutions to problems.
- Review subject matter in a question-and-answer format.

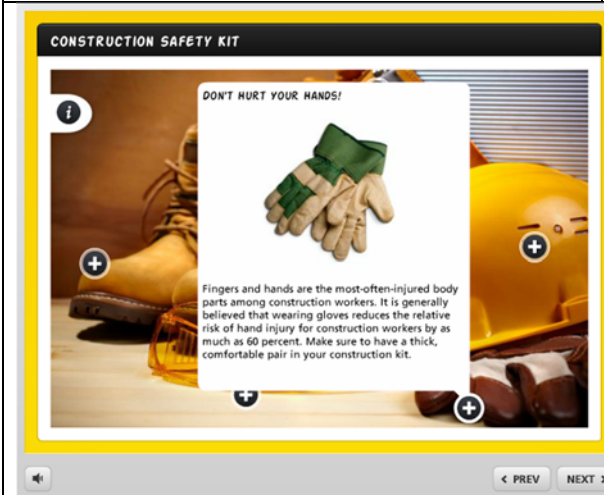




### Image Zoom

The Image Zoom interaction lets learners zoom into important parts of an image or diagram. Use the Image Zoom interaction to:

- Step through details of an image.
- Explain significant parts of a graphic.
- Describe the steps in a process.



### Labeled Graphic

The Labeled Graphic interaction lets learners identify the key elements of an image. Use the Labeled Graphic interaction to:

- Highlight details of an image.
- Call out relevant parts of a graphic.
- Explain features of a software screenshot.



### Labeled Panel

The Labeled Panel interaction lets learners identify the key elements of an image. Use the Labeled Panel interaction to:

- Highlight details of an image.
- Call out relevant parts of a graphic.
- Explain features of a software screenshot.

**Landmarks of Washington, D.C.**

**Thomas Jefferson Memorial**

The Thomas Jefferson Memorial, modeled after the Pantheon of Rome, is America's foremost memorial to the third president. It is a key landmark in the monumental core of Washington, D.C. The circular, colonnaded structure in the classic style was introduced to this country by Thomas Jefferson. Architect John Russell Pope used Jefferson's own architectural tastes in the design of the Memorial.




< PREV NEXT >

### Media Panel

The Media Panel interaction lets learners explore a series of related images, videos, and Flash files. Use the Media Panel interaction to:

- Explain a process with images and videos.
- Walk through screenshots of a software application.
- Create a multimedia tour from photographs and videos.



The Great Wall of China is a series of fortifications built along an east-to-west line across the historical northern borders of China, in part to protect the Chinese Empire.

< PREV NEXT >

### Media Tour

The Media Tour interaction lets learners step through a series of related images, videos, and Flash files. Use the Media Tour interaction to:

- Explain a process with images and videos.
- Walk through screenshots of a software application.
- Create a multimedia tour from photographs and videos.

**Call Handling Procedure**

**Restate Issue and Empathize**



Let the customer know that you understand why she's upset.

Then work to separate the problem from the emotion.

Take Ownership

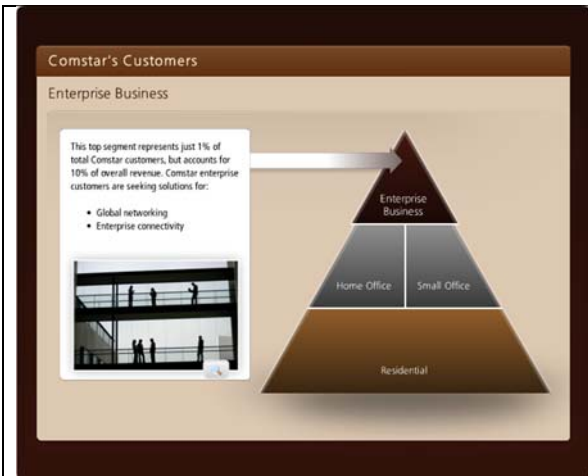
1 2 3 4 5 6

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### Process

The Process interaction lets learners discover the steps of a linear process. Use the Process interaction to:

- Illustrate the steps of a process.
- Walk through a series of related items.
- Explain a workflow or procedure.



### Pyramid

The Pyramid interaction lets learners explore a hierarchical relationship of concepts. Use the Pyramid interaction to:

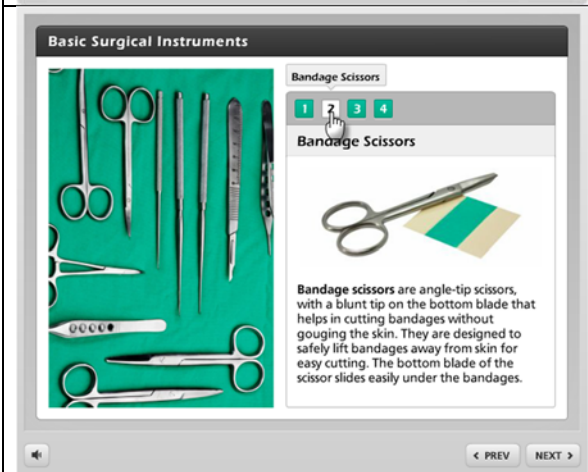
- Show relationships within a hierarchy.
- Compare levels of importance in related concepts.
- Detail steps in a process or methodology.



### Quick Choice

The Quick Choice interaction lets learners find information through self-directed discovery. Use the Quick Choice interaction to:

- Teach interpersonal skills.
- Differentiate true and false information about a subject.
- Test knowledge of a subject in an ungraded format.



The Tabbed Image interaction lets learners explore a series of items related to an image or diagram. Use the Tabbed Image interaction to:

- Walk through a list of related concepts.
- Explain significant parts of a graphic.
- Identify members of a group.

The screenshot shows a web interface titled "Comstar: Core Product Offerings". On the left, there are four tabs: "Digital Cable" (blue), "Internet" (blue), "Telephone" (white, selected), and "Triple Play" (red). The "Telephone" tab is active, displaying text: "With a Comstar telephone package, you'll get all of the calling features that suit your needs." and "We have unlimited plans that allow you to call local and long-distance, any time of day, as well as competitive pay-by-the-minute plans." A photograph of a man in a blue shirt and tie talking on a mobile phone is on the right. At the bottom, there are navigation buttons: a left arrow, "< PREV", and "NEXT >".

### Tabs

The Tabs interaction lets learners explore a group of related items. Use the Tabs interaction to:

- Walk through a list of related concepts.
- Identify members of a group.
- Compare several objects.

The screenshot shows a web interface titled "History of Comstar". The main content area displays "1982: Comstar and NASA" with a photograph of a space shuttle launch and text: "Comstar entered the history books on November 11, 1982. It became the first company to launch a commercial satellite by NASA's Space Shuttle." Below the text is a horizontal timeline with three segments: "Pre-Comstar", "Early Comstar", and "Comstar Today". A mouse cursor is hovering over the "1982: Comstar and NASA" event on the timeline. At the bottom, there are navigation buttons: a left arrow, "< PREV", and "NEXT >".

### Timeline

The Timeline interaction lets learners discover the events on a timeline. Use the Timeline interaction to:

- Walk through a series of periods and events.
- Highlight key milestones in a schedule.
- Explain the steps in a sequence.