

# Cultural Awareness

Convention Committee volunteers · e-learning counterpart of the live facilitator-led session

|                        |                                                                                                          |
|------------------------|----------------------------------------------------------------------------------------------------------|
| Pages                  | 23 (4 of them offer two buildable variants)                                                              |
| Estimated learner time | 30 minutes                                                                                               |
| Prerequisite course    | Digital Tools (enrolment key <b>DTSAT</b> )                                                              |
| Theme scripture        | Philippians 2:4                                                                                          |
| Document status        | Generated specification. Copy is final; where a value is missing it is marked TODO and comes back to us. |

## HOW TO READ THIS DOCUMENT

Every page below appears twice over: a **mockup** showing what the built Moodle page should look like, and a **specification panel** carrying what you build from.

- The **mockup** is an approximation of the live theme. Match its structure and copy; the exact pixels come from the Moodle theme itself.
- The **spec panel** is authoritative: page type, H5P content type, FontAwesome class names, the full answer key with per-option feedback, and asset links. Copy from here, not from the mockup.
- Copy is **final**. Where a value is missing it is marked **TODO** — those are the only things left to supply, and they come back to us rather than being invented.
- Four pages declare **two complete variants**. Build one, and tell us which. Both are written out in full so the choice is informed rather than improvised.

## PAGES IN THIS COURSE

### Welcome

|    |                                   |                   |
|----|-----------------------------------|-------------------|
| 00 | Prerequisites                     | prerequisites     |
| 01 | Cultural Awareness for Volunteers | welcome           |
| 02 | Training Overview                 | training-overview |

## Section 1 — Knowing and Greeting Our Delegates

|     |                               |                                        |
|-----|-------------------------------|----------------------------------------|
| 1.0 | Introduction                  | introduction                           |
| 1.1 | Why Volunteer Conduct Matters | icon-cards                             |
| 1.2 | Know Your Delegates           | presentation                           |
| 1.3 | Warm Yet Dignified            | image-slider / icon-cards (2 variants) |
| 1.4 | Language Awareness            | icon-list                              |
| 1.5 | What to Say                   | video / icon-cards (2 variants)        |
| 1.6 | Communication Differences     | icon-list                              |
| 1.7 | Review: Greeting and Speaking | multiple-choice                        |

## Section 2 — Conduct That Shows Respect

|     |                                 |                                                   |
|-----|---------------------------------|---------------------------------------------------|
| 2.0 | Introduction                    | introduction                                      |
| 2.1 | Humor and Sensitivity           | icon-cards                                        |
| 2.2 | Personal Space                  | image-slider / icon-cards (2 variants)            |
| 2.3 | Things to Be Mindful Of         | icon-list                                         |
| 2.4 | Offering Help Respectfully      | icon-cards                                        |
| 2.5 | Recognizing Signs of Discomfort | branching-scenario / multiple-choice (2 variants) |
| 2.6 | More on Local Delegates         | icon-cards                                        |
| 2.7 | Christian Values to Remember    | icon-list                                         |
| 2.8 | Review: Drag the Words          | drag-words                                        |
| 2.9 | Summary                         | summary                                           |

## Feedback

|     |                 |          |
|-----|-----------------|----------|
| 3.0 | Course feedback | feedback |
|-----|-----------------|----------|

## Final Review

|    |              |              |
|----|--------------|--------------|
| 90 | Final Review | final-review |
|----|--------------|--------------|



[Cultural Awareness](#) / [Welcome](#) / [Prerequisites](#)

## Prerequisites

### Prerequisite Course

Digital Tools covers cybersecurity and discretion in volunteer communication. Complete it before beginning this course.

|                |               |
|----------------|---------------|
| Course         | Digital Tools |
| Enrolment key  | <b>DTSAT</b>  |
| Estimated time | 35 minutes    |

NOTES — BUILD FROM THIS · WELCOME SECTION — OPTIONAL PAGE (PREREQUISITES)

prerequisites

#### BUILD FACTS

|                       |                                                 |
|-----------------------|-------------------------------------------------|
| Page number           | 00                                              |
| Page title            | Prerequisites                                   |
| Section               | Welcome                                         |
| Design Guide template | Welcome Section — Optional Page (Prerequisites) |
| Page type (spec key)  | prerequisites                                   |
| Moodle activity       | Page                                            |
| IDAC phase            | —                                               |

[Cultural Awareness](#) / [Welcome](#) / [Cultural Awareness for Volunteers](#)

## Cultural Awareness for Volunteers

### Welcome to Cultural Awareness for Convention Committee volunteers

In this course, you will learn how to greet delegates in a way that is warm and dignified, speak clearly with delegates of any language background, and recognize when a delegate needs help, and offer it respectfully.

These skills will help you assist delegates who have travelled far from home and may be tired, uncertain, or unfamiliar with the venue, and contribute to a convention environment in which every delegate feels safe, valued, and spiritually encouraged.

Each volunteer represents the host branch and Jehovah's organization, so the qualities we show — humility, kindness, patience, and respect — are seen by every delegate we assist.

*“as you look out not only for your own interests, but also for the interests of others.”*

— **Philippians 2:4**

## BUILD FACTS

|                       |                                                                            |
|-----------------------|----------------------------------------------------------------------------|
| Page number           | 01                                                                         |
| Page title            | Cultural Awareness for Volunteers                                          |
| Section               | Welcome                                                                    |
| Design Guide template | Welcome Section — Page 1                                                   |
| Page type (spec key)  | welcome                                                                    |
| Moodle activity       | Page                                                                       |
| IDAC phase            | —                                                                          |
| Scripture             | Philippians 2:4 (key philippians-2-4, resolved from scriptures.yaml — NWT) |

Cultural Awareness / Welcome / Training Overview

## Training Overview

### Serving Delegates From Many Lands

Delegates attending this convention come from dozens of countries and from many regions of the Philippines. Some will arrive tired from long travel. Some will be unfamiliar with the venue, the language, or the customs around them. This course prepares you for those first moments of contact — the greeting, the question, the moment a delegate looks uncertain — so that you are ready to help before you are asked.

#### Learning Objectives

By the end of this course, you will be able to:

- Explain how volunteer conduct affects a delegate's experience of the convention
- Greet delegates in a manner that is warm and dignified
- Adjust your speech so that delegates of any language background can follow you
- Identify signs that a delegate is uncertain or needs assistance
- Offer help using respectful, unhurried wording
- Apply Christian qualities of respect, fellow feeling, care, and hospitality when assisting delegates

## BUILD FACTS

|                       |                                              |
|-----------------------|----------------------------------------------|
| Page number           | 02                                           |
| Page title            | Training Overview                            |
| Section               | Welcome                                      |
| Design Guide template | Welcome Section — Page 2 (Training Overview) |
| Page type (spec key)  | training-overview                            |
| Moodle activity       | Page                                         |
| IDAC phase            | —                                            |

Cultural Awareness / Section 1 — Knowing and Greeting Our Delegates / 1.0 - Introduction

## 1.0 - Introduction

### Knowing and Greeting Our Delegates

Delegates arrive from many countries and speak many languages. This section helps you recognize who you are serving and how to greet and speak with them so that they feel welcome from the first moment. What you practice here applies at every point of contact — the gate, the aisle, the information desk, and the walk to a seat.

#### Key Features

- Each volunteer represents the host branch and Jehovah's organization
- Delegates come from dozens of countries and from many regions of the Philippines
- A greeting can be warm and dignified at the same time
- Clear, simple speech helps delegates of every language background



## BUILD FACTS

|                       |                                                |
|-----------------------|------------------------------------------------|
| Page number           | 1.0                                            |
| Page title            | Introduction                                   |
| Section               | Section 1 — Knowing and Greeting Our Delegates |
| Design Guide template | Section Introduction                           |
| Page type (spec key)  | introduction                                   |
| Moodle activity       | Page                                           |
| IDAC phase            | Instruct                                       |

Cultural Awareness / Section 1 — Knowing and Greeting Our Delegates / 1.1 - Why Volunteer Conduct Matters

## 1.1 - Why Volunteer Conduct Matters

### What Delegates See in Us

#### OUR CONDUCT SPEAKS BEFORE WE DO

##### QUALITIES WE SHOW

Each volunteer represents the host branch and Jehovah's organization. Our conduct reflects Christian qualities:

- Humility
- Kindness
- Patience
- Respect

##### WHAT DELEGATES FEEL

When those qualities are evident, delegates are helped to feel:

- Safe
- Valued
- Spiritually encouraged

*“Likewise, let your light shine before men, so that they may see your fine works and give glory to your Father who is in the heavens.”*

— **Matthew 5:16**

## BUILD FACTS

|                              |                                                                      |
|------------------------------|----------------------------------------------------------------------|
| <b>Page number</b>           | 1.1                                                                  |
| <b>Page title</b>            | Why Volunteer Conduct Matters                                        |
| <b>Section</b>               | Section 1 — Knowing and Greeting Our Delegates                       |
| <b>Design Guide template</b> | Regular Page #2 (Icon cards)                                         |
| <b>Page type (spec key)</b>  | icon-cards                                                           |
| <b>Moodle activity</b>       | Page                                                                 |
| <b>IDAC phase</b>            | Instruct                                                             |
| <b>Scripture</b>             | Matthew 5:16 (key matthew-5-16, resolved from scriptures.yaml — NWT) |

## ICONS — FONTAWESOME V5 FREE, SOLID STYLE

| CLASS            | GLYPH                                                                               | USED FOR            |
|------------------|-------------------------------------------------------------------------------------|---------------------|
| fa-hands-helping |  | QUALITIES WE SHOW   |
| fa-heart         |  | WHAT DELEGATES FEEL |





Cultural Awareness / Section 1 — Knowing and Greeting Our Delegates / 1.2 - Know Your Delegates

## 1.2 - Know Your Delegates

### Who Is Coming to the Convention

#### INSTRUCTIONS:

- Review the regions and languages represented among the delegates.
- Then answer the question on the final slide.
- This activity is not graded. You are allowed multiple attempts.

SLIDE 1 OF 4 · CONTENT

#### INTERNATIONAL DELEGATES

##### SOUTH & SOUTH-EAST ASIA

- Indonesia
- Malaysia
- Myanmar
- Sri Lanka
- Thailand

##### EAST & CENTRAL ASIA

- Japan
- Korea
- Kyrgyzstan
- Taiwan

##### EUROPE

- Denmark
- Norway
- Sweden

SLIDE 2 OF 4 · CONTENT

## INTERNATIONAL DELEGATES (CONTINUED)

### THE PACIFIC / OCEANIA

- Australasia
- Fiji
- Micronesia
- Papua New Guinea
- Solomon Islands
- Tahiti

### AFRICA

- Angola
- Burundi
- East Africa
- Ethiopia
- Madagascar
- Zambia

### AMERICAS

- Ecuador
- Haiti
- Suriname
- United States

SLIDE 3 OF 4 · CONTENT

## LOCAL DELEGATES

### LANGUAGES THEY MAY SPEAK

- Cebuano / Bisaya
- Ilocano
- Hiligaynon / Ilonggo
- Waray
- Bicolano
- Kapampangan

### WORTH REMEMBERING

- Delegates from the provinces may be visiting Manila for the first time
- Diversity exists among local delegates as well as international ones

SLIDE 4 OF 4 · SCENARIO

A delegate greets you in a language you do not recognize, then switches to hesitant English. What does this most likely tell you?

 The delegate prefers not to speak with volunteers.

 **The delegate is more comfortable in another language and is making an effort to communicate with you.**

 The delegate needs an interpreter before any help can be offered.

**Check**

1 / 4

 **DID YOU KNOW?**

- Delegates from many of these branches will have travelled more than twenty-four hours to attend, often with connecting flights and long transfers before they reach the venue.



## BUILD FACTS

|                       |                                                               |
|-----------------------|---------------------------------------------------------------|
| Page number           | 1.2                                                           |
| Page title            | Know Your Delegates                                           |
| Section               | Section 1 — Knowing and Greeting Our Delegates                |
| Design Guide template | Regular Page #3 (Presentations)                               |
| Page type (spec key)  | presentation                                                  |
| Moodle activity       | Page with embedded H5P                                        |
| IDAC phase            | Instruct                                                      |
| H5P content type      | H5P.CoursePresentation – content slides plus a scenario slide |
| Optional block        | did-you-know                                                  |

## ACTIVITY ANSWER KEY

Answer mode: radio – one answer. Configure feedback to display for **every** option, correct ones included — online, that feedback is the only correction the learner receives.

| # | OPTION                                                                                                | CORRECT | FEEDBACK SHOWN                                                                                                                                                          |
|---|-------------------------------------------------------------------------------------------------------|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | The delegate prefers not to speak with volunteers.                                                    | no      | Switching to English is usually an effort to be understood, not a signal to be left alone. It is an opening, and it invites a warm reply.                               |
| 1 | The delegate is more comfortable in another language and is making an effort to communicate with you. | YES     | Correct. The delegate is accommodating you. Speaking slowly and simply in return, and offering another language if one is available, shows the same consideration back. |
| 1 | The delegate needs an interpreter before any help can be offered.                                     | no      | An interpreter may help in a long conversation, but most first contacts are handled with simple words, patience, and a willingness to repeat.                           |

This page has two complete, buildable versions. Build ONE, then tell us which one shipped.

Both are written out in full below — mockup and spec for each. They are not to be merged, and no replacement content should be authored; if neither can be built, come back to us.

- slider — **PREFERRED**, builds as image-slider. Build it if: The two illustrations can be produced. Shot list in the note block below.
- contrast-cards — **FALLBACK**, builds as icon-cards. Build it if: Always available — no illustrations, no dependency.

variant: slider

PRIMARY — BUILD THIS IF YOU CAN renders as image-slider

|                             |                                                                                                                                              |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Build it if<br>(depends_on) | The two illustrations can be produced. Shot list in the note block below.                                                                    |
| What changes<br>(trade_off) | Shows the contrast rather than describing it. The learner sees the difference in posture and distance, which is the whole point of the page. |

Cultural Awareness / Section 1 — Knowing and Greeting Our Delegates / 1.3 - Warm Yet Dignified

## 1.3 - Warm Yet Dignified

### Friendly, Not Overly Familiar

#### INSTRUCTIONS:

- Use the slider handle to compare two greetings of the same delegate.
- Notice the volunteer's distance, pace, and tone in each.
- This activity is not graded. You are allowed multiple attempts.



**OVERLY CASUAL** — The volunteer moves in quickly, takes hold of the delegate's shoulder, speaks loudly, and asks several questions at once while walking away. The delegate is left hurried and uncertain.

**WARM AND DIGNIFIED** — The volunteer waits to be noticed, keeps a comfortable distance, smiles, and asks one clear question. The delegate has room to answer.

#### **ASK YOURSELF**

- In a busy hall, which is harder for me — being warm, or being unhurried?
- When I am tired near the end of a shift, what does my greeting look like?

*“Honor men of all sorts, have love for the whole association of brothers, be in fear of God, honor the king.”*

— 1 Peter 2:17

## BUILD FACTS

|                       |                                                                      |
|-----------------------|----------------------------------------------------------------------|
| Page number           | 1.3                                                                  |
| Page title            | Warm Yet Dignified                                                   |
| Section               | Section 1 — Knowing and Greeting Our Delegates                       |
| Design Guide template | Activity — Image Slider                                              |
| Page type (spec key)  | image-slider                                                         |
| Moodle activity       | Page with embedded H5P                                               |
| IDAC phase            | Demonstrate                                                          |
| H5P content type      | H5P.ImageJuxtaposition (Image Juxtaposition)                         |
| Scripture             | 1 Peter 2:17 (key 1-peter-2-17, resolved from scriptures.yaml — NWT) |
| Optional block        | ask-yourself                                                         |

## IMAGES

| PATH                                       | STATUS          |
|--------------------------------------------|-----------------|
| assets/img/1.3-greeting-overly-casual.png  | present in repo |
| assets/img/1.3-greeting-warm-dignified.png | present in repo |

## ACTIVITY ANSWER KEY

No answer key — this is a Demonstrate beat, not a question. The **incorrect** image goes left of the divider, the **correct** image right of it.

renders as icon-cards

Build it if

(depends\_on)

Always available — no illustrations, no dependency.

What changes

(trade\_off)

Keeps the wrong/right contrast in words. The learner reads the difference instead of seeing it, which is weaker for something as physical as distance and posture, but the contrast structure survives.

Cultural Awareness / Section 1 — Knowing and Greeting Our Delegates / 1.3 - Warm Yet Dignified

## 1.3 - Warm Yet Dignified

### Friendly, Not Overly Familiar

#### TWO GREETINGS OF THE SAME DELEGATE

##### OVERLY CASUAL

The delegate is left hurried and uncertain.

- Moves in quickly, without waiting to be noticed
- Takes hold of the delegate's shoulder
- Speaks loudly and asks several questions at once
- Starts walking away while still talking

##### WARM AND DIGNIFIED

The delegate has room to answer.

- Waits to be noticed before approaching
- Keeps a comfortable distance
- Smiles, and asks one clear question
- Waits for the reply before saying more

##### ASK YOURSELF

- In a busy hall, which is harder for me — being warm, or being unhurried?
- When I am tired near the end of a shift, what does my greeting look like?

*“Honor men of all sorts, have love for the whole association of brothers, be in fear of God, honor the king.”*

— 1 Peter 2:17

## BUILD FACTS

|                       |                                                                      |
|-----------------------|----------------------------------------------------------------------|
| Page number           | 1.3                                                                  |
| Page title            | Warm Yet Dignified                                                   |
| Section               | Section 1 — Knowing and Greeting Our Delegates                       |
| Design Guide template | Regular Page #2 (Icon cards)                                         |
| Page type (spec key)  | icon-cards                                                           |
| Moodle activity       | Page                                                                 |
| IDAC phase            | Instruct                                                             |
| Scripture             | 1 Peter 2:17 (key 1-peter-2-17, resolved from scriptures.yaml – NWT) |
| Optional block        | ask-yourself                                                         |

## ICONS — FONTAWESOME V5 FREE, SOLID STYLE

| CLASS           | GLYPH                                                                               | USED FOR           |
|-----------------|-------------------------------------------------------------------------------------|--------------------|
| fa-times-circle |  | OVERLY CASUAL      |
| fa-check-circle |  | WARM AND DIGNIFIED |

Cultural Awareness / Section 1 — Knowing and Greeting Our Delegates / 1.4 - Language Awareness

## 1.4 - Language Awareness

### Speaking So Delegates Can Follow

#### DELEGATES MAY PREFER ENGLISH, FILIPINO, OR A REGIONAL LANGUAGE



##### **Speak clearly**

Slow your pace slightly and let each sentence finish before beginning the next.



##### **Use simple sentences**

One idea at a time. A short question is easier to answer than a long one.



##### **Choose plain words**

Avoid local expressions and abbreviations that a visitor would not recognize.



##### **Offer a language, do not assume one**

Begin with a simple offer of help. If a local delegate seems more at ease in another language, ask politely which they prefer.

*“Let your words always be gracious, seasoned with salt, so that you will know how you should answer each person.”*

— Colossians 4:6



## BUILD FACTS

|                              |                                                                          |
|------------------------------|--------------------------------------------------------------------------|
| <b>Page number</b>           | 1.4                                                                      |
| <b>Page title</b>            | Language Awareness                                                       |
| <b>Section</b>               | Section 1 — Knowing and Greeting Our Delegates                           |
| <b>Design Guide template</b> | Regular Page #1 (Icon list)                                              |
| <b>Page type (spec key)</b>  | icon-list                                                                |
| <b>Moodle activity</b>       | Page                                                                     |
| <b>IDAC phase</b>            | Instruct                                                                 |
| <b>Scripture</b>             | Colossians 4:6 (key colossians-4-6, resolved from scriptures.yaml – NWT) |

## ICONS — FONTAWESOME V5 FREE, SOLID STYLE

| CLASS                 | GLYPH                                                                               | USED FOR                            |
|-----------------------|-------------------------------------------------------------------------------------|-------------------------------------|
| fa-comment            |  | Speak clearly                       |
| fa-align-left         |  | Use simple sentences                |
| fa-language           |  | Choose plain words                  |
| fa-hand-holding-heart |  | Offer a language, do not assume one |

This page has two complete, buildable versions. Build ONE, then tell us which one shipped.

Both are written out in full below — mockup and spec for each. They are not to be merged, and no replacement content should be authored; if neither can be built, come back to us.

- video — **PREFERRED**, builds as video. Build it if: A ~90-second demonstration video can be produced. Shot list is in the note block below.
- cards — **FALLBACK**, builds as icon-cards. Build it if: Always available — no video, no dependency.

variant: video

PRIMARY — BUILD THIS IF YOU CAN

renders as video

|                             |                                                                                                                                         |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| Build it if<br>(depends_on) | A ~90-second demonstration video can be produced. Shot list is in the note block below.                                                 |
| What changes<br>(trade_off) | Carries pace and pause, which printed words cannot. This is what makes 1.5 a Demonstrate beat; without it Section 1 has only one (1.3). |

Cultural Awareness / Section 1 — Knowing and Greeting Our Delegates / 1.5 - What to Say

## 1.5 - What to Say

### Wording You Can Use

The words below are short, polite, and easy for a delegate to answer. Watch how each one is said — the pace, the pause, and the moment the volunteer waits for a reply — then read the wording beneath.

#### WATCH AND ANSWER THE QUESTION



Video — URL not yet assigned

1:30

#### OPENING THE CONVERSATION

Begin with a simple offer rather than a question about the delegate themselves.

- "Brother, may I help you?"
- "Sister, may I help you?"

#### ASKING A LOCAL DELEGATE ABOUT LANGUAGE

If a local delegate seems more comfortable in another language, ask politely rather than switching without asking:

- "Mas komportable po ba kayo sa Filipino o English?"

#### GIVING THE DELEGATE ROOM

Once the offer is made, let the delegate set the pace.

- "Please take your time."

### 💡 ASK YOURSELF

- Which of these phrases would I find most natural to say out loud?
- What do I usually say now, and how does it compare?

## NOTES — VARIANT VIDEO · PAGE WITH EMBEDDED VIDEO

video

### BUILD FACTS

|                       |                                                |
|-----------------------|------------------------------------------------|
| Page number           | 1.5                                            |
| Page title            | What to Say                                    |
| Section               | Section 1 — Knowing and Greeting Our Delegates |
| Design Guide template | Page with embedded video                       |
| Page type (spec key)  | video                                          |
| Moodle activity       | Page with embedded video                       |
| IDAC phase            | Demonstrate                                    |
| Optional block        | ask-yourself                                   |

### ICONS — FONTAWESOME V5 FREE, SOLID STYLE

| CLASS         | GLYPH                                                                               | USED FOR                               |
|---------------|-------------------------------------------------------------------------------------|----------------------------------------|
| fa-comments   |  | OPENING THE CONVERSATION               |
| fa-globe-asia |  | ASKING A LOCAL DELEGATE ABOUT LANGUAGE |
| fa-clock      |  | GIVING THE DELEGATE ROOM               |

### ASSET LINKS

| KEY              | KIND  | URL                   | NOTE                                                                                                                                                                                                                                                                                              |
|------------------|-------|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| what-to-say-demo | video | <b>[TODO: assign]</b> | ~90-second demonstration video for page 1.5. Shows three phrases spoken at natural pace, each followed by the volunteer waiting for the delegate's reply. See the note block in pages/1.5-what-to-say.md for the shot list. If the video cannot be produced, page 1.5 falls back to `icon-cards`. |

Build it if  
(depends\_on)

Always available — no video, no dependency.

What changes  
(trade\_off)

The wording survives intact; the demonstration of pace and pause does not. Section 1 then carries only one Demonstrate beat (1.3), and this page becomes a second Instruct.

Cultural Awareness / Section 1 — Knowing and Greeting Our Delegates / 1.5 - What to Say

## 1.5 - What to Say

### Wording You Can Use

SHORT, POLITE, AND EASY TO ANSWER

#### OPENING THE CONVERSATION

Begin with a simple offer rather than a question about the delegate themselves.

- "Brother, may I help you?"
- "Sister, may I help you?"

#### ASKING A LOCAL DELEGATE ABOUT LANGUAGE

If a local delegate seems more comfortable in another language, ask politely rather than switching without asking:

- "Mas komportable po ba kayo sa Filipino o English?"

#### GIVING THE DELEGATE ROOM

Once the offer is made, let the delegate set the pace.

- "Please take your time."

## **WHY THE WORDING MATTERS**



### **It offers, it does not test**

"May I help you?" invites an answer of any length. A delegate with little English can still respond with a gesture.



### **It leaves the choice with the delegate**

Asking which language a delegate prefers treats them as the one who decides, rather than assuming from appearance or accent.

## **ASK YOURSELF**

- Which of these phrases would I find most natural to say out loud?
- What do I usually say now, and how does it compare?

## BUILD FACTS

|                       |                                                |
|-----------------------|------------------------------------------------|
| Page number           | 1.5                                            |
| Page title            | What to Say                                    |
| Section               | Section 1 — Knowing and Greeting Our Delegates |
| Design Guide template | Regular Page #2 (Icon cards)                   |
| Page type (spec key)  | icon-cards                                     |
| Moodle activity       | Page                                           |
| IDAC phase            | Instruct                                       |
| Optional block        | ask-yourself                                   |

## ICONS — FONTAWESOME V5 FREE, SOLID STYLE

| CLASS          | GLYPH                                                                               | USED FOR                               |
|----------------|-------------------------------------------------------------------------------------|----------------------------------------|
| fa-comments    |   | OPENING THE CONVERSATION               |
| fa-globe-asia  |  | ASKING A LOCAL DELEGATE ABOUT LANGUAGE |
| fa-clock       |  | GIVING THE DELEGATE ROOM               |
| fa-info-circle |  | WHY THE WORDING MATTERS                |
| fa-hand-paper  |  | It offers, it does not test            |
| fa-equals      |  | It leaves the choice with the delegate |



Cultural Awareness / Section 1 — Knowing and Greeting Our Delegates / 1.6 - Communication Differences

## 1.6 - Communication Differences

### Not Everyone Communicates the Same Way

SOME DELEGATES ARE DIRECT AND EXPRESSIVE; OTHERS ARE QUIET OR RESERVED



#### **Listen carefully**

A quiet delegate may still be telling you what they need. Give the answer your full attention.



#### **Allow others time to finish**

A pause is often the delegate choosing their words, not the end of their answer.



#### **Use clear and respectful gestures**

Pointing the way with an open hand is understood in most places, and it helps when words are limited.



#### **Respond patiently**

A reserved manner is not disinterest. Repeating kindly at the same volume is more helpful than repeating louder.

*“Know this, my beloved brothers: Everyone must be quick to listen, slow to speak, slow to anger,”*

— James 1:19

## BUILD FACTS

|                              |                                                                  |
|------------------------------|------------------------------------------------------------------|
| <b>Page number</b>           | 1.6                                                              |
| <b>Page title</b>            | Communication Differences                                        |
| <b>Section</b>               | Section 1 — Knowing and Greeting Our Delegates                   |
| <b>Design Guide template</b> | Regular Page #1 (Icon list)                                      |
| <b>Page type (spec key)</b>  | icon-list                                                        |
| <b>Moodle activity</b>       | Page                                                             |
| <b>IDAC phase</b>            | Instruct                                                         |
| <b>Scripture</b>             | James 1:19 (key james-1-19, resolved from scriptures.yaml — NWT) |

## ICONS — FONTAWESOME V5 FREE, SOLID STYLE

| CLASS                          | GLYPH                                                                               | USED FOR                          |
|--------------------------------|-------------------------------------------------------------------------------------|-----------------------------------|
| fa-assistive-listening-systems |  | Listen carefully                  |
| fa-hourglass-half              |  | Allow others time to finish       |
| fa-hand-point-right            |  | Use clear and respectful gestures |
| fa-peace                       |  | Respond patiently                 |





## 1.7 - Review: Greeting and Speaking

### Putting It Into Practice

#### INSTRUCTIONS:

- Read each situation and select the best response.
- Read the feedback after each answer, including the ones you get right.
- This activity is not graded. You are allowed multiple attempts.

A delegate asks you for directions to the next session. She speaks quietly, looks down, and gives short answers. When you reply, she pauses for several seconds before responding. **What should you do?**

 Repeat your directions more loudly and finish her sentences to save her the effort.

 **Slow your pace, ask one clear question at a time, and let the silence run until she answers.**

 Point toward the general direction and move on so that she is not delayed.

**Check**



A delegate approaches and greets you in a language you do not speak, then tries again in hesitant English. **What should you do?**

 Ask a nearby volunteer to take over so the delegate gets a fluent speaker.



**Reply in simple English, speak slowly, and use an open-hand gesture to support your words.**



Speak your usual English at normal speed, since the delegate has chosen to use English.

**Check**

1 / 2



### **ASK YOURSELF**

- When a delegate pauses, do I wait — or do I fill the silence?
- Which of the two situations above is more likely to happen on my assignment?

## BUILD FACTS

|                       |                                                |
|-----------------------|------------------------------------------------|
| Page number           | 1.7                                            |
| Page title            | Review: Greeting and Speaking                  |
| Section               | Section 1 — Knowing and Greeting Our Delegates |
| Design Guide template | Activity — Multiple Choice                     |
| Page type (spec key)  | multiple-choice                                |
| Moodle activity       | Page with embedded H5P                         |
| IDAC phase            | Check                                          |
| H5P content type      | H5P.QuestionSet wrapping H5P.MultiChoice       |
| Optional block        | ask-yourself                                   |

## IMAGES

| PATH                                 | STATUS          |
|--------------------------------------|-----------------|
| assets/img/1.7-reserved-delegate.png | present in repo |

## ACTIVITY ANSWER KEY

Answer mode: radio — one answer. Configure feedback to display for **every** option, correct ones included — online, that feedback is the only correction the learner receives.

| # | OPTION                                                                                       | CORRECT | FEEDBACK SHOWN                                                                                                                                                                 |
|---|----------------------------------------------------------------------------------------------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Repeat your directions more loudly and finish her sentences to save her the effort.          | no      | Raising your volume treats a reserved manner as a hearing problem. It usually causes the delegate to withdraw further. Keep the same volume and allow the pause to run.        |
| 1 | Slow your pace, ask one clear question at a time, and let the silence run until she answers. | YES     | Correct. A pause is often the delegate choosing her words. Allowing it to finish is a form of respect, and it usually produces a fuller answer than filling the silence would. |
| 1 | Point toward the general direction and move on so that she is not delayed.                   | no      | A quick gesture may seem efficient, but a delegate who is already hesitant is unlikely to ask a second time. Staying a few moments longer costs little and settles the matter. |
| 2 | Ask a nearby volunteer to take over so the delegate gets a fluent speaker.                   | no      | Handing the delegate to someone else can feel like being passed along. Try first with simple words; call for help only if it is genuinely needed.                              |

| # | OPTION                                                                                     | CORRECT | FEEDBACK SHOWN                                                                                                                                                                     |
|---|--------------------------------------------------------------------------------------------|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2 | Reply in simple English, speak slowly, and use an open-hand gesture to support your words. | YES     | Correct. Most first contacts are handled with plain words, a steady pace, and a clear gesture. The delegate has already made an effort to reach you, and a patient reply meets it. |
| 2 | Speak your usual English at normal speed, since the delegate has chosen to use English.    | no      | Hesitant English is an effort, not fluency. Slowing slightly and choosing plain words makes that effort succeed.                                                                   |



Cultural Awareness / Section 2 — Conduct That Shows Respect / 2.0 - Introduction

## 2.0 - Introduction

### Conduct That Shows Respect

The first section covered who our delegates are and how to greet and speak with them. This section covers the less obvious matters — humor, personal space, the remarks that land differently than intended, and the delegate who is quietly uncertain and does not ask. This section helps you notice these things and adjust before anyone is made uncomfortable.

#### Key Features

- Humor travels poorly between cultures and languages
- Comfort with personal space varies from person to person
- Some remarks unintentionally cause discomfort
- A delegate who needs help may never ask for it
- Local delegates may also be far from anything familiar

## BUILD FACTS

|                       |                                        |
|-----------------------|----------------------------------------|
| Page number           | 2.0                                    |
| Page title            | Introduction                           |
| Section               | Section 2 — Conduct That Shows Respect |
| Design Guide template | Section Introduction                   |
| Page type (spec key)  | introduction                           |
| Moodle activity       | Page                                   |
| IDAC phase            | Instruct                               |

Cultural Awareness / Section 2 — Conduct That Shows Respect / 2.1 - Humor and Sensitivity

## 2.1 - Humor and Sensitivity

### Speech That Builds Up

#### HUMOR IS RECEIVED DIFFERENTLY ACROSS CULTURES AND LANGUAGES



##### BE SENSITIVE WHEN SPEAKING ABOUT

Remarks on these subjects are often meant kindly and still land as criticism, particularly in translation:

- Accents
- Provinces
- Cultures
- Languages



##### EXPECTATIONS THAT VARY

Delegates may also hold different expectations regarding:

- Eye contact
- Personal interaction
- How directly things are said



##### ASK YOURSELF

- Have I ever said something in a friendly spirit that was received as teasing?
- Which subjects are safest to keep out of my conversation with delegates?

*“Let a rotten word not come out of your mouth, but only what is good for building up as the need may be, to impart what is beneficial to the hearers.”*

— Ephesians 4:29

## BUILD FACTS

|                       |                                                                          |
|-----------------------|--------------------------------------------------------------------------|
| Page number           | 2.1                                                                      |
| Page title            | Humor and Sensitivity                                                    |
| Section               | Section 2 — Conduct That Shows Respect                                   |
| Design Guide template | Regular Page #2 (Icon cards)                                             |
| Page type (spec key)  | icon-cards                                                               |
| Moodle activity       | Page                                                                     |
| IDAC phase            | Instruct                                                                 |
| Scripture             | Ephesians 4:29 (key ephesians-4-29, resolved from scriptures.yaml – NWT) |
| Optional block        | ask-yourself                                                             |

## ICONS — FONTAWESOME V5 FREE, SOLID STYLE

| CLASS            | GLYPH                                                                               | USED FOR                         |
|------------------|-------------------------------------------------------------------------------------|----------------------------------|
| fa-comment-slash |  | BE SENSITIVE WHEN SPEAKING ABOUT |
| fa-users         |  | EXPECTATIONS THAT VARY           |

This page has two complete, buildable versions. Build ONE, then tell us which one shipped.

Both are written out in full below — mockup and spec for each. They are not to be merged, and no replacement content should be authored; if neither can be built, come back to us.

- slider — **PREFERRED**, builds as image-slider. Build it if: The two illustrations can be produced. Shot list in the note block below.
- contrast-cards — **FALLBACK**, builds as icon-cards. Build it if: Always available — no illustrations, no dependency.

variant: slider PRIMARY — BUILD THIS IF YOU CAN renders as image-slider

|                             |                                                                                                                      |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------|
| Build it if<br>(depends_on) | The two illustrations can be produced. Shot list in the note block below.                                            |
| What changes<br>(trade_off) | Distance is a visual matter. Showing the two postures side by side teaches it in a way a written description cannot. |

## 2.2 - Personal Space

### About One Arm's Length

#### INSTRUCTIONS:

- Use the slider handle to compare two volunteers giving the same directions.
- Watch the delegate's posture in each.
- This activity is not graded. You are allowed multiple attempts.



**TOO CLOSE** — The volunteer stands well inside arm's length and touches the delegate's arm while pointing. The delegate has leaned back, and the volunteer has not noticed.

**COMFORTABLE** — The volunteer stands about one arm's length away and points with an open hand. The delegate is settled and looking where the volunteer indicates.

#### DID YOU KNOW?

- Comfortable conversational distance differs from country to country, so a delegate who steps back is not withdrawing from you — they are restoring the distance that feels normal to them.

*“At the same time they also learn to be unoccupied, going around from one house to another; yes, not only unoccupied but also gossipers and meddlers in other people’s affairs, talking about things they should not.”*

— 1 Timothy 5:13

## NOTES — VARIANT SLIDER · ACTIVITY — IMAGE SLIDER

image-slider

### BUILD FACTS

|                       |                                                                          |
|-----------------------|--------------------------------------------------------------------------|
| Page number           | 2.2                                                                      |
| Page title            | Personal Space                                                           |
| Section               | Section 2 — Conduct That Shows Respect                                   |
| Design Guide template | Activity — Image Slider                                                  |
| Page type (spec key)  | image-slider                                                             |
| Moodle activity       | Page with embedded H5P                                                   |
| IDAC phase            | Demonstrate                                                              |
| H5P content type      | H5P.ImageJuxtaposition (Image Juxtaposition)                             |
| Scripture             | 1 Timothy 5:13 (key 1-timothy-5-13, resolved from scriptures.yaml — NWT) |
| Optional block        | did-you-know                                                             |

### IMAGES

| PATH                                 | STATUS          |
|--------------------------------------|-----------------|
| assets/img/2.2-space-too-close.png   | present in repo |
| assets/img/2.2-space-comfortable.png | present in repo |

### ACTIVITY ANSWER KEY

No answer key — this is a Demonstrate beat, not a question. The **incorrect** image goes left of the divider, the **correct** image right of it.

renders as icon-cards

Build it if

(depends\_on)

Always available — no illustrations, no dependency.

What changes

(trade\_off)

Describes the contrast rather than showing it. Weakest of the fallbacks, because distance and posture are exactly what words convey least well. Prefer the slider for this page if only one set of illustrations can be commissioned.



Cultural Awareness / Section 2 — Conduct That Shows Respect / 2.2 - Personal Space

## 2.2 - Personal Space

### About One Arm's Length

#### TWO VOLUNTEERS GIVING THE SAME DIRECTIONS

##### TOO CLOSE

The delegate leans back, and the volunteer does not notice.

- Stands well inside arm's length
- Touches the delegate's arm while pointing
- Continues without adjusting

##### COMFORTABLE

The delegate is settled and follows where the volunteer points.

- Stands about one arm's length away
- Points with an open hand, no contact
- Adjusts if the delegate shifts position

##### DID YOU KNOW?

- Comfortable conversational distance differs from country to country, so a delegate who steps back is not withdrawing from you — they are restoring the distance that feels normal to them.

*“At the same time they also learn to be unoccupied, going around from one house to another; yes, not only unoccupied but also gossipers and meddlers in other people’s affairs, talking about things they should not.”*

— 1 Timothy 5:13

## BUILD FACTS

|                       |                                                                          |
|-----------------------|--------------------------------------------------------------------------|
| Page number           | 2.2                                                                      |
| Page title            | Personal Space                                                           |
| Section               | Section 2 — Conduct That Shows Respect                                   |
| Design Guide template | Regular Page #2 (Icon cards)                                             |
| Page type (spec key)  | icon-cards                                                               |
| Moodle activity       | Page                                                                     |
| IDAC phase            | Instruct                                                                 |
| Scripture             | 1 Timothy 5:13 (key 1-timothy-5-13, resolved from scriptures.yaml – NWT) |
| Optional block        | did-you-know                                                             |

## ICONS — FONTAWESOME V5 FREE, SOLID STYLE

| CLASS           | GLYPH                                                                               | USED FOR    |
|-----------------|-------------------------------------------------------------------------------------|-------------|
| fa-times-circle |  | TOO CLOSE   |
| fa-check-circle |  | COMFORTABLE |

Cultural Awareness / Section 2 — Conduct That Shows Respect / 2.3 - Things to Be Mindful Of

## 2.3 - Things to Be Mindful Of

### Conduct That May Unintentionally Cause Discomfort

MOST OF THESE HAPPEN WITHOUT ANY UNKIND INTENT



#### Comments about personal appearance

Remarks meant as compliments can single a delegate out, especially in front of others.



#### Jokes about accents, provinces, or cultures

Familiar teasing among friends is heard differently by a visitor who has just arrived.



#### Speaking loudly or impatiently

Volume and haste communicate irritation even when the words are helpful.



#### Assumptions based on appearance or background

Deciding which language a delegate speaks, or how much help they need, before asking them can leave them feeling misjudged.



#### ASK YOURSELF

- Which of these four is most likely to happen on a long shift, without my meaning it?
- What would help me notice it in the moment?

*“Do nothing out of contentiousness or out of egotism, but with humility consider others superior to you,”*

— Philippians 2:3

## BUILD FACTS

|                       |                                                                            |
|-----------------------|----------------------------------------------------------------------------|
| Page number           | 2.3                                                                        |
| Page title            | Things to Be Mindful Of                                                    |
| Section               | Section 2 — Conduct That Shows Respect                                     |
| Design Guide template | Regular Page #1 (Icon list)                                                |
| Page type (spec key)  | icon-list                                                                  |
| Moodle activity       | Page                                                                       |
| IDAC phase            | Instruct                                                                   |
| Scripture             | Philippians 2:3 (key philippians-2-3, resolved from scriptures.yaml – NWT) |
| Optional block        | ask-yourself                                                               |

## ICONS — FONTAWESOME V5 FREE, SOLID STYLE

| CLASS        | GLYPH                                                                               | USED FOR                                      |
|--------------|-------------------------------------------------------------------------------------|-----------------------------------------------|
| fa-user      |  | Comments about personal appearance            |
| fa-smile     |  | Jokes about accents, provinces, or cultures   |
| fa-volume-up |  | Speaking loudly or impatiently                |
| fa-question  |  | Assumptions based on appearance or background |

Cultural Awareness / Section 2 — Conduct That Shows Respect / 2.4 - Offering Help Respectfully

## 2.4 - Offering Help Respectfully

### Offer, Then Give Room

#### POLITE WORDING THAT DOES NOT HURRY THE DELEGATE

##### OFFERING HELP

Begin with a short offer that is easy to accept or decline.

- "Hello, Brother, may I help you find your seat?"
- "Would you like directions to the next session?"

##### GIVING ROOM

Once the offer is made, let the delegate set the pace.

- "Please take your time."
- Wait for the answer rather than repeating the question.

##### ★ ONE PHRASE TO KEEP READY



##### "May I help you?"

It works at the gate, in the aisle, and at the information desk. It needs no shared vocabulary beyond a few words, and it can be answered with a nod.

*"And day after day they were in constant attendance in the temple with a united purpose, and they took their meals in different homes and shared their food with great rejoicing and sincerity of heart, praising God and finding favor with all the people. At the same time Jehovah continued to add to them daily those being saved."*

— Acts 2:46, 47

## BUILD FACTS

|                              |                                                                       |
|------------------------------|-----------------------------------------------------------------------|
| <b>Page number</b>           | 2.4                                                                   |
| <b>Page title</b>            | Offering Help Respectfully                                            |
| <b>Section</b>               | Section 2 — Conduct That Shows Respect                                |
| <b>Design Guide template</b> | Regular Page #2 (Icon cards)                                          |
| <b>Page type (spec key)</b>  | icon-cards                                                            |
| <b>Moodle activity</b>       | Page                                                                  |
| <b>IDAC phase</b>            | Instruct                                                              |
| <b>Scripture</b>             | Acts 2:46, 47 (key acts-2-46-47, resolved from scriptures.yaml — NWT) |

## ICONS — FONTAWESOME V5 FREE, SOLID STYLE

| CLASS            | GLYPH                                                                               | USED FOR                 |
|------------------|-------------------------------------------------------------------------------------|--------------------------|
| fa-hands-helping |  | OFFERING HELP            |
| fa-clock         |  | GIVING ROOM              |
| fa-star          |  | ONE PHRASE TO KEEP READY |
| fa-comment       |  | "May I help you?"        |

This page has two complete, buildable versions. Build ONE, then tell us which one shipped.

Both are written out in full below — mockup and spec for each. They are not to be merged, and no replacement content should be authored; if neither can be built, come back to us.

- branching — **PREFERRED**, builds as branching-scenario. Build it if: H5P.BranchingScenario is enabled on the Moodle instance, AND the team is willing to author it. See BRANCHING-SCENARIO-BRIEF.md for how to check.
- flat — **FALLBACK**, builds as multiple-choice. Build it if: Always available — H5P Question Set, already used elsewhere in this course.

variant: branching

PRIMARY — BUILD THIS IF YOU CAN renders as branching-scenario

|                             |                                                                                                                                                                                                                                                         |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Build it if<br>(depends_on) | H5P.BranchingScenario is enabled on the Moodle instance, AND the team is willing to author it. See BRANCHING-SCENARIO-BRIEF.md for how to check.                                                                                                        |
| What changes<br>(trade_off) | The only true Apply beat in the course. The learner meets one delegate across several moments, and each choice changes what happens next — a delegate left unapproached stops searching and gives up. Costs the most authoring effort of any page here. |

## 2.5 - Recognizing Signs of Discomfort

### A Delegate Who Does Not Ask

#### INSTRUCTIONS:

- You will meet one delegate across several moments.
- Each choice you make decides what happens next.
- This activity is not graded. You are allowed multiple attempts.

NODE 1 — ENTRY POINT. EACH ALTERNATIVE ROUTES ONWARD; SEE THE SPEC PANEL FOR THE WHOLE GRAPH.

A delegate has been standing near the entrance for several minutes. He looks at his program, glances around, and does not move toward anyone. He has not asked for help. What do you do?

 Approach him, greet him, and ask whether you may help.

 Point toward the information desk from where you are standing.

 Wait until he approaches a volunteer, so that you do not intrude.



*“Let each one keep seeking, not his own advantage, but that of the other person.”*

— 1 Corinthians 10:24



## BUILD FACTS

|                       |                                                                                    |
|-----------------------|------------------------------------------------------------------------------------|
| Page number           | 2.5                                                                                |
| Page title            | Recognizing Signs of Discomfort                                                    |
| Section               | Section 2 — Conduct That Shows Respect                                             |
| Design Guide template | Activity — Branching Scenario                                                      |
| Page type (spec key)  | branching-scenario                                                                 |
| Moodle activity       | Page with embedded H5P                                                             |
| IDAC phase            | Apply                                                                              |
| H5P content type      | H5P.BranchingScenario                                                              |
| Scripture             | 1 Corinthians 10:24 (key 1-corinthians-10-24, resolved from scriptures.yaml — NWT) |

## IMAGES

| PATH                                       | STATUS          |
|--------------------------------------------|-----------------|
| assets/img/2.5-a-delegate-uncertain.png    | present in repo |
| assets/img/2.5-b-explaining-directions.png | present in repo |

## ACTIVITY ANSWER KEY

### NODE TABLE — BUILD IN THIS ORDER

| NODE | H5P CONTENT TYPE                                                 | CONTENT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | ROUTES TO |
|------|------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 1    | H5P.BranchingQuestion<br>assets/img/2.5-a-delegate-uncertain.png | <p>A delegate has been standing near the entrance for several minutes. He looks at his program, glances around, and does not move toward anyone. He has not asked for help. What do you do?</p> <ul style="list-style-type: none"> <li>• Approach him, greet him, and ask whether you may help.<br/>→ node 4</li> <li><i>He looks relieved</i> — He says he has been trying to work out which hall he is in. Offering first spared him having to admit he was lost.</li> <li>• Point toward the information desk from where you are standing.<br/>→ node 2</li> <li><i>He nods and turns away</i> — He starts toward where you pointed, then stops again a few metres on.</li> <li>• Wait until he approaches a volunteer, so that you do not intrude.<br/>→ node 2</li> <li><i>He does not approach</i> — Several minutes pass. He looks at his program again and moves toward a different corridor.</li> </ul> | 4, 2, 2   |
| 2    | H5P.AdvancedText                                                 | <p><b>A little later</b></p> <p>You see the same delegate again, further along the concourse. He is now holding his program folded shut, and he is no longer looking around. He has stopped near a wall, apart from the flow of people.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 3         |

| NODE | H5P CONTENT TYPE                                                        | CONTENT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | ROUTES TO |
|------|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 3    | H5P.BranchingQuestion                                                   | <p>He has not asked anyone for help, and he now looks settled in place rather than searching. What do you do?</p> <ul style="list-style-type: none"> <li>• Approach him now, greet him, and ask whether you may help.<br/>→ node 7<br/><i>He accepts, though more quietly than before</i> — A delegate who has given up looking will rarely start again on his own. Signs of confusion are an invitation to offer help — the earlier the better.</li> <li>• Leave him be; he has clearly decided to wait.<br/>→ end screen -1<br/><i>He waits where he is</i> — Standing still is not the same as being settled. He misses the start of the session.</li> </ul>                                                                                                                                                                                                          | 7, -1     |
| 4    | H5P.BranchingQuestion<br>assets/img/2.5-b-explaining-<br>directions.png | <p>You explain the way to his hall. He gives a hesitant smile and does not move. What do you do?</p> <ul style="list-style-type: none"> <li>• Ask kindly, "Would you like me to explain again?"<br/>→ node 6<br/><i>He says yes</i> — This is the wording the course teaches. It puts no fault on the delegate and makes it easy for him to accept more help.</li> <li>• Repeat the same directions using the same words, more slowly.<br/>→ node 5<br/><i>He smiles again and takes a step</i> — Slowing down helps when pace was the difficulty. A hesitant smile usually means something else did not carry.</li> <li>• Walk him to the hall without asking, since he clearly did not follow.<br/>→ node 6<br/><i>He comes along</i> — Walking with a delegate is often the right help. It is better offered than assumed — ask first, then accompany him.</li> </ul> | 6, 5, 6   |

| NODE | H5P CONTENT TYPE      | CONTENT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | ROUTES TO  |
|------|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 5    | H5P.AdvancedText      | <p><b>He stops at the junction</b></p> <p>A few steps on, he stops where two corridors meet and looks back toward you. The directions were clear, but they were not what he needed.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 6          |
| 6    | H5P.BranchingQuestion | <p>He mentions he was delayed two hours in traffic and apologizes twice for arriving late. He seems embarrassed to walk in during the program. What do you do?</p> <ul style="list-style-type: none"> <li>• Reassure him kindly, tell him there is no difficulty, and walk him to a seat without hurrying.<br/>→ end screen -2<br/><i>He settles</i> — Delegates may be stressed by travel or navigation difficulties. Kindness settles that faster than efficiency does — the apology needed answering before the seat did.</li> <li>• Move quickly to seat him before he draws attention, explaining the late policy as you walk.<br/>→ end screen -3<br/><i>He sits down, still apologizing</i> — Speed communicates that he is a problem to be resolved. He is already anxious, and a calm pace would have helped more.</li> <li>• Tell him many delegates arrived late and he is far from the only one.<br/>→ end screen -3<br/><i>He gives a small smile</i> — This is meant to comfort, and it may. But it answers the delay rather than the person. A brief reassurance directed at him does more.</li> </ul> | -2, -3, -3 |
| 7    | H5P.AdvancedText      | <p><b>On the way</b></p> <p>He tells you he has been in the building nearly twenty minutes. He had not wanted to interrupt anyone. As you walk, he mentions he was delayed two hours in traffic, and he apologizes twice for arriving late.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 8          |

| NODE | H5P CONTENT TYPE      | CONTENT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | ROUTES TO  |
|------|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 8    | H5P.BranchingQuestion | <p>He seems embarrassed to walk in during the program. What do you do?</p> <ul style="list-style-type: none"> <li>• Reassure him kindly, tell him there is no difficulty, and walk him to a seat without hurrying.<br/>→ end screen -4<br/><i>He settles</i> — The right response, and it lands. Note how much longer he carried the uncertainty because no one approached him earlier.</li> <li>• Move quickly to seat him before he draws attention, explaining the late policy as you walk.<br/>→ end screen -3<br/><i>He sits down, still apologizing</i> — Speed communicates that he is a problem to be resolved. He is already anxious, and a calm pace would have helped more.</li> <li>• Tell him many delegates arrived late and he is far from the only one.<br/>→ end screen -3<br/><i>He gives a small smile</i> — This is meant to comfort, and it may. But it answers the delay rather than the person. A brief reassurance directed at him does more.</li> </ul> | -4, -3, -3 |

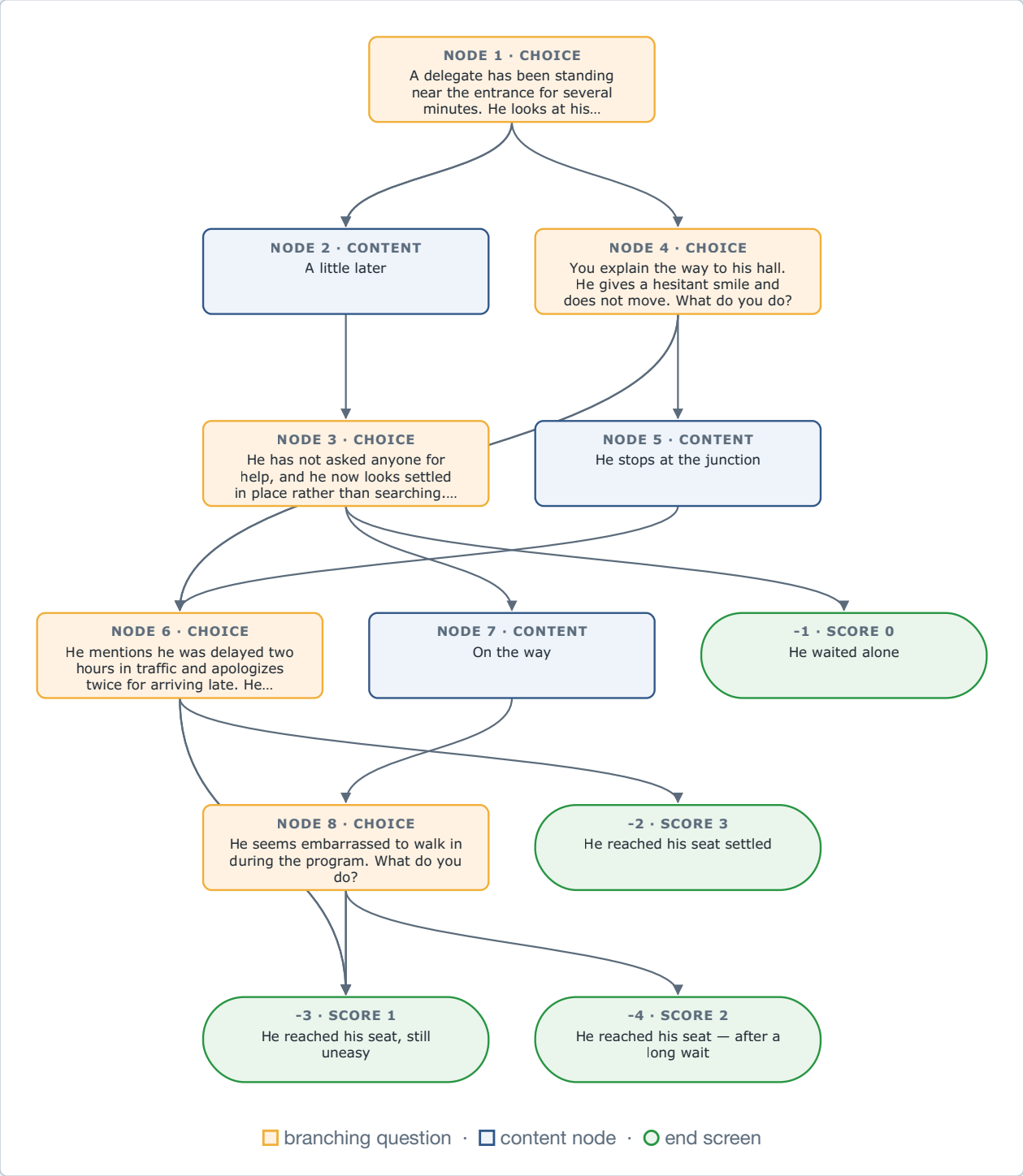
#### END SCREENS — CONFIGURE SCORING AS “SCORE PER ENDING”, NOT ACCUMULATED

| ID | TITLE                             | BODY                                                                                                                                                                                                                          | SCORE |
|----|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| -1 | He waited alone                   | A delegate who is hesitant to ask may stand in one place for a long time and grow more uncertain. Hesitation, glancing about, and an unsure expression are the signs to watch for — and they are an invitation to offer help. | 0     |
| -2 | He reached his seat settled       | You noticed him before he asked, checked that your directions had landed, and answered his apology before seating him. That is what the course means by recognizing signs of discomfort.                                      | 3     |
| -3 | He reached his seat, still uneasy | You helped him get where he was going. What was missed was the moment he needed reassurance more than he needed speed. Delegates remember how a volunteer made them feel.                                                     | 1     |

| ID | TITLE                                   | BODY                                                                                                                                                                                            | SCORE |
|----|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| -4 | He reached his seat — after a long wait | You handled the conversation well once it began. He had been standing uncertain for nearly twenty minutes first, because the earlier signs went unanswered. Noticing early is part of the help. | 2     |

### SCENARIO GRAPH

Every route through the scenario, with the score each ending awards. Check that every arrow lands and that no ending is unreachable before you start authoring — this is the whole of the branching structure.



Mermaid source for the same graph (paste into any Mermaid viewer)

```

flowchart TD
    N1{"1. A delegate has been standing near the entrance for several..."}
  
```

```

N2["2. A little later"]
N3{"3. He has not asked anyone for help, and he now looks settled..."}
N4{"4. You explain the way to his hall..."}
N5["5. He stops at the junction"]
N6{"6. He mentions he was delayed two hours in traffic and apolog..."}
N7["7. On the way"]
N8{"8. He seems embarrassed to walk in during the program..."}
E1(["-1. He waited alone – score 0"])
E2(["-2. He reached his seat settled – score 3"])
E3(["-3. He reached his seat, still uneasy – score 1"])
E4(["-4. He reached his seat – after a long wait – score 2"])
N1 -->|"Approach him, greet him, and a..."| N4
N1 -->|"Point toward the information d..."| N2
N1 -->|"Wait until he approaches a vol..."| N2
N2 --> N3
N3 -->|"Approach him now, greet him, a..."| N7
N3 -->|"Leave him be; he has clearly d..."| E1
N4 -->|"Ask kindly, "Would you like me..."| N6
N4 -->|"Repeat the same directions usi..."| N5
N4 -->|"Walk him to the hall without a..."| N6
N5 --> N6
N6 -->|"Reassure him kindly, tell him ..."| E2
N6 -->|"Move quickly to seat him befor..."| E3
N6 -->|"Tell him many delegates arrive..."| E3
N7 --> N8
N8 -->|"Reassure him kindly, tell him ..."| E4
N8 -->|"Move quickly to seat him befor..."| E3
N8 -->|"Tell him many delegates arrive..."| E3

```

|                             |                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Build it if<br>(depends_on) | Always available — H5P Question Set, already used elsewhere in this course.                                                                                                                                                                                                                                                                                             |
| What changes<br>(trade_off) | Carries the same three teaching points and the same option feedback, so nothing instructional is lost. What is lost is consequence: the learner answers three independent questions instead of living with one delegate's situation. This makes 2.5 a Check rather than an Apply, and the course then has no Apply beat at all — see the note at the foot of this file. |



## 2.5 - Recognizing Signs of Discomfort

### When a Delegate Does Not Ask

#### INSTRUCTIONS:

- Read each situation and select the best response.
- Read the feedback after each answer, including the ones you get right.
- This activity is not graded. You are allowed multiple attempts.

A delegate has been standing near the entrance for several minutes. He looks at his program, glances around, and does not move toward anyone. He has not asked for help. **What should you do?**



**Approach him, greet him, and ask whether you may help him find where he is going.**



Wait until he approaches a volunteer, so that you do not intrude.



Point toward the information desk from where you are standing.

Check



You have explained the way to a delegate, and she gives a hesitant smile and does not move. **What should you do?**

 Ask kindly, "Would you like me to explain again?"

 Repeat the same directions using the same words, more slowly.

 Walk her to the destination without asking, since she clearly did not follow.

**Check**



A delegate arrives late after a long delay in traffic. She is flustered, apologizes twice, and seems embarrassed to be walking in during the program. **What should you do?**

 Reassure her kindly, tell her there is no difficulty, and walk her to a seat without hurrying.

 Move quickly to seat her before she draws attention, explaining the delay policy as you walk.

 Tell her that many delegates arrived late and that she is far from the only one.

**Check**

1 / 3

*"Let each one keep seeking, not his own advantage, but that of the other person."*

— 1 Corinthians 10:24

## BUILD FACTS

|                       |                                                                                    |
|-----------------------|------------------------------------------------------------------------------------|
| Page number           | 2.5                                                                                |
| Page title            | Recognizing Signs of Discomfort                                                    |
| Section               | Section 2 — Conduct That Shows Respect                                             |
| Design Guide template | Activity — Multiple Choice                                                         |
| Page type (spec key)  | multiple-choice                                                                    |
| Moodle activity       | Page with embedded H5P                                                             |
| IDAC phase            | Check                                                                              |
| H5P content type      | H5P.QuestionSet wrapping H5P.MultiChoice                                           |
| Scripture             | 1 Corinthians 10:24 (key 1-corinthians-10-24, resolved from scriptures.yaml — NWT) |

## IMAGES

| PATH                                       | STATUS          |
|--------------------------------------------|-----------------|
| assets/img/2.5-a-delegate-uncertain.png    | present in repo |
| assets/img/2.5-b-explaining-directions.png | present in repo |

## ACTIVITY ANSWER KEY

Answer mode: radio — one answer. Configure feedback to display for **every** option, correct ones included — online, that feedback is the only correction the learner receives.

| # | OPTION                                                                            | CORRECT | FEEDBACK SHOWN                                                                                                                                              |
|---|-----------------------------------------------------------------------------------|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Approach him, greet him, and ask whether you may help him find where he is going. | YES     | Correct. Looking unsure, glancing about, and hesitating are the signs the course identifies. Offering first spares the delegate having to admit he is lost. |
| 1 | Wait until he approaches a volunteer, so that you do not intrude.                 | no      | A delegate who is hesitant to ask may stand there a long time and grow more uncertain. Signs of confusion are themselves an invitation to offer help.       |
| 1 | Point toward the information desk from where you are standing.                    | no      | A gesture from a distance leaves the delegate to manage on his own. Walking over and asking costs a moment and settles the matter.                          |

| # | OPTION                                                                                         | CORRECT | FEEDBACK SHOWN                                                                                                                                                                            |
|---|------------------------------------------------------------------------------------------------|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2 | Ask kindly, "Would you like me to explain again?"                                              | YES     | Correct. This is the wording the course teaches. It puts no fault on the delegate and makes it easy for her to accept more help.                                                          |
| 2 | Repeat the same directions using the same words, more slowly.                                  | no      | Repeating identically may help if the pace was the difficulty, but a hesitant smile usually means part of the explanation did not carry. Offering to explain again invites her to say so. |
| 2 | Walk her to the destination without asking, since she clearly did not follow.                  | no      | Walking with a delegate is often the right help, and it is better offered than assumed. Ask first, then accompany her if she would like.                                                  |
| 3 | Reassure her kindly, tell her there is no difficulty, and walk her to a seat without hurrying. | YES     | Correct. Delegates may be stressed by travel or navigation difficulties, and kindness settles that faster than efficiency does. The apology needs answering before the seat does.         |
| 3 | Move quickly to seat her before she draws attention, explaining the delay policy as you walk.  | no      | Speed communicates that she is a problem to be resolved. Delegates who arrive late are usually already anxious, and a calm pace helps more than a fast one.                               |
| 3 | Tell her that many delegates arrived late and that she is far from the only one.               | no      | This is meant to comfort, and it may. But it answers the delay rather than the person. A brief, warm reassurance directed at her does more.                                               |

Cultural Awareness / Section 2 — Conduct That Shows Respect / 2.6 - More on Local Delegates

## 2.6 - More on Local Delegates

### Close to Home, Still Far From Familiar

CULTURAL EXPRESSIONS DIFFER WITHIN THE PHILIPPINES AS WELL



#### WHAT A VISITING DELEGATE MAY EXPERIENCE

Delegates visiting Manila for the first time may:

- Feel unfamiliar with large venues
- Be unsure about transportation
- Hesitate to ask questions



#### WHAT VOLUNTEERS CAN SHOW

The same qualities that serve international delegates serve local ones:

- Patience
- Kindness
- Clear guidance
- Recognition that customs vary from place to place



#### ASK YOURSELF

- If I am from the provinces, what do I wish someone had told me on my first visit to a large venue?
- What would I want a volunteer to notice about me?

*“Love is patient and kind. Love is not jealous. It does not brag, does not get puffed up, does not behave indecently, does not look for its own interests, does not become provoked. It does not keep account of the injury.”*

— 1 Corinthians 13:4, 5

## BUILD FACTS

|                       |                                                                                       |
|-----------------------|---------------------------------------------------------------------------------------|
| Page number           | 2.6                                                                                   |
| Page title            | More on Local Delegates                                                               |
| Section               | Section 2 — Conduct That Shows Respect                                                |
| Design Guide template | Regular Page #2 (Icon cards)                                                          |
| Page type (spec key)  | icon-cards                                                                            |
| Moodle activity       | Page                                                                                  |
| IDAC phase            | Instruct                                                                              |
| Scripture             | 1 Corinthians 13:4, 5 (key 1-corinthians-13-4-5, resolved from scriptures.yaml – NWT) |
| Optional block        | ask-yourself                                                                          |

## ICONS — FONTAWESOME V5 FREE, SOLID STYLE

| CLASS                 | GLYPH                                                                               | USED FOR                                |
|-----------------------|-------------------------------------------------------------------------------------|-----------------------------------------|
| fa-map-signs          |  | WHAT A VISITING DELEGATE MAY EXPERIENCE |
| fa-hand-holding-heart |  | WHAT VOLUNTEERS CAN SHOW                |

Cultural Awareness / Section 2 — Conduct That Shows Respect / 2.7 - Christian Values to Remember

## 2.7 - Christian Values to Remember

### Four Qualities Delegates Will Recognize

EACH ONE APPEARED IN THE SITUATIONS YOU WORKED THROUGH



#### **Respect — Paggalang**

Adjusting your distance when a delegate steps back, and asking rather than assuming.



#### **Fellow Feeling — Pakikipagkapuwa**

Approaching a delegate who looks uncertain, before they have to ask.



#### **Care — Pagmamalasakit**

Offering to explain again when a delegate does not follow the first time.



#### **Hospitality — Pagkamapagpatuloy**

Letting a tired or late delegate take their time, without hurrying them.

*“Accordingly, as God’s chosen ones, holy and loved, clothe yourselves with the tender affections of compassion, kindness, humility, mildness, and patience. Continue putting up with one another and forgiving one another freely even if anyone has a cause for complaint against another. Just as Jehovah freely forgave you, you must also do the same. But besides all these things, clothe yourselves with love, for it is a perfect bond of union.”*

— **Colossians 3:12-14**

## BUILD FACTS

|                       |                                                                                  |
|-----------------------|----------------------------------------------------------------------------------|
| Page number           | 2.7                                                                              |
| Page title            | Christian Values to Remember                                                     |
| Section               | Section 2 — Conduct That Shows Respect                                           |
| Design Guide template | Regular Page #1 (Icon list)                                                      |
| Page type (spec key)  | icon-list                                                                        |
| Moodle activity       | Page                                                                             |
| IDAC phase            | Instruct                                                                         |
| Scripture             | Colossians 3:12-14 (key colossians-3-12-14, resolved from scriptures.yaml — NWT) |

## ICONS — FONTAWESOME V5 FREE, SOLID STYLE

| CLASS        | GLYPH                                                                               | USED FOR                         |
|--------------|-------------------------------------------------------------------------------------|----------------------------------|
| fa-handshake |  | Respect — Paggalang              |
| fa-users     |  | Fellow Feeling — Pakikipagkapuwa |
| fa-heart     |  | Care — Pagmamalasakit            |
| fa-door-open |  | Hospitality — Pagkamapagpatuloy  |







Cultural Awareness / Section 2 — Conduct That Shows Respect / 2.8 - Review: Drag the Words

## 2.8 - Review: Drag the Words

### Key Points to Remember

#### INSTRUCTIONS:

- Check how much you remember about assisting delegates.
- Drag the correct words into the blanks to complete each statement.
- Not all provided options may be needed.
- This activity is not graded. You are allowed multiple attempts.

Drag the words into the blanks.

1. A greeting is **warm** yet  
**dignified** — friendly, not overly familiar.

2. A general guideline for personal space is about  
one **arm's** length.

3. When a delegate pauses before answering,  
allow the **silence** to finish.

4. If a delegate looks unsure, kindly ask whether  
you may **explain** again.

5. Our conduct reflects Christian qualities such as  
humility, kindness, patience, and  
**respect**.

#### WORD BANK (SHUFFLED, AS H5P SHOWS IT)

**silence****dignified****loud****hurried****explain****arm's****warm****respect****casual**

## NOTES — BUILD FROM THIS · REGULAR PAGE #4 (DRAG THE WORDS)

drag-words

## BUILD FACTS

|                       |                                        |
|-----------------------|----------------------------------------|
| Page number           | 2.8                                    |
| Page title            | Review: Drag the Words                 |
| Section               | Section 2 — Conduct That Shows Respect |
| Design Guide template | Regular Page #4 (Drag the words)       |
| Page type (spec key)  | drag-words                             |
| Moodle activity       | Page with embedded H5P                 |
| IDAC phase            | Check                                  |
| H5P content type      | H5P.DragText (Drag the Words)          |

## ACTIVITY ANSWER KEY

| # | SENTENCE AS AUTHORED                                                                          | ANSWERS                |
|---|-----------------------------------------------------------------------------------------------|------------------------|
| 1 | A greeting is *warm* yet *dignified* – friendly, not overly familiar.                         | <b>warm, dignified</b> |
| 2 | A general guideline for personal space is about one *arm's* length.                           | <b>arm's</b>           |
| 3 | When a delegate pauses before answering, allow the *silence* to finish.                       | <b>silence</b>         |
| 4 | If a delegate looks unsure, kindly ask whether you may *explain* again.                       | <b>explain</b>         |
| 5 | Our conduct reflects Christian qualities such as humility, kindness, patience, and *respect*. | <b>respect</b>         |

Blanks are authored as \*word\*; the word inside the asterisks **is** the answer, which is the format H5P DragText accepts directly. Paste the sentence column verbatim.

Distractors (not used in any blank): casual, hurried, loud

Cultural Awareness / Section 2 — Conduct That Shows Respect / 2.9 - Summary

## 2.9 - Summary

### Summary

#### IN THIS COURSE, YOU LEARNED TO:

- **Explain why conduct matters**

Each volunteer represents the host branch, and delegates read our qualities before they hear our words

- **Greet warmly and with dignity**

Approach without hurrying, keep a comfortable distance, and ask one clear question

- **Speak so delegates can follow**

Slow your pace, use simple sentences and plain words, and offer a language rather than assuming one

- **Notice signs of uncertainty**

A hesitant smile, silence, glancing about, or stepping back are invitations to offer help

- **Offer help respectfully**

Begin with "May I help you?", then let the delegate set the pace

- **Show Christian qualities**

Respect, fellow feeling, care, and hospitality in every contact with a delegate

 **Start Review**

## BUILD FACTS

|                       |                                        |
|-----------------------|----------------------------------------|
| Page number           | 2.9                                    |
| Page title            | Summary                                |
| Section               | Section 2 — Conduct That Shows Respect |
| Design Guide template | Section Summary                        |
| Page type (spec key)  | summary                                |
| Moodle activity       | Page                                   |
| IDAC phase            | Check                                  |

Cultural Awareness / Feedback / 3.0 - Course feedback

## 3.0 - Course feedback

You've reached the final step—thank you for completing the course! We hope you enjoyed the training. Please take a moment to complete the survey below—your feedback will help us improve this program.

 **Start Feedback**

TODO: URL not yet assigned

### NOTES — BUILD FROM THIS · COURSE FEEDBACK

feedback

#### BUILD FACTS

|                       |                                 |
|-----------------------|---------------------------------|
| Page number           | 3.0                             |
| Page title            | Course feedback                 |
| Section               | Feedback                        |
| Design Guide template | Course Feedback                 |
| Page type (spec key)  | feedback                        |
| Moodle activity       | Feedback / external survey link |
| IDAC phase            | —                               |

#### ASSET LINKS

| KEY             | KIND   | URL                   | NOTE                                                                                                                                                                                                                          |
|-----------------|--------|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| feedback-survey | survey | <b>[TODO: assign]</b> | MS Forms course-feedback survey, following the pattern of the existing courses (see screenshots/moodle-feedback-survey-msforms.png). A Likert matrix keyed to this course's six learning objectives, plus free-text comments. |







Cultural Awareness / Final Review / 90 - Final Review

## 90 - Final Review

### Final Review

Ten questions covering the whole course. Correct answers are marked ✓ — they are shown here for the build team and are not visible to the learner.

1 MULTIPLE CHOICE Why does a volunteer's conduct matter to a delegate's experience of the convention?

- **Each volunteer represents the host branch and Jehovah's organization.** ✓
- Delegates are asked to report on volunteer conduct after the convention.
- Volunteers are the only people delegates are permitted to approach.
- Conduct determines which seats delegates are assigned.

2 MULTIPLE CHOICE (SELECT ALL) Which qualities does the course identify as reflected in a volunteer's conduct? Select all that apply.

- **Humility** ✓
- **Kindness** ✓
- **Patience** ✓
- **Respect** ✓
- Efficiency

3 TRUE / FALSE A greeting can be warm and dignified at the same time.

- **True** ✓
- False

4 MULTIPLE CHOICE A local delegate seems more comfortable in a language other than English. What is the respectful way to proceed?

- **Ask politely which language they prefer.** ✓
- Switch to Filipino without asking, since they are a local delegate.
- Continue in English, since it is the common convention language.
- Find another volunteer who shares their regional language before speaking further.

---

5 **MULTIPLE CHOICE** A delegate speaks quietly and pauses for several seconds before answering you. What is the best response?

- **Allow the pause to finish, and keep your usual volume.** ✓
- Repeat your question more loudly.
- Finish their sentence to save them the effort.
- Move on so that the delegate is not delayed.

---

6 **MULTIPLE CHOICE** What is the general guideline the course gives for personal space?

- **About one arm's length.** ✓
- About the width of one seat.
- Close enough to speak without raising your voice, whatever that distance is.
- There is no general guideline; it depends entirely on the delegate.

---

7 **MULTIPLE CHOICE (SELECT ALL)** Which of the following may unintentionally cause a delegate discomfort? Select all that apply.

- **Comments about personal appearance** ✓
- **Jokes about accents, provinces, or cultures** ✓
- **Speaking loudly or impatiently** ✓
- **Assumptions based on appearance or background** ✓
- Asking a delegate which language they prefer

---

8 **ORDERING** Place these steps in the order the course recommends when you notice a delegate who looks uncertain but has not asked for help.

1. Notice the signs — hesitation, glancing about, an unsure expression
2. Approach and greet the delegate
3. Offer help with a short, clear question
4. Allow the delegate time to answer, and let them set the pace

---

9 **MATCHING** Match each Christian quality with the conduct that demonstrates it.

|                                         |                                                                 |
|-----------------------------------------|-----------------------------------------------------------------|
| <b>Respect (Paggalang)</b>              | Adjusting your distance when a delegate steps back              |
| <b>Fellow Feeling (Pakikipagkapuwa)</b> | Approaching a delegate who looks uncertain, before they ask     |
| <b>Care (Pagmamalasakit)</b>            | Offering to explain again when a delegate does not follow       |
| <b>Hospitality (Pagkamapagpatuloy)</b>  | Letting a tired delegate take their time, without hurrying them |

---

10 **TRUE / FALSE** A delegate who arrives late after a travel delay is best helped by seating them as quickly as possible, without further conversation.

- True
- **False** ✓

## BUILD FACTS

|                       |                             |
|-----------------------|-----------------------------|
| Page number           | 90                          |
| Page title            | Final Review                |
| Section               | Final Review                |
| Design Guide template | Final Review (10 Questions) |
| Page type (spec key)  | final-review                |
| Moodle activity       | Quiz                        |
| IDAC phase            | Check                       |
| H5P content type      | Moodle Quiz – not H5P       |

## ACTIVITY ANSWER KEY

| # | TYPE            | CORRECT ANSWER                                                                                                                                                                                                                                                                                    |
|---|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Multiple choice | Each volunteer represents the host branch and Jehovah's organization.                                                                                                                                                                                                                             |
| 2 | Multiple choice | Humility; Kindness; Patience; Respect ( <i>all of these — configure as multi-answer</i> )                                                                                                                                                                                                         |
| 3 | True / false    | True                                                                                                                                                                                                                                                                                              |
| 4 | Multiple choice | Ask politely which language they prefer.                                                                                                                                                                                                                                                          |
| 5 | Multiple choice | Allow the pause to finish, and keep your usual volume.                                                                                                                                                                                                                                            |
| 6 | Multiple choice | About one arm's length.                                                                                                                                                                                                                                                                           |
| 7 | Multiple choice | Comments about personal appearance; Jokes about accents, provinces, or cultures; Speaking loudly or impatiently; Assumptions based on appearance or background ( <i>all of these — configure as multi-answer</i> )                                                                                |
| 8 | Ordering        | <ol style="list-style-type: none"> <li>1. Notice the signs — hesitation, glancing about, an unsure expression</li> <li>2. Approach and greet the delegate</li> <li>3. Offer help with a short, clear question</li> <li>4. Allow the delegate time to answer, and let them set the pace</li> </ol> |

| #  | TYPE         | CORRECT ANSWER                                                                                                                                                                                                                                                                                                                                                                          |
|----|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9  | Matching     | <p>Respect (Paggalang) → Adjusting your distance when a delegate steps back</p> <p>Fellow Feeling (Pakikipagkapuwa) → Approaching a delegate who looks uncertain, before they ask</p> <p>Care (Pagmamalasakit) → Offering to explain again when a delegate does not follow</p> <p>Hospitality (Pagkamapagpatuloy) → Letting a tired delegate take their time, without hurrying them</p> |
| 10 | True / false | False                                                                                                                                                                                                                                                                                                                                                                                   |