

Storyboard Table – Leading Through Change: Addressing AI Resistance

Target Audience: People managers (intermediate level) at Nova who are responsible for leading teams through organizational change. Typical learners have **3–10 years of professional experience**, with at least 1–3 years of supervisory responsibility. They are generally **28–45 years old** (younger Gen X, millennials, and older Gen Z entering management).

Main Learning Goal: Learners will identify signs of resistance to organizational change and demonstrate leadership strategies to overcome it, specifically in the context of a team adopting AI tools in daily work.

Core Skill: Addressing team resistance during a change conversation using **empathy** and **values-based communication**.

Learning Objectives:

- Recognize common emotional responses to change in the workplace.
- Apply communication strategies to support team members during transitions.
- Demonstrate leadership behaviors that foster trust and resilience during change.

Time: 10 minutes

Outline:

- Introduction
- Objectives
- Pre-check Question - Readiness for Change
- First Scenario - Team Meeting Kickoff
- Second Scenario - Addressing Resistance
- Third Scenario - Moving Forward Together
- Post-Check - Reinforcing Change

Setting (360° Environment): A modern office meeting room with a whiteboard, team table, and 4 team members. Body language and facial expressions reflect emotional and cognitive resistance.

Font Size & Hierarchy

- **Headings (Montserrat):** 22–28pt

- **Body (Roboto, Regular):** 16–18pt minimum
- **Buttons/Labels:** 16–18pt, all caps or bold for clarity

Color Palette:



Overall Settings:

- Slide dimensions 16:9
- No menu will be visible; navigation will be through on-screen buttons only
- Modern player in Storyline with white borders

Slide 1.1					
Scene/Slide	Base Image	Interactivity	On-Screen Text/Narration	Knowledge Checks	Accessibility
Scene 0: Welcome – Project Launch	Office lobby at Nova HQ with a “Title” and “Start Here” overlay.	Trigger: Show Layer “Pre-Check question” when “Start Here” is selected Button: “Start Here” → Jump to Pre-Check question Slide	“Welcome to Leading Through Change Click Here to Begin” Scene Instruction Layer: “Click Start Here to begin.”	N/A	Alt Text: Office lobby with signage Tab Order: Start Here → Your Mission Focus: Visible highlight Screen Reader: Receptionist + instructions Captions: On
Slide 1.2					
Scene/Slide	Base Image	Interactivity	On-Screen Text/Narration	Knowledge Checks	Accessibility

Scene 1: Pre-check Question	Minimal slide with a large blue checkmark icon on the left and the pre-check question with three response options displayed on the right.	Learner selects one response to reflect how they would typically handle resistance to change. Trigger: Show Feedback Layer based on selection Trigger: Continue button → Jump to Scene 2 (Reception & Intro)	Pre-Check Instruction Layer: “Before you begin, respond as you normally would in this situation.” Question (on screen): “A team member says: ‘I don’t trust this AI rollout—it feels risky.’ What do you say first?”	A. Leadership has already decided ❌ B. Explain AI benefits — C. Ask about concerns ✅ Feedback: ❌ “This may shut down dialogue and increase resistance.” — “Helpful, but doesn’t address emotions first.” ✅ “Correct! Acknowledging concerns builds trust.”	Alt Text: Text-based question screen Tab Order: Question → A → B → C → Continue Focus: Visible highlight Screen Reader: Question and answers announced Captions: On
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Slide 1.3					
Scene/Slide	Base Image	Interactivity	On-Screen Text/Narration	Knowledge Checks	Accessibility
Scene 2: 360 Instructions	The instructions box overlaid on top of the lobby image	Trigger: Jump to Slide 1.4 when user clicks Exit button	Instructions: Click, hold, and drag your mouse on the screen to look around the 360 environment.	N/A	Alt Text: Office lobby with signage Tab Order: Your Mission, Receptionist, Launch Focus: Visible highlight Screen Reader: Receptionist + instructions Captions: On
Slide 1.4					
Scene/Slide	360° Base Image	Interactivity	On-Screen Text/Narration	Knowledge Checks	Accessibility

Scene 3: Lobby	Office lobby at Nova HQ with a reception desk, welcome sign, and digital display.	Trigger: Show Layer "Receptionist Dialogue Layer" when the user clicks the receptionist marker Hotspot: "Launch" → Jump to Floor Plan Slide Hotspot: "Your Mission" → Jump to "Learning Objective" Slide Trigger on Close Button → Jump back to "Lobby" Slide	Receptionist Dialogue Layer: "Hello! The conference room is ready for you. You can head inside when you're ready." Learning Objective Layer: "Lead your team through Nova's AI rollout. Recognize resistance, apply strategies, and build trust."	N/A	Alt Text: Office lobby with signage Tab Order: Start Here → Your Mission Focus: Visible highlight Screen Reader: Receptionist + instructions Captions: On
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Slide 1.6

Scene/Slide	360° Base Image	Interactivity	On-Screen Text/Narration	Knowledge Checks	Accessibility
Scene 5: Floor Plan Navigation	Interactive 360° floor plan with markers for Finance, Customer Service, Marketing, and Conference Room	Learner navigates to each department to explore team perspectives before progressing to the final discussion. Layer: Show instruction layer when timeline starts Trigger: Hide layer when user clicks Close (X) Marker on Finance → Jump to Scene 5 → If not yet visited → Jump to Scene 6 (Finance) • If already visited → Show Layer “Already Visited – Finance” Marker on Customer Service If not yet visited → Jump to Scene 7 • If already visited → Show Layer “Already Visited – Customer Service” Marker on Marketing → If not yet visited → Jump to Scene 8 • If already visited → Show Layer “Already Visited – Marketing” Marker on Conference Room → If all departments visited →	Layer: Instructions (appears on timeline start) “Nova’s AI rollout affects every department. Click each team’s area to listen, respond, and lead change conversations. Once you’ve visited each team, select the Conference Room (red marker) to continue.” Layer: Visit Teams First (on incorrect selection) “You’re almost there! Visit each team to understand their concerns before moving on.” Layer: Already Visited – Finance “You’ve already addressed Finance’s concerns about accuracy and oversight. Continue exploring the	N/A	Alt Text: Floor plan with labeled departments Tab Order: Defined left-to-right (Finance → Customer Service → Marketing) Focus: Visible Screen Reader: Department labels announced Captions: On

		Jump to Scene 9 (Moving Forward Together) If selected before visiting all departments → Show Layer “Visit Teams First” prompting learner to explore all teams with button to close layer	remaining teams.” Layer: Already Visited – Customer Service “You’ve already supported Customer Service through their concerns about job security. Continue exploring the remaining teams.” Layer: Already Visited – Marketing “You’ve already discussed Marketing’s concerns about brand and ethics. Continue exploring the remaining teams.”		
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Slide 1.5

Scene/Slide	360° Base Image	Interactivity	On-Screen Text/Narration	Knowledge Checks	Accessibility
Scene 6: Finance – Accuracy & Compliance (Team Discussion)	Glass-walled finance office with desks, spreadsheets on monitors, and three employees (one stressed, others engaged in discussion)	Learner explores multiple team perspectives by selecting each employee to understand concerns before making a decision. Marker on Employee 1 → Jumpto slide “Finance Concern” Marker on Employee 2 → Show Layer “Finance Dialogue – Supporting 1” Marker on Employee 3 → Show Layer “Finance Dialogue – Supporting 2”	Primary (left): “What if AI miscalculates or creates audit risks?” Supporting: “We’re the ones accountable if something goes wrong. I don’t want to rely on something I can’t fully verify.” Supporting: “If it can actually flag issues earlier, that could help, but I’d want to understand how it’s making those decisions.”	N/A (Decision occurs on separate question slide)	Alt Text: Finance office with employees discussing AI concerns Tab Order: Marker → Dialogue → Continue Focus: Visible highlight Screen Reader: Department labels announced; layer text read when displayed Captions: On

Slide 1.7

Scene/Slide	Base Image	Interactivity	On-Screen Text/Narration	Knowledge Checks	Accessibility
Scene 6.1: Finance – Question (Accuracy & Compliance)	Minimal slide with large icon on left and question + answers on right	Learner selects the best response to address team concerns about AI risk and compliance. Trigger: Show Instruction Layer on timeline start	Instruction (visible above question): “Listen for concerns about risk and accountability. Acknowledge their perspective, then	Options: A. “AI flags anomalies faster, but all approvals stay human-led.”  B. “Leadership will ensure clear	Alt Text: Question screen with response options Tab Order: Instruction → Question → Answers → Continue Focus: Visible highlight Screen Reader: Instruction, question, and

		User selects one answer (standard MC) Trigger: Show Feedback Layer based on selection Continue button → Jump to next scene	explain how AI supports accuracy while keeping human oversight.” Question: “What if AI miscalculates or creates audit risks?”	accountability structures are in place as we move forward with AI.” ✖ Feedback: ✔ “Correct! This reassures while reinforcing human oversight.” ✖ “This acknowledges leadership but doesn’t directly address accuracy or oversight concerns.”	answers announced Captions: On
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Slide 1.9

Scene/Slide	360° Base Image	Interactivity	On-Screen Text/Narration	Knowledge Checks	Accessibility
Scene 7: Customer Service – Job Security (Team Discussion)	Quiet call center with a few empty desks and two employees; one seated with a headset, looking concerned, and another nearby with a more neutral posture	Learner explores team perspectives by selecting each employee to understand concerns about AI and job security before making a decision. Marker on Employee 1 → Show Layer “Customer Dialogue – Primary” Marker on Employee 2 → Show Layer “Customer Dialogue – Supporting” Trigger: After all markers viewed → Show Continue Button Continue Button → Jump to Customer Service Question Slide	Base Text (always visible): “Select each team member to hear their perspective.” Layer: Customer Dialogue – Primary (on click) “Are these chatbots going to replace us?” Layer: Customer Dialogue – Supporting (on click) “I mean... if it handles the basic questions, maybe we’d have more time to focus on customers who really need help.”	N/A (Decision occurs on separate question slide)	Alt Text: Call center with employees discussing AI concerns Tab Order: Marker → Dialogue → Continue Focus: Visible highlight Screen Reader: Dialogue announced in logical order (primary → supporting) Captions: On

Slide 1.8

Scene/Slide	Base Image	Interactivity	On-Screen Text/Narration	Knowledge Checks	Accessibility
Scene 7.1: Customer Service – Question (Job Security)	Minimal slide with icon and question layout	Learner selects the best response to address concerns about job security and AI. Trigger: Show Instruction Layer on timeline start User selects one answer (standard MC)	Instruction (visible above question): “Pay attention to concerns about job security. Acknowledge their feelings, then explain how AI supports their	Options: A. “Tech is advancing. You’ll adjust.” ✗ B. “The AI will handle FAQs so you can focus on more	Alt Text: Question screen with response options Tab Order: Instruction → Question → Answers → Continue Focus: Visible highlight Screen Reader: Instruction,

		Trigger: Show Feedback Layer based on selection Continue button → Jump to Slide FP1	role rather than replaces it.” Question: “Are these chatbots going to replace us?”	complex customer needs.”  Feedback:  “Dismissing fears undermines trust.”  “Correct! This reassures while reinforcing the value of human roles.”	question, and answers announced Captions: On
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Slide 1.10

Scene/Slide	360° Base Image	Interactivity	On-Screen Text/Narration	Knowledge Checks	Accessibility
Scene 8: Marketing – Ethics & Reputation (Team Discussion)	Creative workspace with a whiteboard of campaign ideas and three employees; one skeptical, others engaged in discussion	Learner explores team perspectives by selecting each employee to understand concerns about AI ethics and brand reputation before making a decision. Marker on Employee 1 → Show Layer “Marketing Dialogue – Primary” Marker on Employee 2 → Show Layer “Marketing Dialogue – Supporting 1” Marker on Employee 3 → Show Layer “Marketing Dialogue – Supporting 2” Trigger: After all markers viewed → Show Continue Button Continue Button → Jump to Marketing Question Slide	Base Text (always visible): “Select each team member to hear their perspective.” Layer: Marketing Dialogue – Primary (on click) “What if AI plagiarizes or damages our brand?” Layer: Marketing Dialogue – Supporting 1 (on click) “We’ve spent a long time building our voice—we can’t risk losing that.” Layer: Marketing Dialogue – Supporting 2 (on click) “It could help us brainstorm faster, but only if we’re still guiding the final output.”	N/A (Decision occurs on separate question slide)	Alt Text: Marketing team discussing AI concerns in creative workspace Tab Order: Marker → Dialogue → Continue Focus: Visible highlight Screen Reader: Dialogue announced in logical order (primary → supporting) Captions: On

Slide 1.12

Scene/Slide	360° Base Image	Interactivity	On-Screen Text/Narration	Knowledge Checks	Accessibility
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Scene 8.1: Marketing – Question (Ethics & Reputation)	Minimal slide with icon and question layout	Learner evaluates response options to address concerns about AI ethics and brand reputation. Trigger: Show Instruction Layer on timeline start User selects one answer (standard MC) Trigger: Show Feedback Layer based on selection Continue button → Jump to next scene	Instruction (visible above question): “Listen for concerns about brand risk and ethics. Acknowledge their perspective, then reinforce how human review maintains quality and control.” Question: “What if AI plagiarizes or damages our brand?”	Options: A. “AI replaces repetitive tasks, so we’ll move faster.” ✗ B. “AI can help draft ideas, but all content is reviewed and approved by our team.” ✓ Feedback: ✗ “Focusing on efficiency without addressing risk increases concern.” ✓ “Correct! This reinforces oversight and protects brand integrity.”	Alt Text: Question screen with response options Tab Order: Instruction → Question → Answers → Continue Focus: Visible highlight Screen Reader: Instruction, question, and answers announced Captions: On
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Slide 1.11

Scene/Slide	360° Base Image	Interactivity	On-Screen Text/Narration	Knowledge Checks	Accessibility
Scene 9: Moving Forward Together	Return to shared team meeting room; whiteboard shows sticky notes like “Pilot Week” and “Q&A Email”; team appears optimistic (positive expressions)	Learner explores team reactions before deciding next steps, reinforcing how leadership communication impacts employee mindset. Trigger: Show Instruction Layer on timeline start Marker on Finance Employee → Show Layer “Finance Reflection Layer” Marker on Customer Service Rep → Show Layer “Customer Reflection Layer” Marker on Marketer → Show Layer “Marketing Reflection Layer” Marker on Whiteboard → Jump to slide “Multi-Selection Question”	Layer: Finance Reflection Layer (on click) “I’m still a bit cautious, but knowing we’ll review everything before it’s finalized makes me feel more comfortable with using AI.” Layer: Customer Reflection Layer (on click) “I was worried at first, but if AI is handling the routine questions, that could actually give us more time to help customers who need it most.” Layer: Marketing Reflection Layer (on click) “I had concerns about brand risk, but if we’re reviewing and approving everything, it feels more manageable.”	N/A	Alt Text: Team meeting room with employees engaged in discussion Tab Order: Defined (markers → continue) Focus: Visible highlight Screen Reader: Each employee dialogue announced Captions: On

Slide 1.13

Scene/Slide	Base Image	Interactivity	On-Screen Text/Narration	Knowledge Checks	Accessibility
Scene 10: Supporting Your Team (Multi-Select Question)	Standard slide (no 360); clean layout with icons representing each action	Learner selects two actions to support their team following the conversation, applying leadership strategies. Trigger: Show Instruction Layer on timeline start Multi-select options: Schedule Office Hours (Correct), Send FAQ Email (Correct), Host Ethics Roundtable (Partial), Mandate Immediate Use (Incorrect) Trigger: Submit → Show Feedback Layer based on selection Trigger: If correct combination → Show Continue Button → Jump to Scene 10 (FAQ Email)	Layer: Instruction Layer (appears on timeline start) "Choose two next steps to support your team and build trust after the AI announcement."	Multi-select question: "Which two actions best support your team after a change announcement?" Options: • Schedule Office Hours (Correct) ✓ • Send FAQ Email (Correct) ✓ • Host Ethics Roundtable (Partial) • Mandate Immediate Use (Incorrect) ✗ Feedback: • Correct: "You've created structure and support." • Partial: "You're on the right track, but add more support." • Incorrect: ✗ "This may increase resistance."	Alt Text: Icons representing leadership actions Tab Order: Question → Options → Submit → Continue Focus: Visible Screen Reader: Question and options announced Captions: On

Slide 1.14

Scene/Slide	Base Image	Interactivity	On-Screen Text/Narration	Knowledge Checks	Accessibility
Scene 11: FAQ Email – Leadership Follow-Up	Standard slide designed as an email interface (clean, realistic layout)	Learner reviews a realistic leadership follow-up email with optional info markers that explain why each support strategy reduces resistance. Trigger: Show Instruction Layer on timeline start Trigger: Show Anchor Dialogue Layer before email appears Trigger: Click Marker “Office Hours” → Show Layer “Marker – Office Hours Insight” Trigger: Click Marker “Q&A Sessions” → Show Layer “Marker – Q&A Insight” Trigger: Click Marker “Training” → Show Layer “Marker – Training Insight” Continue Button → Jump to Scene 11 (Post-Check)	Layer: Anchor Dialogue Layer (appears first) “To keep the momentum going and address everyone’s concerns, I’ll follow up with a clear message outlining what this means for the team—and how we’ll support them.” Layer: Instruction Layer (appears with email) “Here’s an example of how a leader can follow up after a change conversation.” Email Content (on base slide): Subject: Supporting You Through Our AI Transition Hi Team, We know that introducing AI into our work may raise questions and concerns. That’s completely understandable—and we’re here to support you. Will AI replace my role? We understand this is a top concern. AI is designed to handle repetitive tasks so you can focus on more meaningful, complex work. <i>What this means for you:</i> Your expertise remains essential—AI is a support tool, not a replacement. How are we ensuring accuracy and compliance? We recognize the importance of getting things right. AI will assist in identifying patterns, but all	N/A	Alt Text: Email interface with leadership message Tab Order: Instruction → Email content → Markers → Continue Focus: Visible Screen Reader: Email content read in logical order; markers labeled as “Additional insight” Captions: On

			final decisions remain human-led. <i>What this means for you:</i> You stay in control of approvals and outcomes. How are we protecting our brand and ethics? We take this seriously. AI-generated content will always be reviewed and approved by our team. <i>What this means for you:</i> You maintain creative and ethical oversight. How we're supporting you: • Weekly office hours ● • Live Q&A sessions ● • Hands-on training ● If you have questions or concerns, I encourage you to reach out or join one of our sessions—we're in this together. —Nova Leadership Team Layer: Marker – Office Hours Insight "Office hours create psychological safety by giving employees a low-pressure space to ask questions. This reinforces that leadership is available and listening." Layer: Marker – Q&A Insight "Live Q&A sessions normalize concerns and make resistance visible. Addressing questions publicly builds transparency and trust across the team." Layer: Marker – Training Insight "Training reduces fear by increasing competence. When employees feel capable, resistance often decreases."		
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Slide 1.15

Scene/Slide	360° Base Image	Interactivity	On-Screen Text/Narration	Knowledge Checks	Accessibility
Scene 12: Post-Check – Reinforcing Change	Neutral background with summary-style layout	Learner selects the most effective follow-up action to reinforce change, drawing on knowledge from the scenario and email. Trigger: Show Instruction Layer on timeline start User selects one answer When the user answers correctly. Trigger: Show Feedback Layer based on selection Trigger: Show layer “Conclusion” when the user clicks “Continue”	Layer: Instruction Layer (appears on timeline start) “Apply what you’ve learned to reinforce change with your team.” Question: “Which action is most likely to reduce resistance after a change conversation?”	Options: ✗ “Send a detailed email and move on” ✓ “Set up office hours and check in with each team” ✗ “Remind each team they must adapt quickly” Feedback: Correct: “Ongoing support and visibility build trust and reduce resistance.” Email only: “Email alone can’t replace leadership presence.” Pressure: “Pressure without support increases resistance.”	Alt Text: Options labeled Tab Order: Question → Options → Submit Focus: Visible Screen Reader: Question and answers announced Captions: On