

# Design Document

Workplace Safety and Security – Design Document

<i>Business Purpose</i>	<p>Technology Company is a multinational tech company that employs over 200,000 workers. There are many different campuses with various jobs at each. There are concerning trends over workplace violence that need to be addressed with all the staff.</p> <p>This training is to provide insight over what to do in an active shooter situation, and how to prevent workplace violence so that these situations do not occur. There are many strategies that can be used to de-escalate a situation and employees need to be cognizant of these. Employees also need to be aware of what to do if there is an active shooter situation in the workplace or at a worksite.</p>
<i>Target Audience</i>	The target audience is all on-site staff employed at a Technology Company building.
<i>Training Time</i>	45-minute eLearning course
<i>Training Recommendation</i>	<p>The training will include one eLearning course so that all employees can complete it in their own time during the business day. This will allow the flow of work to continue during the day so that not everyone in the company is at a classroom training at once. The training will detail the information over signs of an escalating situation, how to de-escalate a situation, what to do in an active shooter situation, and how to handle law enforcement. This course will give the learners real-life scenarios for knowledge checks and conclude with a quiz over all the information with some questions straight over the content, and some questions that are scenarios. They will have access to a job aid with the steps to de-escalate a situation after the training.</p>
<i>Deliverables</i>	<ul style="list-style-type: none"><li>● 1 storyboard outlining the slides of the Technology Company Workplace Violence and Prevention course</li><li>● 1 eLearning module<ul style="list-style-type: none"><li>○ Developed in Articulate Storyline</li><li>○ WellSaid Labs narration</li><li>○ Real-life scenarios</li><li>○ Final evaluation</li><li>○ Links to resources for staff to use for additional information (PDFs and websites)</li></ul></li><li>● 1 job aid for steps to de-escalate a situation (PDF – infographic)</li></ul>
<i>Learning Objectives</i>	<p>After this course the learner will be able to:</p> <ul style="list-style-type: none"><li>● Recognize the physical, verbal, and emotional signs of an escalating situation.</li><li>● Identify ways to prevent violence and de-escalate a situation.</li><li>● Determine the best option when responding to an active shooter situation.</li></ul>

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	<ul style="list-style-type: none"><li>• Describe how to interact with law enforcement and what information they need.</li></ul>
<i>Training Outline</i>	<p>Course Overview</p> <ul style="list-style-type: none"><li>• Welcome</li><li>• Navigation</li><li>• Objectives</li></ul> <p>Topic: Workplace Violence &amp; Prevention</p> <ul style="list-style-type: none"><li>• Definition of workplace violence</li><li>• Escalating situation<ul style="list-style-type: none"><li>o Emotional, physical, and verbal signs of an escalating situation</li><li>o Scenario/knowledge check</li></ul></li><li>• De-escalate a situation<ul style="list-style-type: none"><li>o Best practices of how to de-escalate a situation (LOWLINE method)</li><li>o Scenario/knowledge check</li></ul></li><li>• Four ways to avoid violence in the workplace<ul style="list-style-type: none"><li>o Don't open doors to people after hours</li><li>o Don't duplicate keys outside of the office</li><li>o Keep your vehicle keys ready when exiting the office</li><li>o Contact security about suspicious people in the area</li></ul></li></ul> <p>Topic: Active Shooter</p> <ul style="list-style-type: none"><li>• Active shooter definition</li><li>• Active shooter options<ul style="list-style-type: none"><li>o Evacuate, hide, take action</li><li>o Scenario/knowledge check</li></ul></li><li>• Information to give law enforcement<ul style="list-style-type: none"><li>o Location and number of shooters, types of weapons, description of shooter, and number injured</li></ul></li><li>• Interacting with law enforcement<ul style="list-style-type: none"><li>o Scenario/knowledge check</li></ul></li></ul> <p>Final Evaluation</p> <ul style="list-style-type: none"><li>• Summary</li><li>• Quiz introduction</li><li>• 8 questions to test knowledge over course content</li><li>• Conclusion</li></ul>

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## *Evaluation Plan*

- 4 knowledge check/scenario questions
  - 8 question quiz (2 questions per learning objective)
    - Score 75% to pass the course and can take as many attempts as needed to pass
  - Use data and do drills in 3 months and again in 6 months to determine if this course has been effective.
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