The Missed Deadline

Storyboard | Version 1.0 | November 24, 2026

Course information

Item	Details
Course title	The Missed Deadline
Course description	One of your team members missed a deadline, and someone else is waiting on the work. In this scenario, you decide how to handle it and see what happens over the next week.
Audience	New managers
Seat time	Under 10 minutes
Authoring tool	Mighty Authoring
Learning objectives	• Ask what got in the way before deciding how to respond to a missed deadline • Separate what the team member can change from what the manager can change • Agree on a next step with a date and a time to follow up
Lesson flow	1. Lesson opener 2. Meet the team 3. Monday morning 4. Your call (branching scenario) 5. What got in the way 6. Knowledge check 7. Take it with you
Characters	Jasmine, analyst; Thomas, senior analyst; Charlie, account lead; Phoebe, analyst; Winnie, your manager. The learner is an unnamed new manager.
Look and feel	 Aubergine, plum and orchid · Fraunces headings, Public Sans body

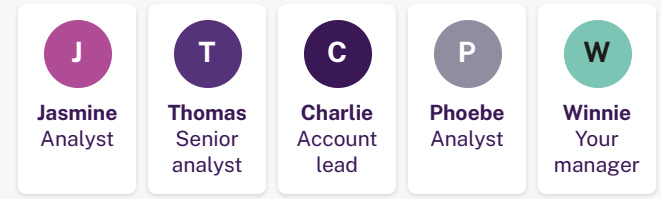
1. Lesson opener

Studio block

#	Screen text	Production / media notes
1.1	Lesson 2 of 5 **The Missed Deadline** One of your team members missed a deadline, and someone else is waiting on the work. In this scenario, you decide how to handle it and see what happens over the next week. **[Start the lesson]**	**Studio block** **Lesson cover** Full-width header image above. Aubergine background, plum text panel with dot grid, orchid highlight. Photo of the team. Orchid rule below. "Lesson 2 of 5" and the 40% progress bar are on purpose: the demo is shown as lesson 2 of a five-lesson program.

2. Meet the team

Click to reveal

#	Screen text	Production / media notes
2.1	**Meet the team** Three months ago, you became the manager of a team of analysts. You are still learning how the team runs: who depends on whom, and how requests from the rest of the company reach your analysts. Select each card to meet the people you work with most.	**Heading** **Paragraph**
2.2	• **Jasmine, analyst.** Jasmine has been on your team for two years. She writes the monthly client report, and her work is careful and reliable. • **Thomas, senior analyst.** Thomas is the most experienced analyst on your team. He walks the client through the monthly report on a call each month, so he works from Jasmine's numbers. • **Charlie, account lead.** Charlie manages the client relationship. When a client needs something fast, Charlie often asks your analysts directly instead of going through you. • **Phoebe, analyst.** Phoebe joined your team last month and is still learning how the team's reports come together. You meet with her one-on-one every Tuesday. • **Winnie, your manager.** She is waiting on your first budget draft for the team, which is due Thursday.	**Studio block** **Image cards with text reveal (remix)** Five photo cards, name and role on the front. Selecting a card reveals its text. A counter tracks viewed cards; **[Continue]** appears once all five are viewed. Photos: one office-meeting shoot, so the team looks like real coworkers. 

3. Monday morning

Simulated team chat

#	Screen text	Production / media notes
3.1	**Monday morning** You open your laptop at 9:05. Two new messages are waiting. Open both new messages.	Heading band · Paragraph Plum band behind the heading.
3.2	**Team chat** · Monday 9:05 a.m. **Task tracker:** Monthly client report from Jasmine. Due Friday, 5 p.m. Overdue **Thomas** (8:52 a.m.): *Morning! Did Jasmine's report come in? I need it before my call Wednesday.* **Winnie** (8:58 a.m.): *Hi, are you still on track for the budget draft Thursday?* Also in the list: Jasmine (in client calls until 3 p.m.), Phoebe, Charlie.	Studio block · Chat app mock Messages animate in. Presence dots: Jasmine busy, Charlie away. "Read 1 of 2 new messages" counter. **[Continue]** after both are read. **Gate:** the learner can't scroll on until this is complete.

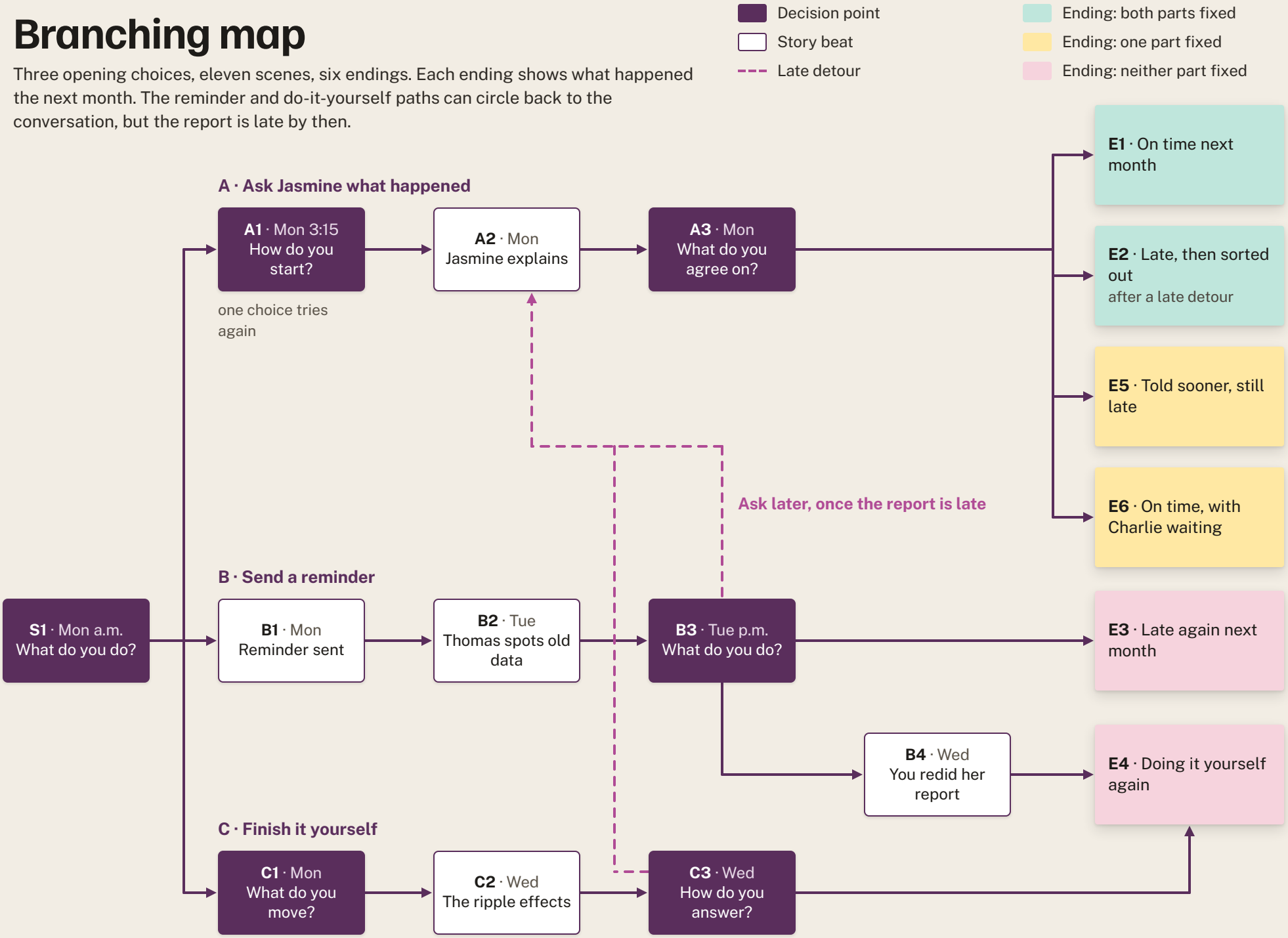
4. Your call

Branching scenario · Studio block

#	Screen text	Production / media notes
4.1	**Your call** Jasmine's report was due Friday at 5 p.m., and she didn't tell you it would be late. She's in client calls until 3 p.m. Thomas needs the report before his call Wednesday, and your budget draft for Winnie is due Thursday. Choose what you do. Every path ends with what happened the next month.	Heading · Paragraph
4.2	**Scenario frame** (stays on screen for every scene) • **Week strip:** Mon to Fri, with flags on Wed (Thomas's call) and Thu (Budget due). The current day lights up. • **Meters:** "You and Jasmine" (strained, distant, steady, strong) and "Report" (overdue, at risk, on track, sent). • **Your path:** a running recap of each choice the learner made. Buttons: **[Continue] [Try again] [Try a different path] [Finish]**	Studio block · Custom branching scenario Each scene shows a portrait of the character in focus. Jasmine has four expressions (neutral, slight, warm, alternate) that change with the story. Choices move the meters up or down. Complete when the learner reaches any ending. Scenes and routing: pages 4 to 9.

Branching map

Three opening choices, eleven scenes, six endings. Each ending shows what happened the next month. The reminder and do-it-yourself paths can circle back to the conversation, but the report is late by then.



4. Your call: the first choice

Scene S1

#	Screen text	Production / media notes
S1	**Monday morning** **What do you do?** **1** Ask Jasmine for 15 minutes after her calls to talk about what happened. → A1 ▲ You and Jasmine **2** Send Jasmine a reminder she can read between calls, asking for the report today. → B1 **3** Open the shared folder and finish the report yourself so Thomas has it tonight. → C1 ▲ Report	**Portrait: Jasmine, neutral** The first decision. Each choice opens its own path, shown as a lane on the branching map. Choice 3 moves the Report meter up right away; the cost shows up later.

Path A: ask what happened

Scenes A1 to A3

#	Screen text	Production / media notes
A1	**Monday, 3:15 p.m.** *Jasmine joins the call.* **How do you start?** **1** “The report didn’t come in Friday. What got in the way?” → A2 You named the problem and asked an open question, so Jasmine knows what this is about and can explain. **2** “I need to understand why the report was late.” → A2 ▼ You and Jasmine The facts are right, but asking why puts Jasmine on the defensive. **3** “I know things have been busy. Don’t worry about Friday, let’s just get it done.” → A1 This is kind, but you still don’t know what went wrong, and Thomas still needs a date.	**Portrait: Jasmine, neutral** Feedback shows under “What changed” after each choice. Choice 3 sends the learner back to try again.
A2	**Jasmine:** *“Charlie sent a rush request Thursday afternoon and said it couldn’t wait. Then the data team posted a revised data set on Friday, and I didn’t know which one you wanted, so I held off. I should have told you it was going to be late.”* **[Continue]** → A3	**Portrait: Jasmine, alternate** Paths B and C can also land here (B3, C3). When they do, the report is already late, which changes where A3’s first choice ends.

Path A: ask what happened (continued)

Scene A3

#	Screen text	Production / media notes
A3	**What do you and Jasmine agree on?** **1** Tuesday noon for the report. You'll talk to Charlie about priorities, and Jasmine will flag conflicts early. → E1 ▲ You and Jasmine · ▲ Report If the report is already late: → E2 **2** Ask Jasmine to send it as soon as she can and give you a heads-up next time. → E5 **3** Tell Jasmine your report comes before Charlie's requests, and ask for it by end of day. → E6	**Portrait: Jasmine, neutral** No feedback here. Each ending shows the result instead.

Path B: send a reminder

Scenes B1 and B2

#	Screen text	Production / media notes
B1	**Monday** **You:** *"Hi Jasmine, can you send the report today? Thomas needs it for Wednesday. Thanks!"* *At 11:40, Jasmine replies.* **Jasmine:** *"So sorry! I'll send it tonight."* **[Continue]** → B2	**Portrait: Jasmine, neutral** Message thread layout: your line, then Jasmine's reply.
B2	**Tuesday afternoon** *Jasmine sends the report at 8:10 a.m. At 4:05 p.m., Thomas replies.* **Thomas:** *"This uses the old data set. The client saw the revised numbers last week."* **[Continue]** → B3	**Portrait: Thomas, neutral** On arrival: ▼ You and Jasmine · ▼ Report

Path B: send a reminder (continued)

Scenes B3 and B4

#	Screen text	Production / media notes
B3	*Thomas's call is tomorrow morning.* **What do you do?** **1** Call Jasmine and ask what happened with the data set. → A2 Marks the report as late, so A3's first choice leads to E2. **2** Reply with the revised data set and ask Jasmine for a corrected version tonight. → E3 ▼ You and Jasmine **3** Pull the revised data yourself tonight and update the report before the call. → B4 ▲ Report	**Portrait: Thomas, neutral** Choice 1 is the late detour on the branching map: the learner gets the conversation, a day and a half late.
B4	**Wednesday** *You spend Tuesday evening updating the report, and Thomas has it for his call.* **Jasmine:** *"I saw you redid my report last night. I wasn't sure which data set to use."* **[Continue]** → E4	**Portrait: Jasmine, alternate** On arrival: ▼ You and Jasmine

Path C: finish it yourself

Scenes C1 to C3

#	Screen text	Production / media notes
C1	**Monday morning** *The report will take you about four hours.* **What moves to make room?** 1 Cancel Tuesday's one-on-one with Phoebe. → C2 Remembered: Phoebe follows up in C2. 2 Push the budget draft work to Wednesday night. → C2 Remembered: Winnie follows up in C2. 3 Skip preparing for Wednesday's team meeting. → C2 Remembered: the meeting runs over in C2.	**Portrait: Jasmine, neutral** All three choices lead to C2. The scenario remembers which one the learner picked and shows its cost two days later.
C2	**Wednesday** **Thomas:** *"Got the report, thanks! Perfect timing."* **Jasmine:** *"I saw the report in the shared folder. I was almost done with mine. Should I stop?"* **Plus one line, depending on C1:** • **Phoebe:** *"I saw our one-on-one was canceled. Are we still on for next week?"* • **Winnie:** *"Just checking, will the budget draft be ready Thursday?"* • *The team meeting ran 20 minutes over because the agenda wasn't ready.* **[Continue]** → C3	**Portrait: Jasmine, alternate** On arrival: ▼ **You and Jasmine** Conditional line: only the one tied to the learner's C1 choice appears.
C3	**How do you answer Jasmine?** 1 "Sorry, I should have checked with you first. What held it up?" → A2 Marks the report as late, so A3's first choice leads to E2. 2 "No problem, Thomas needed it. Go ahead and stop, and thanks for working on it." → E4 3 "Send me what you have, and I'll compare it with mine before Thomas's call." → E4	**Portrait: Jasmine, alternate** Choice 1 is the second late detour back into the conversation. Choices 2 and 3 both lead to E4.

Endings: what happened the next month

Six endings · Studio block

Each ending is one screen: a title, what happened the next month, and one line on why. Buttons: **[Try a different path] [Finish]**. Ending colors match the branching map and the “Look for both parts” idea in section 5.

E1 · On time next month

Both parts fixed

Jasmine sent the report Tuesday at 11:30. The next month, when Charlie sent another rush request, Jasmine messaged you to ask which one came first.

Jasmine comes to you when priorities conflict, and you know what she is working on.

From A3, choice 1 · Portrait: Jasmine, warm · ▲ **Report**

E2 · Late, then sorted out

Both parts fixed

The report was a few days late, but you and Jasmine settled the data question and how Charlie’s requests come in. Next month’s report came in on Friday.

It took longer than it should have, but you and Jasmine now talk about conflicts before a deadline passes.

From A3, choice 1, after a late detour from B3 or C3 · Portrait: Jasmine, slight

E5 · Told sooner, still late

One part fixed

Jasmine sent the report Wednesday. The next month, Charlie sent another rush request. Jasmine messaged you that the report would be late, and it was.

She warned you earlier this time, but nothing changed about how Charlie’s requests reach her.

From A3, choice 2 · Portrait: Jasmine, alternate

E6 · On time, with Charlie waiting

One part fixed

Jasmine sent the report by the end of the day. The next month, Charlie sent another rush request, and Jasmine set it aside until your report was done. Charlie’s client waited, and Charlie came to you.

You set a rule for Jasmine, but you never talked to Charlie, so the conflict is still there.

From A3, choice 3 · Portrait: Jasmine, neutral · ▲ **Report**

E3 · Late again next month

Neither part fixed

Jasmine sent the corrected report, and Thomas had it for his call. The next month, Charlie sent another rush request, and the report was late again.

You stopped trusting Jasmine’s reports, and she doesn’t know why. Neither of you asked what went wrong, so neither of you can fix it.

From B3, choice 2 · Portrait: Jasmine, neutral · ▲ **Report**

E4 · Doing it yourself again

Neither part fixed

Thomas had the report on time. The next month, Jasmine waited for you to ask before starting the report, and you finished part of it yourself again.

Jasmine stopped treating the report as hers, because she expects you to step in.

From B4, or C3 choices 2 and 3 · Portrait: Jasmine, alternate · ▲ **Report**

5. What got in the way

Sorting activity

#	Screen text	Production / media notes
5.1	**What got in the way** Whichever path you took, Jasmine had the same reasons for missing the deadline. If you asked, you heard this. If you didn't, this is what she would have told you.	Heading band · Paragraph Aubergine band. Every learner sees this, whatever ending they reached.
5.2	**Decide who can fix each part.** **Jasmine's part:** What she can change herself · **How work reaches her:** What you can change as her manager *"Charlie sent a rush request Thursday afternoon and said it couldn't wait."* — How work reaches her His request went straight to Jasmine, and no one checked it against your report. *"Then the data team posted a revised data set on Friday."* — How work reaches her The data changed mid-task, and no one said which version to use. *"I didn't know which one you wanted, so I held off."* — Jasmine's part She could have asked which data set you wanted instead of waiting. *"I should have told you it was going to be late."* — Jasmine's part She knew the report would be late and didn't say so. **If placed on the wrong side:** Look again. This one belongs on the other side. **When all four are placed:** Half of what went wrong was process. If the conversation only covers Jasmine's part, the same thing can happen next month.	Studio block · Two-column sort Quote cards attributed to Jasmine. The learner places each card in a column; the note shows once it lands on the right side. Columns: orchid for Jasmine's part, plum for how work reaches her. Light gray band behind the block.

6. Knowledge check

Introduction

#	Screen text	Production / media notes
6.1	**Knowledge check** Phoebe missed a deadline last week. Answer three questions about how you would handle your conversation with her. After each answer, you'll see why it works or what it misses.	Studio block · Knowledge check, 3 questions Labels: Correct / Not quite. End screen: "You chose the best answer on {correct} of {total} questions," with **[Try the questions you missed]**.

6. Knowledge check (continued)

Questions 1 to 3

#	Screen text	Production / media notes
6.2	**Phoebe's first report was due Friday, and it didn't come in. She didn't tell you it would be late. How do you start your conversation with her?** **A** "The report didn't come in Friday. What got in the way?" **B** "You're still new, so don't worry about it. Just send it when you can." **C** "Next time a report is going to be late, I need to hear before the deadline." **Why:** Naming the late report and asking what got in the way gets you Phoebe's account before you decide anything. Telling her not to worry leaves you without a reason, and starting with next time skips what happened this time.	**Multiple choice** Best answer highlighted. Options shuffle.
6.3	**Phoebe tells you the analyst who usually sends her the source data was out sick on Thursday. She wasn't sure who else to ask, so she waited. What do you agree on?** **A** Phoebe will ask you when she's stuck, and you'll name who covers the source data when someone is out. **B** Phoebe will ask you right away when she's stuck, and you'll check on her reports every Wednesday. **C** You'll name a backup for the source data, and you'll send her the data yourself until then. **Why:** Some of this was Phoebe's to fix, since she could have asked, and some was how work reaches her, since no one knew who covers the data. Agreeing on both parts fixes both. The other two plans each leave one part in place.	**Multiple choice**
6.4	**Which plan gives you and Phoebe something you can both check?** **A** She sends the report by Wednesday at noon, and you meet Thursday at 10 to see how the data handoff went. **B** She sends the report as soon as she can, and you both watch how the data handoff goes from now on. **C** She sends the report by Wednesday at noon, and she tells you if anything else gets in the way. **Why:** A date for the report and a set time to follow up give you both something to check. "As soon as she can" has no date, and "tells you if anything else gets in the way" has no follow-up, so neither of you knows when to look again.	**Multiple choice**

7. Take it with you

Studio block

#	Screen text	Production / media notes
7.1	**Take it with you** When someone on your team misses a deadline, your first conversation decides whether it happens again. Bring these three questions to it. 1. **Ask what got in the way.** *"What got in the way?"* Sending a reminder, or doing the work yourself, gets this report done, but you never learn why it was late. 2. **Look for both parts.** *"What needs to change so it doesn't happen again?"* Usually some of it is the person's to fix and some of it is the process. Make a plan that covers both. 3. **Agree on a next step you can check.** *"When will we check in?"* A date, a change on each side, and a time to follow up. You've completed this lesson.	**Studio block** **Takeaway cards** Full-width aubergine row. Cards animate in one at a time. Closing image below.