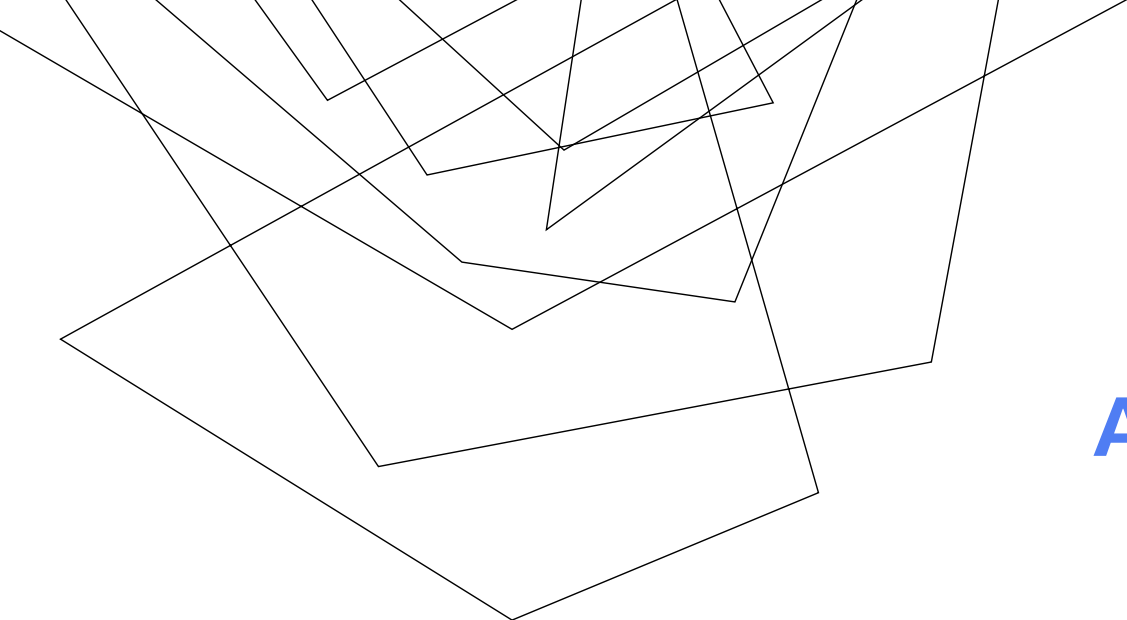




BRIDGE AI-POWERED LEADERSHIP LEARNING PLATFORM

An interactive learning experience that combines realistic workplace scenarios, AI coaching, reflection, and capability analytics to strengthen leadership communication.

Role

Learning Experience Designer • UX Designer • Instructional Designer

Tools

Figma • AI • Interactive Prototyping • Storyboarding • UXDesign

EXECUTIVE SUMMARY

Project Overview

Bridge is a concept for a modern workplace learning platform that moves beyond passive compliance training.

Instead of reading policies and completing quizzes, learners participate in realistic conversations, receive AI-assisted coaching, reflect on their decisions, and monitor growth across leadership competencies.

Deliverables

UX Research

Learning Strategy

Design System

Interactive Prototype

Portfolio Case Study

BUSINESS PROBLEM

The Challenge

Traditional workplace learning often focuses on knowledge transfer rather than skill development.

Employees may complete mandatory training without gaining confidence in handling difficult conversations, coaching employees, or resolving workplace conflict.

Common limitations

- Limited learner engagement
- Minimal opportunity to practice
- Right-or-wrong feedback
- No meaningful reflection
- Completion tracked instead of capability growth

LEARNING OBJECTIVES

Design Goals

Bridge was designed to help learners:

- Practice realistic workplace conversations
- Strengthen communication and active listening
- Develop leadership confidence
- Reflect on decisions
- Build transferable workplace skills

AUDIENCE

Primary Learner

Sarah

HR Business Partner

Early-career leader responsible for coaching employees and navigating workplace conversations.

Needs

Safe place to practice

Immediate coaching

Realistic dialogue

Actionable feedback

Confidence before real conversations

SOLUTION OVERVIEW



Each decision contributes to learner growth while reinforcing leadership behaviors through coaching and reflection.

LOGIN EXPERIENCE

First Impression

The login experience establishes a welcoming environment while communicating the platform's focus on conversation-based learning.

Design Highlights

- Minimal interface
- Clear value proposition
- Accessible layout
- Strong visual hierarchy



Welcome to Bridge

Build confidence through conversation-based learning.

Practice real workplace conversations, receive AI coaching, and strengthen the interpersonal skills that drive better performance.

- ✓ AI-Powered Coaching
- ✓ Real Workplace Conversations
- ✓ Track Skill Growth

Welcome Back

Sign in to continue your learning journey.

Email Address

Password

☐ Remember me [Forgot Password?](#)

[Sign In](#)

Don't have an account?
[Request an Account](#)

LEARNER DASHBOARD

Personalized Learning Hub

The dashboard helps learners quickly understand where they left off and what to do next.

Key Features

- Resume scenario
- AI insight
- Capability progress
- Recent activity

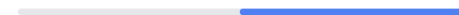


Welcome Back, Sarah

Continue building your leadership and communication skills.

Continue Learning

Managing Difficult Conversations
Scenario 3 of 6



Last activity: Yesterday at 3:45 PM

[Resume Scenario](#)

AI Coach

[NEW INSIGHT](#)

You consistently acknowledge employee concerns before offering solutions.

Next time, ask one more clarifying question before responding.

[View Feedback](#)

Capability Progress



Recent Activity

✓ Yesterday

Completed Reflection
Managing Difficult Conversations

2 Days Ago
Reviewed AI Feedback

4 Days Ago
Started Scenario

SCENARIO WORKSPACE

Learning Through Conversation

Rather than presenting information, Bridge immerses learners in realistic workplace dialogue.

Learners analyze context before selecting an appropriate response.

Design Decision

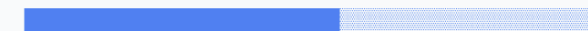
The Continue button remains inactive until a choice is made to reinforce deliberate decision-making.



Scenario 3 of 6

Managing Difficult Conversations

Employee Relations • Intermediate



Decision Point 2 of 5

Conversation

Sarah
"Thanks for meeting with me today. I wanted to discuss some concerns I've been hearing from your team."

Employee
"Honestly, I don't know why everyone keeps coming to HR instead of talking to me."

Choose your response:

- ☐ Acknowledge concerns first
- ☐ Explain company policy
- ☐ Ask the employee what they've observed

CONTINUE

AI Coach

Consider:
Which response is most likely to encourage the employee to share additional information?

Remember
Active listening comes before problem solving.

DECISION SELECTION

Encouraging Intentional Choices

Selecting an option highlights the learner's decision before continuing.

This pause encourages reflection before moving forward.

🔔 Sarah

Scenario 3 of 6

Managing Difficult Conversations

Employee Relations • Intermediate

Decision Point 2 of 5

Conversation

 Sarah

"Thanks for meeting with me today. I wanted to discuss some concerns I've been hearing from your team."

 Employee

"Honestly, I don't know why everyone keeps coming to HR instead of talking to me."

Choose your response:

☐ Acknowledge concerns first

☐ Explain company policy

☒ Ask the employee what they've observed

AI Coach

 **Consider:**

Which response is most likely to encourage the employee to share additional information?

 **Remember**

Active listening comes before problem solving.

CONTINUE

AI COACHING

Feedback That Explains Why

Bridge avoids simple "Correct" or "Incorrect" responses. Instead, AI coaching explains the reasoning behind effective leadership behaviors.

Highlights

- Reinforces best practices
- Encourages critical thinking
- Connects decisions to workplace skills



Scenario 3 of 6

Managing Difficult Conversations

Employee Relations • Intermediate

Decision Point 3 of 5

Conversation

Sarah
"Thanks for meeting with me today. I wanted to discuss some concerns I've been hearing from your team."

Employee
"Honestly, I don't know why everyone keeps coming to HR instead of talking to me."

✓ Your Response:
Ask the employee what they've observed.

Sarah
"Can you tell me more about what you've observed?"

Employee
"People feel like their ideas aren't heard during team meetings."

CONTINUE

AI Coach

✓ Effective Response

You gathered more information before offering advice.

This demonstrates active listening and encourages open dialogue.

Communication +2

REFLECTION

Turning Experience Into Learning

Reflection encourages learners to connect today's conversation with future workplace interactions.

Prompts include

"What went well?"

"What would you do differently?"



🔔 Sarah

Reflections

Take a moment to reflect on your conversation.

What went well?

What would you do differently next time?

CONTINUE

AI Reflection

Today's Insight

You asked an open-ended question before offering advice.

Open-ended questions encourage employees to share context instead of becoming defensive.

Consider

How might this approach improve future conversations with employees?

CAPABILITY DASHBOARD

Measuring Growth

Bridge emphasizes capability development rather than course completion.

Learners track progress across:

- Communication
- Coaching
- Conflict Resolution
- Decision Making



🔔 Sarah

Welcome Back, Sarah

Continue building your leadership and communication skills.

🏆 Reflection Completed

Insight Added

Current Level
Intermediate

Last activity: Today at 12:30 PM

AI Coach

NEW INSIGHT

🔥 Learning Streak

3 Days

[View Feedback](#)

Capability Progress

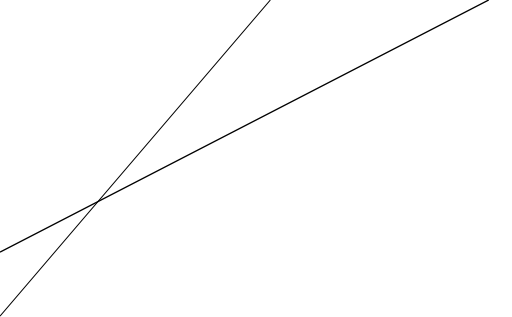


Recent Growth

- ✓ Communication +2
- ✓ Scenario Completed
- ✓ Reflection Completed

Managing Difficult Conversations
Today

[Start Next Scenario](#)



DESIGN DECISIONS

Key Principles

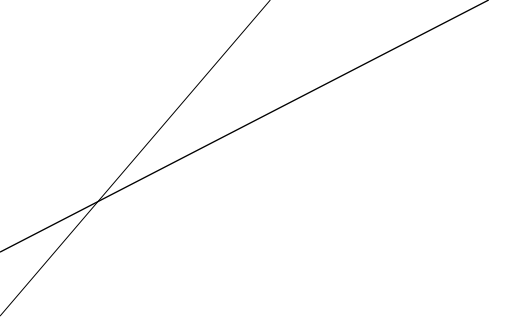
AI Coaching

Reflection

Capability Analytics

Scenario-Based Learning

Every design decision supports deeper engagement and meaningful workplace skill development.



BUSINESS IMPACT

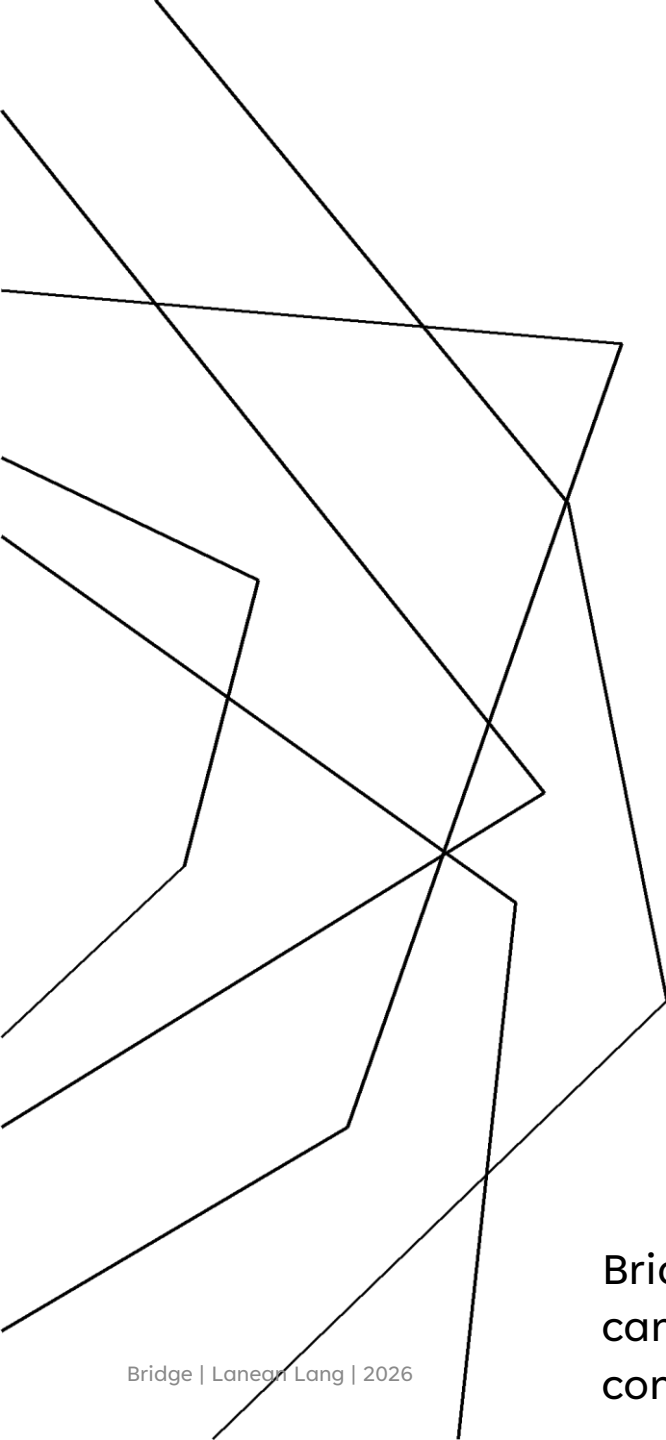
Learning Outcomes

- Practice difficult conversations safely
- Build leadership confidence
- Strengthen active listening
- Reinforce reflection after decisions

Organizational Benefits

- Faster manager readiness
- More consistent coaching
- Better communication culture
- Measurable capability growth

Bridge transforms leadership development from passive content into measurable workplace practice.



RESULTS

Learning Experience Design

Instructional Design

UX Design

UI Design

AI Integration

Figma

Design Systems

Interactive Prototyping

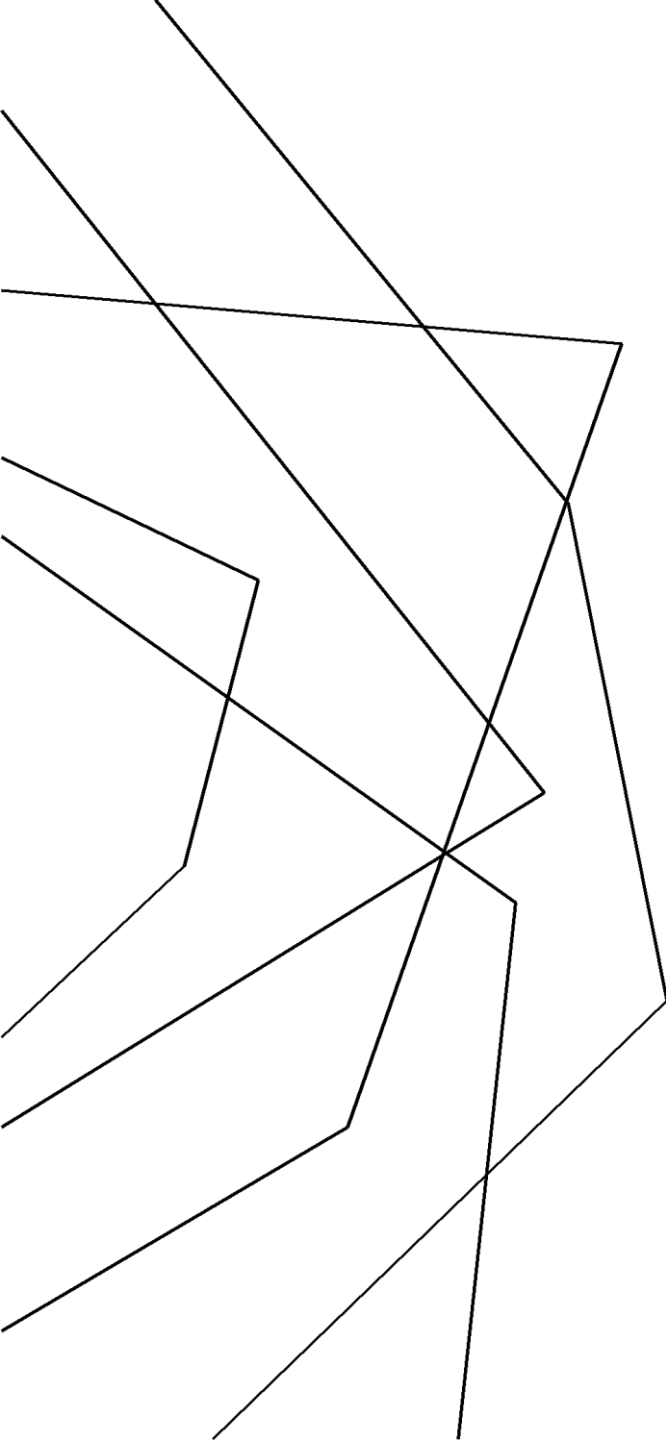
Accessibility

Storyboarding

Learning Strategy

Scenario-Based Learning

Bridge demonstrates how instructional design, UX thinking, and AI-assisted coaching can be combined to create engaging workplace learning experiences that build confidence—not just course completion.



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Instructional Designer

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Experience the interactive prototype