

vILT Conflict Resolution and Collaboration -- Design Document

<i>Business Purpose</i>	Company X is seeing a rise in conflict and disruption in communication between representatives of various departments. The change to more employees working from home is increasing productivity but presenting new concerns as employees are no longer meeting in person and collaborating down the hall with one another. New and experienced employees would benefit from training in conflict resolution strategies with the goal to improve communication and collaboration during the next quarter.
<i>Target Audience</i>	This training session is for all employees in the HR and Operations Management departments.
<i>Training Time</i>	approximately 45 minutes
<i>Training Recommendation</i>	HR and Operations management department representatives work standard business hours at locations throughout the state. A training session that can be presented during a typical work day from the representatives' own location is ideal. Recommendation is a virtual instructor-led training to include information as well as real time discussion amongst representatives with the content.
<i>Deliverables</i>	<ul style="list-style-type: none">• 1 slide deck created in PowerPoint• 1 facilitator's guide with producer's notes• Job Aid (pdf) with tips and additional resources for after session
<i>Learning Objectives</i>	Upon completion of this course, the learner will be able to: <ul style="list-style-type: none">• Identify conflict resolution strategies.• Describe collaborative techniques for use in virtual teams.
<i>Training Outline</i>	<ul style="list-style-type: none">• Introduction• Understanding Conflict<ul style="list-style-type: none">○ Miscommunication○ Non-verbal Cues○ Cultural Differences• Conflict Resolution Strategies<ul style="list-style-type: none">○ Active Listening○ Empathy○ Asking Clarifying Questions○ Finding Win-win Solutions• Collaborative Techniques for Virtual Teams<ul style="list-style-type: none">○ Effective Communication○ Building Trust○ Virtual Collaboration Tools• Summary and Reflection

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<i>Evaluation Plan</i>	Representatives will participate in reflections and breakout room discussions throughout the course. The end of the course will have a time for representatives to reflect on how they will implement this learning in their future communication and collaboration within the company. There will also be a survey sent out to get feedback on this training and will include asking “How else can Company X support and foster a collaborative community between departments?”
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