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<i>Business Purpose</i>	<p>Due to the changes in approaching conflict analysis and problem solving, there have been more employees contacting HR about disputes.</p> <p>The purpose of this eLearning training is to educate all employees in recognizing, understanding, and problem-solving workplace conflict. This will include how to implement a successful problem-solving strategy to ensure that all employees effectively and efficiently resolve workplace conflict utilizing a streamlined process.</p> <p>This training will provide all employees with a plan of action in analyzing workplace conflicts and how to professionally address them through an effective problem-solving tool that can be streamlined throughout the company.</p>
<i>Target Audience</i>	The primary target audience for this training is all corporate employees, including management, and administrative staff.
<i>Training Time</i>	25-30 Minutes
<i>Training Recommendation</i>	<ul style="list-style-type: none">• 1 e-Learning Course• This course walks the learner through understanding what workplace conflict is, how to recognize it, and provides a detailed explanation to problem solve any workplace conflict using a SMART Goal Action Plan• This course provides a streamlined method for all employees to follow for problem solving when facing conflicts in the workplace• A job aid will be provided outlining a SMART goal action plan• There is an avatar (Matthew) who will journey through the course with the learner• Final evaluation
<i>Deliverables</i>	<ul style="list-style-type: none">• 1 e-Learning course<ul style="list-style-type: none">○ Developed in Articulate Storyline○ Includes voice-over narration○ Includes a virtual human avatar, mature in age○ Final evaluation• 1 storyboard with script• 1 job aid (created in Canva: SMART goal action plan worksheet)

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<i>Learning Objectives</i>	<p>By the end of this training, learners will be able to:</p> <ul style="list-style-type: none">• Identify what workplace conflict is• Recognize causes of workplace conflict• Identify negative effects and outcomes of workplace conflict• Define what a SMART goal action plan is, how to create one, and how it can be used to resolve workplace conflict
<i>Training Outline</i>	<ul style="list-style-type: none">• Introduction: the learner will be introduced to the topic and understand why it is beneficial to take this course. The learner will have the opportunity to either learn how to navigate the course effectively or click start to begin.• Navigation: the learner will have an opportunity to explore how to use the features of the learning platform• Learning objectives: the learner will be made aware of the exact learning outcomes of this course• Workplace conflict (3 narrated scenarios): defined, explained, causes and examples are explored in a series of clickable links as guided by voiced-over narration• Knowledge check• SMART goal action plan: the next 5 scenes explore what a SMART goal action plan is and how to create one in two phases:<ul style="list-style-type: none">○ Phase 1: creating a SMART goal to establish how to address the problem then creating the action plan to problem solve, including the job aid and examples of SMART goals○ Phase 2: creating the SMART goal action plan using the SMART goal in a 3-step process:<ul style="list-style-type: none">▪ Create the action plan▪ Identify potential obstacles▪ Identify and list possible solutions to anticipated obstacles• Final evaluation: 5 question quiz complete with built-in review if the learner does not score a minimum of 80%; the learner will have multiple attempts to review and retake the quiz as needed to pass

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	<ul style="list-style-type: none">• Summary• Congratulations & return to home slide at the end of the course
<i>Assessment Plan</i>	<ul style="list-style-type: none">• 5 assessment questions• 5 questions will be presented• Learner must score 80% to continue• Questions will be created during alpha programming (after the storyboard / script have been fully approved)