

CONDUENT AUDIO SCRIPT

Version History

Version	Description	Author	Date
AudioScript_WBChamp_Course_v1.docx	Script with instructions	Chona Fawbush	10/18/2021
AudioScript_WBChamp_Course_v2.docx	QA of audio files received from Kyle	Chona Fawbush	11/1/2021

	Proj	ect Code -	Name:	CHR 036 -	Wellbeing	Chami	pion
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Course Name: ____ Wellbeing Champion Training

Conduent Project Manager: Jacque **Conduent Instructional Designer:** Chona

Script Delivery Date to Talent: 10/26/2021

Recording Deadline: 10/29/2021

Audio Talent: Kyle Wilson

PO#: 1000

Overall Instructions: Tone, pace, etc.:

- This audio is narration for a web-based training course.
- A character/narrator image is included in the course; the character is dressed in athletic wear, in the role of a 'coach' like a health coach or athletic/sports coach.
- Tone for narration should be motivating, high energy and fun (a smile in your voice), and pace should be slightly faster than a normal conversation.
- The target audience are employees volunteering to be a Wellbeing Champion, like a health and wellness ambassador. It includes those new to the role and those who are currently in the role. Also, this is a global audience, i.e. US and International locations.
- The goal of the training is to inform current Wellbeing Champions and those new to role, about responsibilities and required actions of the role and updates to the program.
- For reference on overall look-and-feel of the video (i.e. subject matter, imagery, graphics, movement), go here: _____ Wellbeing Champion Training | Review 360 (articulate.com)-Disregard computerized voice.

____ Wellbeing Champion Training – Intro

Filename	Narrator's Script	Pronunciation Guideline	Notes / QA Results
wbc_intro_1-1.mp3	Welcome to the Wellbeing Champion Training!		Verified by Chona 11/1/2021 Result: Passed
wbc_intro_1-2-1.mp3	Congratulations on taking the next step in your journey to be a Wellbeing Champion!		Verified by Chona 11/1/2021 Result: Passed
wbc_intro_1-2-2.mp3	Every champion needs a coach. That's me! My name is Joseph.		Verified by Chona 11/1/2021 Result: Passed
wbc_intro_1-2-3.mp3	There are five lessons in this training session. In each lesson, you will learn about the expectations of the Wellbeing Champion role and complete a challenge activity. You must complete the challenge to unlock the next lesson.		Verified by Chona 11/1/2021 Result: Passed
wbc_intro_1-2-4.mp3	To be a Wellbeing Champion requires a genuine commitment of time and passion for helping the entire Family live healthier and live better at home and at work. Get ready to be a Champion!		Verified by Chona 11/1/2021 Result: Passed
wbc_intro_1-3.mp3	To begin, select Menu. Then, select Lesson 1.		Verified by Chona 11/1/2021 Result: Passed

Wellbeing Champion Training – Lesson 1

Filename	Narrator's Script	Pronunciation Guideline	Notes / QA Results
wbc_L1_2-1.mp3	Champions are expected to promote a culture of wellbeing at by:		Verified by Chona 11/1/2021 Result: Passed
	 Staying up to date with the latest wellbeing programs, initiatives, tools and news, Providing regular communication and messaging, And actively engaging others. 		
	First, let's warm-up with some reminders about the expectations of this role.		
wbc_L1_2-2.mp3	There's no right or wrong answer on this first question. So, select your answer. Then, submit.		Verified by Chona 11/1/2021 Result: Passed
wbc_L1_2-2_correct.mp3	Great! Your manager's support is critical to your success in this role.		Verified by Chona 11/1/2021 Result: Passed
	As a Champion, you are not alone. You have the support of the Wellbeing Network, a team of dedicated employees from divisional leaders to frontline staff committed to building a healthy place to work and thrive.		
wbc_L1_2-2_incorrect.mp3	Alright. Be sure to let your manager know you are interested in becoming a Wellbeing Champion, so that they can support you in this role. Schedule a time to talk to your manager soon.		Verified by Chona 11/1/2021 Result: Passed
	As a Champion, you are not alone. You have the support of the Wellbeing Network, a team of dedicated employees from divisional leaders to frontline staff committed to building a healthy place to work and thrive.		

Filename	Narrator's Script	Pronunciation Guideline	Notes / QA Results
wbc_L1_2-3.mp3	If you're not quite sure of the answer to this question, no problem. Just try your best.		Verified by Chona 11/1/2021 Result: Passed
wbc_L1_2-3_correct.mp3	You got it! Champions are asked to commit a minimum of two years to this role.		Verified by Chona 11/1/2021 Result: Passed
	To fulfill this commitment, you should spend at least two hours a month engaged in Champion responsibilities, including keeping a monthly log detailing your activities promoting wellbeing.		
wbc_L1_2-3_again.mp3	Almost. Here's a hint: The more you spend time as a Wellbeing Champion, the more you can share your ideas to better reach and engage your teammates to work and live well.		Verified by Chona 11/1/2021 Result: Passed
	Please try again.		
wbc_L1_2-3_incorrect.mp3	Well, not exactly. Champions are asked to commit a minimum of two years to this role.		Verified by Chona 11/1/2021 Result: Passed
	To fulfill this commitment, you should spend at least two hours a month engaged in Champion responsibilities, including keeping a monthly log detailing your activities promoting wellbeing.		
wbc_L1_2-4.mp3	To promote health and wellbeing, Champions must stay up to date on all Wellbeing programs.	address = ad – dress	Verified by Chona 11/1/2021 Result: Passed
	That begins with being familiar with the four pillars of Wellbeing. It's a holistic and balanced approach to address the four critical areas of health: physical, emotional, financial, and social.		
	Each wellbeing pillar provides specific programs, tools and resources. We'll discuss those in more detail later in this training.		

Filename	Narrator's Script	Pronunciation Guideline	Notes / QA Results
wbc_L1_2-5.mp3	Alongside the four pillars, offers a variety of other tools and resources to meet the health and wellbeing needs of all people.	Sharecare = pronouce as "share – care" (two words)	Verified by Chona 11/1/2021 Result: Passed
	One such resource you should be familiar with is Sharecare, a platform that helps you manage your physical, emotional, and financial wellbeing in one place. Read on to learn more.		
wbc_L1_2-6.mp3	Also, be familiar with the resources available in your own health plan, most importantly, Health Direct, the twenty four, seven support for health plan members located in the United States. Keep reading to learn about the types of services provided.		Verified by Chona 11/1/2021 Result: Passed
wbc_L1_2-7.mp3	In addition to being familiar with all the health and wellbeing programs, tools and resources that offers, Champions are expected to review all wellbeing related news and updates every month to stay informed. Here's how you can keep up to date about wellbeing at		Verified by Chona 11/1/2021 Result: Passed
wbc_L1_2-8.mp3	Let your team know that you are the local Wellbeing Champion. Introduce yourself as their go-to contact for health and wellbeing.		Verified by Chona 11/1/2021 Result: Passed
	If someone comes to you with a question or concern, do NOT diagnose or provide health counsel. Instead: Listen, support, and refer people to helpful resources, as needed.		
	Kindly show people where to find information, or where to get help, and explain the various programs and resources available that may address their question or concern.	address = ad – dress	
	Here are some strategies and best practices for communicating and providing regular messaging about health and wellbeing.		

Filename	Narrator's Script	Pronunciation Guideline	Notes / QA Results
wbc_L1_2-9.mp3	Champions are expected to promote a culture of wellbeing at They motivate and encourage their teammates to take charge of their health.		Verified by Chona 11/1/2021 Result: Passed
	Here are some strategies and best practices for actively engaging others in Wellbeing Programs and onsite events.		
wbc_L1_2-10.mp3	Welcome to the first challenge!		Verified by Chona 11/1/2021
	Remember, you must complete this Lesson One Challenge to unlock Lesson Two and proceed.		Result: Passed
	Read the questions carefully before choosing your answers.		
	Begin whenever you're ready. You got this!		
wbc_L1_2-10_correct.mp3	You're right!		Verified by Chona 11/1/2021
	These are ALL ways you can make sure you stay informed and up to date about wellbeing at		Result: Passed
wbc_L1_2-10_again.mp3	You're close.		Verified by Chona 11/1/2021
	Please try again.		Result: Passed
wbc_L1_2-	You almost got it.		Verified by Chona 11/1/2021
10_incorrect.mp3	These are ALL ways you can make sure you stay informed and up to date about wellbeing at		Result: Passed
wbc_L1_2-11_correct.mp3	That's right!	cadence = k - dense	Verified by Chona 11/1/2021
	These are ALL great ways of starting a regular cadence of health and wellbeing communications with your team.		Result: Passed
	You don't have to give a long talk or fancy presentation. A five-minute update or a quick email is perfect!		

Filename	Narrator's Script	Pronunciation Guideline	Notes / QA Results
wbc_L1_2-11_again.mp3	Not exactly.		Verified by Chona 11/1/2021 Result: Passed
	Please try again.		
wbc_L1_2- 11_incorrect.mp3	You were so close! These are ALL great ways of starting a regular cadence of health and wellbeing communications with your team.	cadence = k - dense	Verified by Chona 11/1/2021 Result: Passed
	You don't have to give a long talk or fancy presentation. A five-minute update or a quick email is perfect!		
wbc_L1_2-12_correct.mp3	You got it!		Verified by Chona 11/1/2021 Result: Passed
	Healthy eating is all about balance. So, asking your teammates for feedback on healthy food and drink options, along with party treats, they would like to include in the celebration menu is a great way to engage your team and promote wellbeing at your station.		
wbc_L1_2-12_again.mp3	You almost got it. Please try again.		Verified by Chona 11/1/2021 Result: Passed
wbc_L1_2- 12_incorrect.mp3	Not exactly. Asking your teammates for feedback on healthy food and drink options, along with party treats, they would like to include in the celebration menu is a great way to engage your team and promote wellbeing at your station.		Verified by Chona 11/1/2021 Result: Passed
wbc_L1_2-13-1.mp3	Nicely done on the Lesson One Challenge! And congratulations! You unlocked Lesson Two.		Verified by Chona 11/1/2021 Result: Passed
wbc_L1_2-13-2.mp3	Now that you know more about the Wellbeing Champion role, let's turn our attention to the four pillars of Wellbeing, starting with Physical Wellbeing. Select Menu. Then, select Lesson Two.		Verified by Chona 11/1/2021 Result: Passed

Wellbeing Champion Training – Lesson 2

Filename	Narrator's Script	Pronunciation Guideline	Notes / QA Results
wbc_L2_3-1.mp3	Review this Lesson Two training map.		Verified by Chona 11/1/2021
	Then, continue when you are ready.		Result: Passed
wbc_L2_3-2.mp3	Our physical wellbeing programs offer tools and resources to help with:		Verified by Chona 11/1/2021 Result: Passed
	 Disease prevention, Fitness and nutrition, Tobacco cessation, And management of health conditions, such as weight, diabetes, blood pressure and hypertension. Here are a few of the many physical wellbeing programs we offer. 		
wbc_L2_3-3.mp3	Champions are the go-to contact for health and wellbeing. So, be sure to stay educated on our physical wellbeing programs. Then, you can answer questions that come your way or direct people to the right resources. Remember, do NOT diagnose or provide health counsel.	net = pronounce as " net"	Verified by Chona 11/1/2021 Result: Passed
	When you are asked about the physical wellbeing programs we offer, direct people to the Wellbeing, Physical Wellbeing page onnet.		
	And check out the library in the Wellbeing Champion Dashboard for support tools and materials.		
	Review these resources to learn more.		

Filename	Narrator's Script	Pronunciation Guideline	Notes / QA Results
wbc_L2_3-4.mp3	And now, the challenge questions Complete this Lesson Two Challenge to unlock Lesson Three. Start when you're ready. Good luck!		Verified by Chona 11/1/2021 Result: Passed
wbc_L2_3-4_correct.mp3	Well done!		Verified by Chona 11/1/2021 Result: Passed
	Talking to your team about the benefits and features of the app and displaying a flyer about the program are effective ways to encourage your team to download the app.		result. I assed
wbc_L2_3-4_again.mp3	Not exactly.		Verified by Chona 11/1/2021 Result: Passed
	Try a positive and non-judgmental way to encourage your team to download the app.		result. I assed
	Please try again.		
wbc_L2_3-4_incorrect.mp3	You almost got it.		Verified by Chona 11/1/2021 Result: Passed
	Talking to your team about the benefits and features of the app and displaying a flyer about the program are effective ways to encourage your team to download the app.		Tresuit. T desea
wbc_L2_3-5_correct.mp3	You got it!		Verified by Chona 11/1/2021 Result: Passed
	The best way to respond to Steve is to direct him to the appropriate health resources that can provide him the proper options.		Result. Passed
	Explain the multiple programs available for US-based employees on a health plan and covered spouses who need support for their diabetes.		
	Do NOT diagnose or give health advice.		

Filename	Narrator's Script	Pronunciation Guideline	Notes / QA Results
wbc_L2_3-5_again.mp3	You almost got it.		Verified by Chona 11/1/2021
	Remember, do NOT diagnose or give health advice. Show Steve where to go to find information and explain the resources available that can provide the proper options.		Result: Passed
	Please try again.		
wbc_L2_3-5_incorrect.mp3	Not exactly.		Verified by Chona 11/1/2021
	The best way to respond to Steve is to let him know of the multiple programs available under the US-based employee health plan that can provide him the proper support and options.		Result: Passed
	Do NOT diagnose or give health advice.		
wbc_L2_3-6.mp3	You did great on the Lesson Two Challenge!		Verified by Chona 11/1/2021
	Congratulations! You unlocked Lesson Three.		Result: Passed
	Continue to the next pillar, Emotional Wellbeing.		
	Select Menu.		
	Then, select Lesson Three.		

____ Wellbeing Champion Training – Lesson 3

Filename	Narrator's Script	Pronunciation Guideline	Notes / QA Results
wbc_L3_4-1.mp3	Review the Lesson Three training map. Then, continue when you are ready.		Verified by Chona 11/1/2021 Result: Passed
wbc_L3_4-2.mp3	Our emotional wellbeing programs offer tools and resources within easy reach, at any time: In person, Virtually, By phone, Or an app. Here are a few of the many emotional wellbeing programs we offer.		Verified by Chona 11/1/2021 Result: Passed
wbc_L3_4-3.mp3	As the go-to contact for health and wellbeing, be sure to stay educated on the emotional wellbeing programs we offer. Remember, do NOT diagnose or provide health counsel. When you are asked about our emotional wellbeing programs, direct people to the Wellbeing, Emotional Wellbeing page onnet. And check out the library in the Wellbeing Champion Dashboard for support tools and materials. Review these resources to learn more.	net = pronounce as " net"	Verified by Chona 11/1/2021 Result: Passed
wbc_L3_4-4.mp3	And now, the Lesson Three challenge! Complete this Challenge to unlock Lesson Four. Start when you're ready. You got this!		Verified by Chona 11/1/2021 Result: Passed

Filename	Narrator's Script	Pronunciation Guideline	Notes / QA Results
wbc_L3_4-4_correct.mp3	You're right! Posting a flyer with details about the Sharecare Challenge and the potential of earning Wellbeing Rewards or Health Rewards are effective motivators.	Sharecare = pronouce as "share – care" (two words)	Verified by Chona 11/1/2021 Result: Passed
wbc_L3_4-4_again.mp3	You're close. Try a positive and non-judgmental approach to motivate your team to participate. Please try again.		Verified by Chona 11/1/2021 Result: Passed
wbc_L3_4-4_incorrect.mp3	Not exactly. Posting a flyer with details about the Sharecare Challenge and the potential of earning Wellbeing Rewards or Health Rewards are effective motivators.	Sharecare = pronouce as "share – care" (two words)	Verified by Chona 11/1/2021 Result: Passed
wbc_L3_4-5_correct.mp3	Exactly! The best action is to show Mario where to go to find the onsite health coaching information he was looking for. Do NOT diagnose or give health advice.		Verified by Chona 11/1/2021 Result: Passed
wbc_L3_4-5_again.mp3	Not exactly. Remember, do NOT diagnose or give health advice. Just direct Mario where to go to find the resource he is asking about. Please try again.		Verified by Chona 11/1/2021 Result: Passed
wbc_L3_4-5_incorrect.mp3	You almost got it. The best action is to show Mario where to go to find the onsite health coaching information he was looking for. Do NOT diagnose or give health advice		Verified by Chona 11/1/2021 Result: Passed

Filename	Narrator's Script	Pronunciation Guideline	Notes / QA Results
wbc_L3_4-6_correct.mp3	You're right! The best action is letting Sara know you're concerned about her, and that offers confidential support resources that may help. Do NOT diagnose or give health advice.		Verified by Chona 11/1/2021 Result: Passed
wbc_L3_4-6_again.mp3	You're close. Remember, do NOT diagnose or give health advice. Explain to Sara some of the resources offered at that may help her situation. Please try again.		Verified by Chona 11/1/2021 Result: Passed
wbc_L3_4-6_incorrect.mp3	Not exactly. The best action is letting Sara know you're concerned about her, and that offers confidential support resources that may help. Do NOT diagnose or give health advice.		Verified by Chona 11/1/2021 Result: Passed
wbc_L3_4-7.mp3	Excellent job on the Lesson Three Challenge! Congratulations! You unlocked Lesson Four. Continue to the next pillar, financial wellbeing. Select Menu. Then, select Lesson Four.		Verified by Chona 11/1/2021 Result: Passed

____ Wellbeing Champion Training – Lesson 4

Filename	Narrator's Script	Pronunciation Guideline	Notes / QA Results
wbc_L4_5-1.mp3	Review the Lesson Four training map. Then, continue when you are ready.		Verified by Chona 11/1/2021 Result: Passed
wbc_L4_5-2.mp3	Our financial wellbeing programs provide financial coaching you can access in person, virtually, or by phone to help with: • Saving and investing, • Credit and money management, • Planning for retirement, home ownership, and other major life events. Here are a few of the financial wellbeing programs we offer.		Verified by Chona 11/1/2021 Result: Passed
wbc_L4_5-3.mp3	Learn about the financial wellbeing programs we offer, so you can answer questions that come your way or direct people to the right resources. However, you must NOT provide financial advice. Instead, direct people to the Wellbeing, Financial Wellbeing page onnet. And check out the library in the Wellbeing Champion Dashboard for support tools and materials. Review these resources to learn more.	net = pronounce as " net"	Verified by Chona 11/1/2021 Result: Passed
wbc_L4_5-4.mp3	It's time for the Lesson Four challenge! Complete this Challenge to unlock the final lesson. Start when you're ready. You'll do great!		Verified by Chona 11/1/2021 Result: Passed

Filename	Narrator's Script	Pronunciation Guideline	Notes / QA Results
wbc_L4_5-4_correct.mp3	You're right!		Verified by Chona 11/1/2021 Result: Passed
	These are ALL effective ways to promote financial health awareness at your station or work area.		
wbc_L4_5-4_again.mp3	You're so close.		Verified by Chona 11/1/2021
	Please try again.		Result: Passed
wbc_L4_5-4_incorrect.mp3	Well, almost.		Verified by Chona 11/1/2021
	These are ALL effective ways to promote financial health awareness at your station or work area.		Result: Passed
wbc_L4_5-5_correct.mp3	Exactly!		Verified by Chona 11/1/2021
	The best way for you to help Gloria is to direct her to the appropriate financial resources that can assist her situation. Then email her the link so she can easily find and access the resource.		Result: Passed
	Do NOT give financial advice.		
wbc_L4_5-5_again.mp3	You almost got it.		Verified by Chona 11/1/2021 Result: Passed
	Remember, do NOT give financial advice.		
	Show Gloria where to go to find information or resources available that can help her situation.		
	Please try again.		
wbc_L4_5-5_incorrect.mp3	Well, not exactly.		Verified by Chona 11/1/2021
	The best way for you to help Gloria is to direct her to the appropriate financial resources that can assist her situation. Then email her the link so she can easily find the resource later.		Result: Passed
	Do NOT give financial advice.		

Filename	Narrator's Script	Pronunciation Guideline	Notes / QA Results
wbc_L4_5-6.mp3	Nicely done on the Lesson Four Challenge! Congratulations! You're almost there just one lesson to go.		Verified by Chona 11/1/2021 Result: Passed
	Continue to the final pillar, social wellbeing.		
	Select Menu.		
	Then, select Lesson 5.		

____ Wellbeing Champion Training – Lesson 5

Filename	Narrator's Script	Pronunciation Guideline	Notes / QA Results
wbc_L5_6-1.mp3	Review the Lesson Five training map.		Verified by Chona 11/1/2021
	Then, continue when you are ready.		Result: Passed
wbc_L5_6-2.mp3	Our social wellbeing programs offer tools and resources that allow for a healthy work life balance and enhanced social connectedness, such as:		Verified by Chona 11/1/2021 Result: Passed
	 Options for building personal connections with others, Access to voluntary benefits and employee discounts, Fertility, pregnancy, and parenting, Finding family caregivers or emergency back-up care, And on-campus amenities, where available. Here are a few of the social wellbeing programs we offer. 		
wbc_L5_6-3.mp3	Familiarize yourself with the social wellbeing programs we offer, so you can answer questions that come your way. When asked, direct people to the Wellbeing, Social Wellbeing page onnet. In the Wellbeing Champion Dashboard, you can find communication and promotional materials related to our social wellbeing programs. Review these resources to learn more.	net = pronounce as " net"	Verified by Chona 11/1/2021 Result: Passed
wbc_L5_6-4.mp3	You made it! It's time for the final challenge. You know what to do!		Verified by Chona 11/1/2021 Result: Passed

Filename	Narrator's Script	Pronunciation Guideline	Notes / QA Results
wbc_L5_6-4_correct.mp3	You're right!		Verified by Chona 11/1/2021 Result: Passed
	These are ALL great ways to promote resources for the working parents on your team.		
wbc_L5_6-4_again.mp3	You're so close.		Verified by Chona 11/1/2021 Result: Passed
	Please try again.		
wbc_L5_6-4_incorrect.mp3	Well, not exactly.		Verified by Chona 11/1/2021
	These are ALL great ways to promote resources for the working parents on your team.		Result: Passed
wbc_L5_6-5_correct.mp3	You're right!	net = pronounce as "	Verified by Chona 11/1/2021
	These are ALL deals available on Perks.	net"	Result: Passed
	Check out the Perks page onnet to learn about all the other great deals and discounts available.		
wbc_L5_6-5_again.mp3	You almost got it.		Verified by Chona 11/1/2021
	Please try again.		Result: Passed
wbc_L5_6-5_incorrect.mp3	You almost got it.	net = pronounce as "	Verified by Chona 11/1/2021
	These are ALL deals available on Perks.	net"	Result: Passed
	Check out the Perks page onnet to learn about all the other great deals and discounts available.		
wbc_L5_6-6.mp3	Congratulations! You have completed all five lessons and challenges a job well done! You are well on your way to becoming a Wellbeing Champion!		Verified by Chona 11/1/2021 Result: Passed
	Thank you for taking the time to learn about the Wellbeing Champion role.		
	Let's wrap-up this training session.		

Filename	Narrator's Script	Pronunciation Guideline	Notes / QA Results
wbc_L5_6-7-1.mp3	In this training, we explored in detail the expectations of the Wellbeing Champion role.		Verified by Chona 11/1/2021 Result: Passed
wbc_L5_6-7-2.mp3	You learned that Champions are expected to promote a culture of wellbeing at by: • Staying up to date with the latest wellbeing programs, initiatives, tools and news, • Providing regular communication and messaging, • And actively engaging others.		Verified by Chona 11/1/2021 Result: Passed
wbc_L5_6-7-3.mp3	Becoming a Wellbeing Champion takes a serious commitment of time and a genuine passion for wellbeing helping the entire Family make healthier choices.		Verified by Chona 11/1/2021 Result: Passed
wbc_L5_6-7-4.mp3	Thank you for your time and passion. We hope you are empowered and motivated to inspire our Family to live well and work well.		Verified by Chona 11/1/2021 Result: Passed
wbc_L5_6-7-5.mp3	If you wish to review a lesson or re-play any of the challenges, select Menu. Otherwise, close this training window to exit.		Verified by Chona 11/1/2021 Result: Passed