

Design Document

Training Title: Stress Reduction in the Workplace

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| Business Goal and Problem | <p>The business goal for this training is to help team leads and managers identify causes of workplace stress, to help employees lower stress levels and consequently lower or eliminate behaviors caused by stress, and to learn to model the same behaviors that demonstrate valuing learned techniques. Reducing or eliminating work-related stressors will result in a more efficient and effective workforce, increase morale, lessen errors, and improve customer feedback.</p> <p>Department leads and managers have not received any training specifically to address workplace stress, and how to identify stressors and provide solutions for employees. Equipping leadership with the skills to recognize and address workplace stressors will aid employee retention and individual and team success.</p> |
| Target Audience | <p>The primary learners are department leads and managers.</p> <p>The basic demographics of my learners are close to an even mix of male and female-identifying people, with an average age range of 39-51, and are primarily college-educated. Learners' prior knowledge and skill in this arena is nominal.</p> |
| Learning Objectives | <p>Terminal LOs:</p> <ol style="list-style-type: none">1.) Recognize signs of stress in employees.2.) Develop an action plan for an individual employee to address stressors.3.) Implement solutions to reduce or eliminate causes of workplace stress.4.) Model workplace behaviors to show employees you value utilizing stress-reduction techniques. <p>Enabling LOs: N/A</p> |
| Training Recommendation | <p>Delivery Method:</p> <ul style="list-style-type: none">• eLearning• Using the tool Storyline <p>Approach:</p> <ul style="list-style-type: none">• Scenario-based• Performance-Based assessment |
| Training Time | <p>The estimated length of the training is 20 minutes.</p> |
| Deliverables | <p>Storyboard Stress Reduction in the Workplace PDF form-job aid</p> |

Source file
Published files-zip folder to upload to LMS

Training Outline

- Welcome
- Course Navigation
- Course Introduction
 - Business gap
 - Course goal
- Learning Objectives
 - Recognize signs of stress in employees
 - Develop an action plan for an individual employee to address stressors
 - Implement solutions to reduce or eliminate causes of workplace stress
 - Model workplace behaviors to show employees you value utilizing stress-reduction techniques
- Common causes of workplace stress
 - Environment
 - Lighting and ergonomic concerns, job site safety
 - Interpersonal
 - Harassment, discrimination, and bullying
 - Communication from leadership to employees
 - Conflicts among employees at the same operational level
 - Workload
 - Heavy or unmanageable workloads
 - Unrealistic expectations
- Identifying signs of stress in employees
 - Reduced performance
 - Reduced output
 - Increase in mistakes
 - Reduced or inefficient internal communication
 - Increased sick leave absences
 - Low morale
 - Change in tone or frequency of communication
 - Change in attitudes to personal performance
 - Avoidance
 - Avoiding specific individuals or tasks
 - Reports of physical/mental symptoms
- How to create a stress-reduction plan for individual employees
 - Support ergonomic needs
 - Ensure leadership availability to employees
 - Schedule quarterly check-ins with employees regarding workplace stress
 - Discuss the need for accommodations
 - Discuss the need for setting work-related boundaries
 - Advise employees must take regularly scheduled breaks and lunches
 - Only work regularly scheduled hours, or approved overtime

- Implement stress-reduction plans
 - Order ergonomic assessments for employees
 - Order any furniture or equipment advised by assessor
 - Outfit employee workstation with ergonomic items
 - Regularly check in with employees
 - Schedule time for employees to complete quarterly stress assessments
 - Follow through on plans
 - Post company policies
 - Harassment, discrimination, and bullying
 - On-call and overtime
 - Professionalism and employee conduct expectations
- Create a personal action plan to model stress-reduction behaviors
 - Set boundaries
 - Advise employees of your available hours and ways they may contact you
 - Advise what employees should do in case of emergency
 - Alter workspace
 - Schedule and attend an ergonomic assessment for your own workspace
 - Outfit your workspace with ergonomic items
- Knowledge Check
- Quiz
 - 5 scenario-based questions about covered course content
- Course Summary
 - Review of learning objectives
- Closing

Assessment Plan

Level 2 Assessment:

A culminating quiz at the end of the course, with 5 questions. The assessment questions will be scenario-based. The passing score is 80% (4/5 questions correct), and the learner will have unlimited attempts to pass the quiz. There will be two knowledge checks in the course (ungraded).

Level 3 Assessment:

Leadership will observe learners/employees 4-6 weeks after implementing stress-reduction action plans. Leadership will note positive changes in employee engagement and communication, and observe if employees appear more comfortable at their workstations to ensure ergonomic furniture and tools are being used appropriately.

Leadership will also continue to schedule quarterly one-on-one meetings with employees to evaluate their stress levels and have a conversation regarding next steps, if leadership feels the employee is communicating or exhibiting stress-induced behaviors.

Learners will complete quarterly evaluations regarding their stress levels and experience in their workplace. These assessments will contain both qualitative and quantitative questions to extract relevant data to help determine a positive change in employee stress levels.

Following initial employee assessments and the implementation of stress-reduction plans, leadership will create a brief electronic survey for employees to complete regarding their experience of this process, and to provide feedback. Leadership will discuss the feedback they receive and decide how to implement feedback to improve future processes for assessing work stressors.

Finally, leadership will track data and observations in the internal software, to support the effectiveness of stress evaluations over time. Data points will include employee engagement and communication, productivity, and self-reported stress-levels.