

Design Document

<i>Business Purpose</i>	<p>LineTech designs, develops, and markets software products and services. To be successful on the job, employees of X department have to work as a unified team. Due to the high competition in this field, the employees work in a high paced environment. This results in frequent personal conflict within the team which leads to low productivity, missed deadlines and an unhealthy work climate.</p> <p>The goal is to decrease interpersonal conflict among employees of X department by 40 % as they follow the steps to manage their emotions in the workplace.</p>
<i>Target Audience</i>	All employees of X department
<i>Training Time</i>	30-minute eLearning course
<i>Training Recommendation</i>	Due to the fact that some employees of X department work remotely from other states and their schedules don't always match, it is recommended that they receive e-Learning training. This format will allow the employees to take the training on their own time and will eliminate the need to coordinate the complex schedules and locations of the employees.
<i>Deliverables</i>	<ol style="list-style-type: none">1 e-Learning course<ul style="list-style-type: none">○ 1 storyboard outlining the Managing Emotions in the Workplace training course○ Developed in Articulate Storyline○ Includes voice-over narration○ Includes a walkthrough○ Includes a final evaluation
<i>Learning Objectives</i>	<p>By the end of the training, the learners will be able to...</p> <ol style="list-style-type: none">1. Recognize the impact of negative emotions on work performance and relationships.2. Order the stages of the emotion cycle.3. Name the steps to interrupt the emotion cycle.4. List other techniques for managing emotions in the workplace.
<i>Training Outline</i>	<p>Introduction</p> <ul style="list-style-type: none">• Welcome• Navigation• Workplace Scenario introducing a problem• Learning Objectives <p>Topic: Impact of Negative Emotions</p> <p>Topic: The Emotion Cycle</p> <ul style="list-style-type: none">• Stages of the emotion cycle• Knowledge Check (drag and drop to match stages of the emotion cycle and how they show up in the scenario) <p>Topic: Important Aspects of Emotions</p>

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	<p>Topic: Steps to Interrupt the Emotion Cycle</p> <ul style="list-style-type: none">• Recognize• Defuse• Knowledge Check (2 multiple choice questions)<ol style="list-style-type: none">1. Which step to interrupt my emotion cycle includes naming my emotions and noticing my body response?)2. Which step to interrupt my emotion cycle includes pausing, taking deep breaths and reframing my thinking? <p>Topic: Other Strategies</p> <ul style="list-style-type: none">• Self-care• Seek support• Resolve conflict <p>Final Evaluation</p> <p>Summary</p> <p>Conclusion</p>
<i>Assessment Plan</i>	<p>80% passing on e-learning module assessment via 5 multiple-choice questions. It will assess all learning objectives.</p>