

## Design Document

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<i>Business Goal</i>	<p>In addition to an employee shortage, many companies are experiencing increased levels of conflict among the employees that do come to work. The purpose of this course is to assist managers with solving conflict amongst their employees. Solving conflicts when they happen will allow for a “kinder” and inviting work environment. According to the New York Revelation Newspaper, 85% of companies report that work conflict has caused more than 55% of profit loss.</p> <p>Managers who take this course learn how to effectively resolve conflict amongst their employees.</p> <p>Statistics show that managers who took this course saw profit growth of 20% within the first quarter.</p>
<i>Target Audience</i>	<p>The primary target is managers who may need to assist in conflict resolution.</p>
<i>Training Time</i>	<p>30 minutes</p> <p>The course should take 30 minutes because it gives the learner enough time to truly process the content that’s provided, without feeling rushed.</p>
<i>Training Recommendation</i>	<p>An eLearning course is recommended because the target audience are separated by space, and it is a just in time type of training.</p> <p>This e-learning course will include scaffolded interactivity with knowledge checks. Managers should receive training on conflict resolution based on reports from HR regarding employee conflicts.</p>
	<p>1 storyboard, with script, outlining Manager’s Guide to Resolving Conflict training course</p> <p>1 eLearning module, developed in Articulate Storyline with voiceover narration.</p>

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<i>Learning Objectives</i>	<p>By the end of the training the learners will be able to...</p> <ul style="list-style-type: none"><li>• Define 6 common causes of conflict</li><li>• Name 5 common ways in which employees typically respond to conflict</li><li>• List 4 best practices for resolving conflict</li><li>• Identify tips for preventing conflict</li></ul>
<i>Training Outline</i>	<p><b>Introduction</b></p> <ul style="list-style-type: none"><li>• Welcome</li><li>• Navigation</li><li>• Objectives</li></ul> <p>Topics:</p> <ul style="list-style-type: none"><li>• Understanding Why Conflict Happens<ul style="list-style-type: none"><li>▪ Get to The Root of The Problem</li><li>▪ The 6 Common Causes of Conflict</li><li>▪ (Knowledge Check)</li></ul></li><li>• Common Ways to Respond to Conflict<ul style="list-style-type: none"><li>▪ Ways of Dealing with Conflict</li><li>▪ (Knowledge Check)</li></ul></li><li>• Dealing With Angry Employees<ul style="list-style-type: none"><li>▪ Angry Employees</li><li>▪ Steps To Mediating Conflict Between Employees</li><li>▪ (Knowledge Check)</li></ul></li><li>• Prevention Tips</li><li>• Summary</li><li>• Assessment</li></ul>
<i>Assessment Plan</i>	<p>80% passing on e-learning module assessment via 5 multiple-choice questions. The learner must achieve at least 80% to complete the course.</p>

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