

## Trauma Informed Approach in the Workplace- Design Document

<i>Business Purpose</i>	<p>Context: Company X surveyed staff and found that 40% reported feeling stress at the idea of returning to in-person work due to various personal factors.</p> <p>Purpose: Reduce employee-reported workplace stress and trauma from COVID-19 pandemic and other sources by at least 10% in order to increase workplace morale, productivity, performance, and worker retention.</p>
<i>Target Audience</i>	Managers and supervisors of X company who are in charge of staff supervision and creating and maintaining company policy.
<i>Training Time</i>	30 minutes
<i>Training Recommendation</i>	<ul style="list-style-type: none"> <li>● Training is needed in trauma informed approach in order to reduce worker stress and trauma, meet business goals, and close performance gaps.</li> <li>● E-Learning is recommended as the training medium due to varying schedules and office locations of target audience.</li> <li>● This course will walk the learner through the steps and principles of trauma informed approach and then share scenario-based examples of trauma informed approach in the workplace.</li> <li>● The learner will have an opportunity to take notes and participate in self reflection activities. They will take their notes and ideas with them at the end of the course in the form of a customized job aid.</li> </ul>
<i>Deliverables</i>	<ul style="list-style-type: none"> <li>● Storyboard to outline design, functionality, narration and onscreen text, and images/objects that will be used in the eLearning course.</li> <li>● e-Learning course             <ul style="list-style-type: none"> <li>○ Developed in Articulate Storyline</li> <li>○ Includes voice-over narration</li> <li>○ Includes reflection activities to help learners customize and personalize their learning on trauma informed approach</li> </ul> </li> <li>● Customizable job aid PDF created with javascript and HTML             <ul style="list-style-type: none"> <li>○ Saves the learner’s personalized notes and ideas from the course.</li> </ul> </li> </ul>
<i>Learning Objectives</i>	<ul style="list-style-type: none"> <li>● Recognize which of the four steps of trauma informed approach your organization has already taken.</li> <li>● Identify examples of the six basic trauma informed practices that you can employ in your workplace.</li> <li>● Brainstorm ways to build your workplace into a more trauma informed work environment.</li> </ul>

## *Training Outline*

### **Introduction Scene**

- Welcome
- Navigation
- Course Objectives
- Why Trauma Informed Approach?
  - Designed to introduce the need for adopting a trauma informed approach now
  - Benefits of adopting a trauma informed approach
- Hook Question: Did you know?
  - Attention grabber for learner using COVID-19 statistics

### **Trauma Informed Approach Scene**

- What is Trauma Informed Approach?
  - Define trauma informed approach and explain the rationale behind it
  - Four steps to becoming trauma informed
- Scenario-Based Knowledge Check
  - Designed to review the four steps to being trauma informed in a workplace setting
- The Six Guiding Principles of Trauma Informed Approach
  - Share the six guiding principles and why they are important
  - Describe examples of the six guiding principles
  - Add interactive elements to engage the learner and get them connecting their learning back to their own workplace.
- Scenario-Based Knowledge Check
  - Learner will use what they have learned about the six guiding principles of trauma informed approach to sort scenarios into "do's" and "don'ts". All scenarios will be from a manager or supervisor perspective.

### **Conclusion Scene**

- Summary and Resources
  - Designed to review the learning objectives, what was covered in the course, and point learner's attention to the resources section.
  - Final interactive elements will allow the learner to wrap up any additional thoughts and reflections they have on the subject matter.
- Notes from the Course

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	<ul style="list-style-type: none"><li>○ Learners will have an opportunity to review the notes and writing activities that they participated in during the course and save or print their notes for future use.</li><li>● Conclusion<ul style="list-style-type: none"><li>○ Thanking the learning for participating in the course and instructing how to exit in order to get credit.</li></ul></li></ul>
<i>Evaluation Plan</i>	<ul style="list-style-type: none"><li>● Evaluation will be based on knowledge checks that correspond directly with the learning objectives.</li><li>● The scenarios and knowledge checks will be dispersed throughout the course to provide context and boost learner motivation.</li><li>● Scenarios and knowledge checks will not be graded.</li><li>● Learners will have two opportunities to answer each question correctly and will receive customized feedback based on their answer selection.</li></ul>