

Resilience in Response to Stress – Design Document

<i>Business Purpose</i>	Epic Customer Support collected responses to employee surveys to evaluate reasons for recent spikes in absenteeism and employee turnover, which directly impact the company's ability to conduct business functions. Results revealed that a high number of absences and leaving employment are related to high levels of stress from the workplace. While the company works on restructuring business processes to improve workflow, the goal is to provide employees with information and strategies to help handle work-related stress to decrease the number of absences and employee turnover rates.
<i>Target Audience</i>	All levels of employees from management to base level will complete this training once quarterly.
<i>Training Time</i>	15 minutes
<i>Training Recommendation</i>	<ul style="list-style-type: none"> eLearning course that allows the large number of employees to complete the training at different times without disrupting the flow of business functions. Course will present information about how stress affects the body and resilience strategies through scaffolded interactivity with knowledge checks, a scenario, and final evaluation.
<i>Deliverables</i>	1 eLearning course developed in Rise
<i>Learning Objectives</i>	<p>By the end of the course, the learner will be able to:</p> <ol style="list-style-type: none"> 1. Identify how stress affects the body. 2. Define resilience and the Resilient Zone. 3. Explain methods that increase resilience.
<i>Training Outline</i>	<p>Introduction</p> <p>How Stress Affects the Body</p> <ul style="list-style-type: none"> • Functions of parts of the brain • Effects of repeated or prolonged stress • Knowledge Check <p>Resilience</p> <ul style="list-style-type: none"> • Definition • Resilient Zone • Knowledge Check <p>Sense In Strategies</p> <ul style="list-style-type: none"> • Sensations • Rapid Resets, Highlight, Redirect, Connect • Scenario Practice <p>Quiz</p> <p>Conclusion</p>
<i>Assessment Plan</i>	<p>5 assessment questions at the end of the eLearning course.</p> <p>Learner will have unlimited attempts and must score 80% to pass.</p>