

Manager's Guide to Resolving Team Conflict

Target Audience: Managers who would like to see productivity go up and office conflict go down.

Learning Objectives:

1. Define 6 common causes of conflict
2. Name common ways in which employees typically respond to conflict
3. List best practices for resolving conflict
4. Identify tips for preventing conflict

Seat Time: 30 minutes

Outline:

- Course Intro / Navigation / Objectives
- Understanding Why Conflict Happens
 - Get to The Root of The Problem
 - The 6 Common Causes of Conflict
 - (Knowledge Check)
- Common Ways to Respond to Conflict
 - Ways of Dealing with Conflict
 - (Knowledge Check)
- Dealing With Angry Employees
 - Angry Employees
 - Steps To Mediating Conflict Between Employees
 - (Knowledge Check)
- Prevention Tips

- Prevention Tips
- Summary
- Quiz
- Congratulations

FONT

Titles-Articulate, Bold, Italic, 20

Sub-titles-Articulate Extra Bold, Bold, 14

Text- Articulate, 14

Color Palette- Hex #EC7500

Directions:

Global Comments:

- All slides except quiz slides will have the same top border.
- Please see screenshot of master slide below.
- Photos may be chosen that align with slide comments.
- Next button on all slides, except otherwise mentioned, will be restricted until the timeline ends.
- Make sure to use Hex code to insure correct color pallet.

Module Resources/References:



Slide [1.1]/ Menu Title: Welcome			Objective:
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Top border Background image: Individuals at work Slide title is written directly on top of border	[Slide Title] Managers Guide to Resolving Team Conflict [Buttons] Start Course Navigation Both buttons are custom using color pallet	[Insert Script Text] Welcome to Manager's Guide to Resolving Team Conflict. This course will assist managers with resolving conflict in the workplace. You can click the start course button in the bottom left-hand corner if you are confident with the navigation. If you need a brief overview of your navigation options, click the navigation button in the bottom right-hand corner.	If user clicks the Start Course button, slide will advance to slide 1.3. If user clicks navigation button, slide will advance to slide 1.2.
Notes: User will click start course button if they want to bypass the navigation slide.			

Slide [1.2]/ Menu Title: Navigation			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Top border Background image: Office scene with chairs and tables Slide title is written directly on top of the border Arrows will be needed to point to navigation features.	[Slide Title] Everything You Need to Know About Navigation Use these options to navigate the course.	[Insert Script Text] Use these options to navigate the course. If you want to go backward or forward in the course, click the previous or next buttons. Accessibility options are located here. To adjust the volume, click the volume icon. Click the replay button to see the entire slide again or adjust the seek bar at any time to review a portion of the slide. You can also pause the player, click the same button again to resume play. Revisit a slide by using the menu on the left. Click the next button now to begin the course.	Arrows will appear with narration and will remain on the screen.
Notes: User will need to click the next arrow to move to the next slide.			

Slide [1.3]/ Menu Title: <i>Introduction</i>			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top border</p> <p>Slide title written directly on top of border.</p> <p>Image 1-Happy employees</p> <p>Image 2- Employees having a disagreement</p>	<p>[Slide Title]</p> <p>Introduction</p> <p>Sound too good to be true? That's because it usually is.</p>	<p>[Insert Script Text]</p> <p>In an ideal world, everyone on your team would always get along. Decisions would be easy and unanimous. Everyone would be on the same page and have the same goals and interests. The daily stressors of work would bring people together rather than pull them apart.</p> <p>Sound too good to be true? That's because it usually is.</p> <p>The reality is that disagreements and conflict are sometimes inevitable at work. Different personalities, opinions, or values clash—misunderstandings happen, and feelings get hurt. The absence of conflict doesn't determine your team's success, however. Your ability to work through conflict constructively and respectfully does.</p>	<p>Image 1-Flies out from top right (this image is on the screen when the timeline starts)</p> <p>Text Box- Flies in and out from top left</p> <p>Image 2- Flies in from top right (this image is on the screen when the timeline ends)</p>
<p>Notes: User will need to click the next arrow to move to the next slide.</p>			

Slide [1.4]/ Menu Title: <i>Learning Objectives</i>			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top border</p> <p>Slide title written directly on top border</p> <p>Image: Happy employees in the workplace. Image is set off to the right while objectives are off to the left.</p>	<p>[Slide Title]</p> <p>Learning Objectives</p> <p>[Subtitle]</p> <p>After completing this course, you will learn:</p> <ul style="list-style-type: none"> • To define 6 common causes of conflict • To name ways in which employees typically respond to conflict • To list best practices for resolving conflict • To identify tips for preventing conflict 	<p>[Insert Script Text]</p> <p>After completing this course, you will learn:</p> <p>To define 6 common causes of conflict</p> <p>To name ways in which employees typically respond to conflict</p> <p>To list best practices for resolving conflict</p> <p>To identify tips for preventing conflict</p>	<p>Subtitle flies in from top left</p> <p>All learning objectives fly in from bottom left</p>
Notes: User will need to click the next arrow to move to the next slide.			

Slide [1.5]/ Menu Title: Understanding <i>Why Conflict Happens</i>			Objective: [#1]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top border Slide title written directly on top border</p> <p>Image: Employee working alone in the office. Image is centered at the bottom of the slide.</p>	<p>[Slide Title] Understanding Why Conflict Happens</p> <p>[Subtitle] What's The Problem?</p> <p>Tension between teams and people can be palpable. You can feel it in the air.</p> <p>You can see it in the way people divide themselves in a room. You can hear it in a team member's tone of voice when they say, "<i>Fine, let's do it your way.</i>" Sometimes, you can even hear it in the things that are left unsaid as employees withdraw, shut down, or give a coworker the cold shoulder.</p> <p>Understanding the <i>root cause</i> of conflict will</p>	<p>[Insert Script Text]</p> <p>What's The Problem? Tension between teams and people can be palpable. You can feel it in the air.</p> <p>You can see it in the way people divide themselves in a room. You can hear it in a team member's tone of voice when they say, "<i>Fine, let's do it your way.</i>" Sometimes, you can even hear it in the things that are left unsaid as employees withdraw, shut down, or give a coworker the cold shoulder.</p> <p>Understanding the <i>root cause</i> of conflict will help you take the right steps to prevent and resolve it.</p>	<p>Text box 1-Fades in and out from bottom.</p> <p>Text box 2-Fades in and out from top</p> <p>Text box 3 Fades in from bottom (stays on screen until timeline)</p> <p>Image comes in with text box 2</p>

	help you take the right steps to prevent and resolve it.		
Notes: User will need to click the next arrow to move to the next slide.			

Slide [1.6]/ Menu Title: <i>Get to The Root of The Problem</i>			Objective: [#1]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top border Slide title written directly on top border</p> <p>Image: Angry employees Image is centered at the bottom of the slide. Text will be above image.</p>	<p>[Slide Title] Get To The Root Of The Problem</p> <p>Before you can resolve conflict, you need to get to the root of the problem. It is extremely important to determine what's causing your employees' conflict before you can fix it. By knowing the common risk factors that cause conflict, you can develop effective strategies to</p>	<p>[Insert Script Text]</p> <p>Before you can resolve conflict, you need to get to the root of the problem. It is extremely important to determine what's causing your employees' conflict before you can fix it. By knowing the common risk factors that cause conflict, you can develop effective strategies to reduce those factors and prevent them from happening or</p>	<p>Text will fly in from top left</p> <p>Image will wipe in from bottom</p>

	reduce those factors and prevent them from happening or		
Notes: User will need to click the next arrow to move to the next slide.			

Slide [1.7/ Menu Title: <i>Common Causes of Conflict</i>			Objective: [#1]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top border</p> <p>Slide title written directly on border.</p> <p>Image: Image of either a male or female in an office. Image is set as background for this slide.</p> <p>Six horizontal rectangles are placed on the screen underneath the directions. The 6 causes are written directly on each rectangle. Rectangles are white, transparent, with the border the color from the pallet.</p>	<p>[Slide Title]</p> <p>Six Common Causes of Conflict</p> <p>Here are six of the most common sources of conflict in the workplace. Expand each row, by clicking on the rectangle to learn why the issue creates conflict.</p> <p>Poor Communication</p>	<p>[Insert Script Text]</p> <p>Here are six of the most common sources of conflict in the workplace. Expand each row, by clicking on the rectangle to learn why the issue creates conflict.</p>	<p>The Next button in the player will be hidden from the learner until all 6 rectangles are selected from top to bottom.</p>

	<p>Different Values</p> <p>Performance Issues</p> <p>Clashes in Personalities or Work Styles</p> <p>Competing Needs or Work Interest</p> <p>Ambiguity in the Workplace</p>		
Notes: User will only be allowed to see the next button when all rectangles are visited.			
Slide [1.7a]/ Menu Title:			Objective: [#1]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Base layer is visible on this layer</p> <p>Use the same white transparent rectangle with color pallet border used in base layer.</p>	<p>[Slide Title]</p> <p>{Poor Communication}</p> <p>Poor communication can quietly erode team rapport. Employees may</p>	<p>[Insert Script Text]</p>	

	<p>misinterpret what another person has said or take a remark out of context. People with different communication styles may struggle to understand one another. Also, <i>lack</i> of communication can allow issues to fester and grow out of control.</p>		
Notes: User will not be able to click the next button until all rectangles are visited.			

Slide [1.7b]/ Menu Title:		Objective: [#1]	
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Base layer is visible on this layer</p> <p>Use the same white transparent rectangle with color pallet border used in base layer.</p>	<p>[Slide Title]</p> <p>{ Different Values }</p> <p>Another common source of conflict is different values—or what people prioritize and care about most. For example, imagine that your team is deciding on the best approach to a problem. An employee who values <i>relationships</i> may care most about reaching consensus and giving everyone a chance to be heard. In contrast, an employee who values efficiency may push to make a quick and effective decision—regardless if everyone’s ideas are included.</p>	<p>[Insert Script Text]</p>	
Notes: User will not be able to click the next button until all rectangles are visited.			

Slide [1.7c]/ Menu Title: <i>[Insert Title]</i>			Objective: [#1]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Base layer is visible on this layer</p> <p>Use the same white transparent rectangle with color pallet border used in base layer.</p>	<p>[Slide Title]</p> <p>{ Performance Issues }</p> <p>Performance issues can also strain team relationships and create resentment and frustration among peers. That happens when an employee consistently under-performs—and other team members are forced to pick up the slack. Or, it can happen when an employee receives negative feedback and blames others for their own shortcomings.</p>	<p><i>[Insert Script Text]</i></p>	
Notes: User will not be able to click the next button until all rectangles are visited.			

Slide [1.7d]/ Menu Title: <i>[Insert Title]</i>			Objective: [#1]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Base layer is visible on this layer</p> <p>Use the same white transparent rectangle with color pallet border used in base layer.</p>	<p>[Slide Title]</p> <p>{ Clashes in Personalities of Work Styles }</p> <p>Clashes in personalities or working styles are another cause of conflict. An introverted employee may get annoyed by the constant chatter of a more extroverted coworker. A team member who works best with ideas and talking about big-picture items may clash with a colleague who prefers working with numbers and details. In these situations, neither person is right or wrong—they just have different strengths, personalities, and working styles.</p>	<p><i>[Insert Script Text]</i></p>	
Notes: User will not be able to click the next button until all rectangles are visited.			

Slide [1.7e]/ Menu Title: <i>[Insert Title]</i>			Objective: [#1]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Base layer is visible on this layer</p> <p>Use the same white transparent rectangle with color pallet border used in base layer.</p>	<p>[Slide Title]</p> <p>{ Competing Needs or Work Interest }</p> <p>Conflict is also inevitable when team members have competing needs or interests. An employee may focus on achieving their personal interests, instead of focusing on the shared goals of the team or organization. Employees may compete for resources like time, status, money, and so on.</p>	<p><i>[Insert Script Text]</i></p>	
Notes: User will not be able to click the next button until all rectangles are visited.			

Slide [1.7f]/ Menu Title: <i>[Insert Title]</i>			Objective: [#1]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Base layer is visible on this layer</p> <p>Use the same white transparent rectangle with color pallet border used in base layer.</p>	<p>[Slide Title]</p> <p>{ Ambiguity in the Workplace }</p> <p>Finally, conflict is often a result of ambiguity in workplace roles, goals, policies, and procedures. Tensions can arise when employees aren't clear on what's expected of them or others.</p>	<p><i>[Insert Script Text]</i></p>	
Notes: User will not be able to click the next button until all rectangles are visited.			

Slide [1.8]/ Menu Title: <i>Knowledge Check</i>			Objective: [#1]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top border</p> <p>Slide title is written directly on top of border.</p>	<p>[Slide Title]</p> <p>Knowledge Check</p> <p>What are the common causes of conflict? Click all that apply</p> <p>Different values</p> <p>Attitude</p> <p>Poor communication</p> <p>Performance issues</p> <p>Clashes in personalities or work styles</p> <p>Ambiguity in the workplace</p> <p>Competing needs or work interest</p> <p>The correct answers are</p> <p>Different values, Poor communication, Performance issues, Clashes in personalities or work styles, Ambiguity in the</p>	<p>[Insert Script Text]</p> <p>It's time for a knowledge check.</p> <p>What are the common causes of conflict? Click all that apply</p> <p>Different values</p> <p>Attitude</p> <p>Poor communication</p> <p>Performance issues</p> <p>Clashes in personalities or work styles</p> <p>Ambiguity in the workplace</p> <p>Competing needs or work interest</p>	

	workplace, and Competing needs or work interest.		
Notes: User will need to click the next button to advance to the next slide.			

Slide [1.9]/ Menu Title: <i>Common Ways We Respond to Conflict</i>			Objective: [#2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top Border</p> <p>Slide title written directly on border.</p> <p>Image: Image, angry/frustrated employee, set at the bottom center of the slide. Text will be placed above the image.</p>	<p>[Slide Title]</p> <p>Common Ways We Respond to Conflict</p> <p>Some people’s instinct is to avoid conflict—while others’ instinct is to become more aggressive. Some people care more about making the <i>other</i> party happy, while other people care more about securing their <i>own</i> needs and interests. Depending on the situation, some reactions to conflict will be more constructive than others.</p> <p>That’s why it’s helpful to understand the different reactions to conflict so that you can guide employees to adopt the most effective approach for the situation.</p>	<p>[Insert Script Text]</p> <p>Some people’s instinct is to avoid conflict—while others’ instinct is to become more aggressive. Some people care more about making the <i>other</i> party happy, while other people care more about securing their <i>own</i> needs and interests. Depending on the situation, some reactions to conflict will be more constructive than others.</p> <p>That’s why it’s helpful to understand the different reactions to conflict so that you can guide employees to adopt the most effective approach for the situation.</p>	<p>The first paragraph will fly in from the top. The second paragraph will fly in from the bottom.</p>

Notes: User will need to click the next button to advance to the next slide.			

Slide [1.10]/ Menu Title: Common Ways We Respond To Conflict			Objective: [#2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top Border</p> <p>Slide title is written directly on top of the border.</p> <p>Four rectangles used in open/close accordion interaction; color filled with texture pebbles. Rectangles are numbered 1-4 starting from left to right.</p> <p>Cover photo: orange flowers</p> <p>Photos for each layer: orange flowers (different from cover photo)</p>	<p>[Slide Title]</p> <p>Common Ways We Respond To Conflict</p> <ul style="list-style-type: none"> • Get confrontational, try to win the argument, or assert your side? • Discuss both sides and reach a new conclusion or understanding? 	<p>[Insert Script Text]</p> <p>What's Your Natural Reaction to Conflict?</p> <p>Everyone responds to conflict differently. Take a moment to reflect on how you react to conflict. Think about the last argument or disagreement you had. What was your first instinct?</p> <p>Starting with rectangle 1, click on each shape to learn more.</p>	<p>The subtitle and the first paragraph will grow in from the left. The second paragraph will grow in from the right. The bulleted points will all grow in from the left.</p>
Notes: Next button will be hidden until user clicks rectangle 4.			

Slide [1.10a]/ Menu Title: [Insert Title]			Objective: [#2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top Border</p> <p>Slide title is written directly on top of the border. (same as base layer)</p> <p>Rectangle 1-color filled with texture pebbles.</p>	<p>[Slide Title]</p> <p>Common Ways We Respond to Conflict</p> <p>Withdraw, shut down, or try to avoid the conflict or situation altogether</p>	<p><i>[Insert Script Text]</i></p>	<p>Open/Close accordion</p>
Notes: Next button will be hidden until user clicks rectangle 4.			

Slide [1.10b]/ Menu Title: [Insert Title]			Objective: [#2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top Border</p> <p>Slide title is written directly on top of the border. (same as base layer)</p> <p>Rectangle 2-color filled with texture pebbles.</p>	<p>[Slide Title]</p> <p>Common Ways We Respond to Conflict</p> <p>Get confrontational, try to win the argument, or assert your side?</p>	<p><i>[Insert Script Text]</i></p>	<p>Open/Close accordion</p>
<p>Notes: Next button will be hidden until user clicks rectangle 4.</p>			

Slide [1.10c]/ Menu Title: [Insert Title]			Objective: [#2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top Border</p> <p>Slide title is written directly on top of the border. (same as base layer)</p> <p>Rectangle 3-color filled with texture pebbles.</p>	<p>[Slide Title]</p> <p>Common Ways We Respond to Conflict</p> <p>Just agree with the other person or say what they want to hear?</p> <p>or</p> <p>Negotiate to meet somewhere in the middle?</p>	<p><i>[Insert Script Text]</i></p>	<p>Open/Close accordion</p>
<p>Notes: Next button will be hidden until user clicks rectangle 4.</p>			

Slide [1.10d]/ Menu Title: [Insert Title]			Objective: [#2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top Border</p> <p>Slide title is written directly on top of the border. (same as base layer)</p> <p>Rectangle 4-color filled with texture pebbles.</p>	<p>[Slide Title]</p> <p>Common Ways We Respond to Conflict</p> <p>Discuss both sides and reach a new conclusion or understanding?</p>	<p><i>[Insert Script Text]</i></p>	<p>Open/Close accordion</p>
<p>Notes: Next button will be hidden until user clicks rectangle 4.</p>			

Slide [1.11]/ Menu Title: <i>Ways of Dealing With Conflict</i>			Objective: [#2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top border</p> <p>Slide title will be written directly on border</p>	<p>[Slide Title]</p> <p>Ways of Dealing with Conflict</p> <p>Here are five ways people in the workplace typically deal with conflict.</p> <p>Avoid</p> <p>Appease</p> <p>Bargain</p> <p>Compete</p> <p>Collaborate</p>	<p>[Insert Script Text]</p> <p>Ways of Dealing with Conflict</p> <p>Here are five ways people in the workplace typically deal with conflict.</p> <p>Avoid</p> <p>Appease</p> <p>Bargain</p> <p>Compete</p> <p>Collaborate</p>	<p>Each line on this slide will have a separate animation.</p> <p>The first line will grow in.</p> <p>“Avoid” will fly in from the top left.</p> <p>“Appease” will fly in from the top right.</p> <p>“Bargain” will fly in from the top left.</p> <p>“Compete” will fly in from the top right.</p> <p>“Collaborate will fly in from the top left.</p>
Notes: User will need to click the next button to advance to the next slide.			

Slide [1.12]/ Menu Title: <i>Knowledge Check</i>			Objective: [#2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top border</p> <p>Slide title is written directly on border.</p>	<p>[Slide Title]</p> <p>Knowledge Check</p> <p>Choose the correct answer below.</p> <p>What are some ways people deal with conflict in the workplace?</p> <p>Appease, Violence, Avoid</p> <p>Compete, Yelling, Violence</p> <p>Compete, Appease, Avoid</p> <p>The correct answer is Compete, appease, avoid</p>	<p>[Insert Script Text]</p> <p>It's for a Knowledge check.</p> <p>Choose the correct answer below.</p> <p>What are some ways people deal with conflict in the workplace?</p> <p>Appease, Violence, Avoid</p> <p>Compete, Yelling, Violence</p> <p>Compete, Appease, Avoid</p>	
Notes: User will need to click the next button to advance to the next slide.			

Slide [1.13 Menu Title: Angry Employees			Objective: [#3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top border</p> <p>Slide title is written directly on top of border.</p> <p>Four explosion shapes placed evenly spaced on the slide using slide pallet color.</p> <p>Number each explosion.</p>	<p>[Slide Title]</p> <p>Angry Employees</p> <p>What If the Situation Escalates?</p> <p>Sometimes the storm is too heavy. An employee's anger may escalate too rapidly. In this state, the employee may act irrationally. If you feel threatened, then follow these tips. Click on each object to learn more.</p>	<p>[Insert Script Text]</p> <p>What If the Situation Escalates?</p> <p>Sometimes the storm is too heavy. An employee's anger may escalate too rapidly. In this state, the employee may act irrationally. If you feel threatened, then follow these tips. Click on each object to learn more.</p>	<p>Subtitle and first paragraph will flyin from top,</p>
<p>Notes: User will need to click the next button to advance to the next slide. The next button will be hidden until the learner has clicked on all 4 steps starting with step 1.</p>			

Slide [1.13a] Menu Title:			Objective: [#3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer is visible on this layer	[Slide Title] [Explosion 1] Give the employee time and space to cool off.	<i>[Insert Script Text]</i>	User will need to click on explosion 1 to view slide layer.
Notes: User will need to click on all explosion shapes to see the next button.			

Slide [1.13b] Menu Title:			Objective: [#3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer is visible on this layer	[Slide Title] [Explosion 2] Don't engage with them.	<i>[Insert Script Text]</i>	User will need to click on explosion 2 to view slide layer.
Notes: User will need to click on all explosion shapes to see the next button.			

Slide [1.13c] Menu Title:			Objective: [#3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer is visible on this layer.	[Slide Title] [Explosion 3] Keep your cool.	<i>[Insert Script Text]</i>	User will need to click on explosion 3 to view slide layer.
Notes: User will need to click on all explosion shapes to see the next button.			

Slide [1.13d./ Menu Title:			Objective: [#3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer is visible on this layer.	[Slide Title] [Explosion 4] Ask for help if you need it	<i>[Insert Script Text]</i>	User will need to click on explosion 4 to view slide layer.
Notes: User will need to click on all explosion shapes to see the next button.			

Slide [1.14] Menu Title: Steps To Mediating Conflict Between Employees			Objective: [#3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top border</p> <p>Slide title will be written directly on top of border.</p> <p>Four flash cards will be laced on the slide using rectangular shapes.</p> <p>Rectangle shape will be white fill with color pallet border.</p> <p>Transparent rectangles will be placed directly on top of each rectangle to restrict learner from advancing without visiting each of the four steps.</p>	<p>[Slide Title]</p> <p>Steps To Mediating Conflict Between Employees</p> <p>While you typically encourage employees to handle arguments or interpersonal conflicts on their own, you may have to get involved.</p> <p>It's time for you to intervene. Click on each step to learn more.</p> <p>Step 1</p> <p>Set Ground Rules</p> <p>Step 2</p> <p>Exchange Experience</p> <p>Step 3</p> <p>Define the Problem</p> <p>Step 4</p> <p>Identify Interests</p>	<p>[Insert Script Text]</p> <p>While you typically encourage employees to handle arguments or interpersonal conflicts on their own, you may have to get involved.</p> <p>It's time for you to intervene. Click on each step to learn more.</p>	<p>User must click on all steps to see layers.</p>

Notes: The next button will be hidden until learner visits all four steps.			

Slide [1.14a]Menu Title:			Objective: [#3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer is visible on this layer	<p>[Slide Title]</p> <p>[Set Ground Rules]</p> <p>First, you need to set ground rules. These are the shared rules and norms for interaction.</p>	<i>[Insert Script Text]</i>	
Notes: User must click step 1 to reveal layer.			

Slide [1.14b] Menu Title:			Objective: [#3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer is visible on this layer	<p>[Slide Title]</p> <p>Ask both parties to share their experience and interpretation of events. Assign who will share first and who will share second.</p>	<i>[Insert Script Text]</i>	

Notes: User will need to click on step 2 to reveal layer.			

Slide [1.14c] Menu Title:			Objective: [#3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer is visible on this layer	[Slide Title] Now that each party has shared their experience, the next step is to define the problem more clearly.	<i>[Insert Script Text]</i>	
Notes: User will need to click on step 3 to reveal layer.			
Slide [1.14d] Menu Title:			Objective: [#3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer is visible on this layer	[Slide Title] Identify interests , or what each employee wants to happen.	<i>[Insert Script Text]</i>	
Notes: User will need to click on step 4 to reveal layer.			

Slide [1.15 Menu Title: Knowledge Check]			Objective: [#3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top border</p> <p>Slide title will be written directly on top of border.</p>	<p>[Slide Title]</p> <p>Knowledge Check</p> <p>Choose the correct answer below.</p> <p>You're getting Roman's side of the story in a private meeting, when Roman says, "<i>Miranda has absolutely no regard for how her actions impact others.</i>" How should you respond?</p> <p>Interrupt Roman and remind him that, as a mediator, you cannot take sides.</p> <p>Take note of Roman's feelings and move on. The goal of private meetings before mediation is to let employees vent and build trust.</p> <p>Ask Roman, "<i>What do you mean by that? Can you give me any specific examples of situations</i></p>	<p>[Insert Script Text]</p> <p>It's time for a knowledge check.</p> <p>Choose the correct answer below.</p> <p>You're getting Roman's side of the story in a private meeting, when Roman says, "<i>Miranda has absolutely no regard for how her actions impact others.</i>" How should you respond?</p> <p>Interrupt Roman and remind him that, as a mediator, you cannot take sides.</p> <p>Take note of Roman's feelings and move on. The goal of private meetings before mediation is to let employees vent and build trust.</p> <p>Ask Roman, "<i>What do you mean by that? Can you give me any specific examples of situations that made you feel that way?</i></p>	

	<p><i>that made you feel that way?</i></p> <p>Correct Answer: Take note of Roman's feelings and move on. The goal of private meetings before mediation is to let employees vent and build trust.</p>		
Notes: User will need to click the next button to advance to the next slide.			

Slide [1.16] Menu Title: Prevention Tips			Objective: [#4]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top border</p> <p>Slide title is written directly on top of border.</p> <p>Five rectangles filled with the color pallet.</p>	<p>[Slide Title]</p> <p>Prevention Tips</p> <p>Click on each square to learn more.</p> <p>Define Acceptable Behavior</p> <p>Practice and train employees in active listening</p> <p>Align Team Goals</p>	<p>[Insert Script Text]</p> <p>Click on each square to learn more.</p>	<p>Next button will be hidden until user clicks on all five squares.</p>

	Create Clarity Bring structure to team discussion		
Notes: The next button will be hidden until user visits all choices.			
Slide [1.16a] Menu Title:		Objective: [#4]	
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer is visible on this layer	[Slide Title] [Define Acceptable Behavior] Set clear ground rules and expectations for your team's behavior. Disagreeing is acceptable—insulting, bullying, excluding, or sabotaging is not.	<i>[Insert Script Text]</i>	
Notes: User must click on “Define Acceptable Behavior” to reveal layer.			

Slide [1.16b] Menu Title:			Objective: [#4]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer is visible on this layer	<p>[Slide Title]</p> <p>[Practice and train employees in active listening]</p> <p>Help employees develop skills in active listening so that they can navigate disagreements and overcome communication.</p>	<i>[Insert Script Text]</i>	
Notes: User must click on “Practice and train employees in active listening” to reveal layer.			

Slide [1.16c] Menu Title:			Objective: [#4]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer is visible on this layer	<p>[Slide Title]</p> <p>[Align Team Goals]</p> <p>Communicate shared goals. Help individuals understand their respective roles. Remind</p>	<i>[Insert Script Text]</i>	

	team members of their shared mission when facing disagreements or conflict.		
Notes: User must click on “Align Team Goals” to reveal layer”			

Slide [1.16d] Menu Title:			Objective: [#4]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer is visible on this layer	[Slide Title] [Create Clarity] Create as much clarity as possible for your team. Eliminate any ambiguity regarding team roles, responsibilities, performance expectations and team systems or processes	<i>[Insert Script Text]</i>	
Notes: User must click on “Create Clarity” to reveal layer.			

Slide [1.16e/ Menu Title:			Objective: [#4]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Base layer is visible on this layer	<p>[Slide Title]</p> <p>[Bring structure to team discussions]</p> <p>Play the role of facilitator and moderator in team discussions.</p> <p>Model effective frameworks for navigating disagreements.</p>	<i>[Insert Script Text]</i>	
Notes: User must click on “Bring structure to learn discussions” to reveal layer. After revealing layer user will see the next button.			

Slide [1.17/ Menu Title: Summary			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top border</p> <p>Slide title written directly on top pf border</p> <p>Image: Employees in the workplace. Image is placed on the left side of the screen.</p>	<p>[Slide Title]</p> <p>Summary</p> <p>In the workplace, conflict is sometimes inevitable. That doesn’t mean your team’s</p>	<p><i>[Insert Script Text]</i></p> <p>In the workplace, conflict is sometimes inevitable. That doesn’t mean your team’s performance or morale must suffer as a result. By adopting an effective approach to resolving conflict, you can achieve</p>	<p>First paragraph grows in from top left.</p> <p>All bulleted items shape in with audio</p>

	<p>performance or morale must suffer as a result. By adopting an effective approach to resolving conflict, you can achieve positive outcomes. Here are a few key takeaways:</p> <ul style="list-style-type: none"> • Employee differences are the most common cause of conflict • Each approach to conflict has its time and place • Mediation is an effective approach to addressing ongoing conflict • Conflict is healthy workplace bullying and abuse are not • Staying calm is key when an employee is angry 	<p>positive outcomes. Here are a few key takeaways:</p> <p>Employee differences are the most common cause of conflict</p> <p>Each approach to conflict has its time and place</p> <p>Mediation is an effective approach to addressing ongoing conflict</p> <p>Conflict is healthy workplace bullying and abuse are not</p> <p>Staying calm is key when an employee is angry</p>	
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Notes: User will need to click the next button to move to the next slide.			

Slide [1.18/ Menu Title: Quiz Introduction			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
<p>Top Border</p> <p>Slide title is written directly on top of border.</p> <p>Image: Employee working at a computer. Picture is centered on slide with text on top.</p>	<p>[Slide Title]</p> <p>It's Time For A Quiz!</p> <p>Starting on the next slide, you will be given 5 multiple choice questions. You will need an 80% to pass.</p>	<p>[Insert Script Text]</p> <p>It's Time For A Quiz!</p> <p>Starting on the next slide, you will be given 5 multiple choice questions. You will need an 80% to pass.</p>	
Notes:			

Slide [1.19/ Menu Title: Question 1			Objective: [#1]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
No master slide	<p>[Slide Title]</p> <p>Question 1</p> <p>Match the 6 common causes with the appropriate definition</p> <p>Different Values- Another common source of conflict is different values—or what people prioritize and care about most. For example, imagine that your team is deciding on the best approach to a problem. An employee who values <i>relationships</i> may care most about reaching consensus and giving everyone a chance to be heard. In contrast, an employee who values efficiency may push to make a quick and effective decision—</p>	<i>[Insert Script Text]</i>	

	<p>regardless if everyone's ideas are included.</p> <p>Poor Communication- Poor communication can quietly erode team rapport. Employees may misinterpret what another person has said or take a remark out of context. People with different communication styles may struggle to understand one another. Also, <i>lack</i> of communication can allow issues to fester and grow out of control.</p> <p>Performance Issues- Performance issues can also strain team relationships and create resentment and frustration among peers. That happens when an employee consistently under-performs—and other team members are forced to pick up the slack. Or, it can happen when an employee receives negative feedback and blames</p>		
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	<p>others for their own shortcomings.</p> <p>Competing needs or work interest- Conflict is also inevitable when team members have competing needs or interests. An employee may focus on achieving their personal interests, instead of focusing on the shared goals of the team or organization. Employees may compete for resources like time, status, money, and so on.</p> <p>Clashes in personalities or work styles- An introverted employee may get annoyed by the constant chatter of a more extroverted coworker. A team member who works best with ideas and talking about big-picture items may clash with a colleague who prefers working with numbers and details. In these situations, neither person is right or wrong—they</p>		
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just have different strengths, personalities, and working styles.

Ambiguity in the workplace- conflict is often a result of ambiguity in workplace roles, goals, policies, and procedures. Tensions can arise when employees aren't clear on what's expected of them or others.

Notes: Slide is hidden from menu

Slide [1.20/ Menu Title: Question 2]			Objective: [#2]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
No master slide	<p>[Slide Title]</p> <p>Question 2</p> <p>Is the following statement true or false?</p> <p>Withdraw, shut down, or avoid conflict is one way in which employees typically deal with conflict</p> <p>True</p> <p>False</p> <p>The correct answer is true.</p>	<i>[Insert Script Text]</i>	
Notes: Slide is hidden from menu			

Slide [1.21/ Menu Title: Question 3]			Objective: [#3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
No master slide	[Slide Title]	<i>[Insert Script Text]</i>	

Question 3

What are some best practices while facilitating mediation?
Choose all that apply

All parties have equal say

Mediator never takes sides

Reach an agreement

Make sure one person admits they are wrong

The correct answers are:
All parties have equal say, mediator never takes sides, reach an agreement

Notes: Slide is hidden from menu

Slide [1.22/ Menu Title: Question 4			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
No master slide	<p>[Slide Title]</p> <p>Question 4</p> <p>Match each prevention tip with the appropriate definition.</p> <p>Define Acceptable Behavior-Set clear ground rules and expectations for your team's behavior. Disagreeing is acceptable—insulting bullying, excluding, or sabotaging is not.</p> <p>Practice and train employees in active listening-Help employees develop skills in active listening so that they can navigate disagreements and overcome communication.</p>	<i>[Insert Script Text]</i>	

	<p>Align Team Goals-Communicate shared goals. Help individuals understand their respective roles. Remind team members of their shared mission when facing disagreements or conflict.</p> <p>Create Clarity-Create as much clarity as possible for your team. Eliminate any ambiguity regarding team roles, responsibilities, performance expectations and team systems or processes</p> <p>Bring structure to team discussions-Play the role of facilitator and moderator in team discussions. Model effective frameworks for navigating disagreements.</p>		
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Notes: Slide is hidden from menu			

Slide [1.23/ Menu Title: Question 5			Objective: [#3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
No master slide	[Slide Title] Question 5 Choose one answer When keeping best practices for facilitating conflict in mind, A manager should	<i>[Insert Script Text]</i>	

	Dismiss complaints of hostile behavior between employees Should express personal feeling during mediation Never take sides The correct answer is never take sides.		
Notes: Slide is hidden from menu			

Slide [1.24/ Menu Title: Quiz Results			Objective: [#]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Top Border Slide title written directly on top of border.	[Slide Title] Quiz Results Your Score	[Insert Script Text]	

Notes: User must click next button to move to next slide.

Slide [1.25/ Menu Title: Conclusion			Objective: [#3]
Visual / Display:	Slide Text:	Narration / Voiceover:	Animation / Interaction:
Top Border Slide title written directly on top of border. Image: Office scene. Image takes up the entire slide. Exit course button using color pallet	[Slide Title] Conclusion CONGRATULATIONS YOU HAVE COMPLETED THE COURSE! [Buttons] Exit Course	[Insert Script Text] CONGRATULATIONS YOU HAVE COMPLETED THE COURSE!	The text will bounce in.
Notes: When user clicks exit course button, the user leaves the course			