



BOISE STATE UNIVERSITY

Final Project Detailed Design Document Roberta Dombrowski

Course Information:

Project Name:	<i>Conflict Resolution Training</i>
Course Duration:	15 minutes
Course Type:	<i>Soft Skills – Conflict Resolution</i>
Course Architecture:	<i>Scenario based</i>

Part I: Course Blueprint

Purpose of this Document:

This document describes the proposed conceptual design of the course. The following components are included:

- Course Description
- Course Goal
- Course Objectives
- Audience Profile
- Instruction Profile
- Graphic Treatment Information
- Interactive Exercises
- Final Development and Delivery
- Assessment Strategies
- Resources
- Course Outline

Brief Description:

The course will provide new employees with techniques on how to recognize when a workplace conflict occurs and how to bring about a resolution.

The HR department at ABC company noticed that they were being pulled into workplace conflicts, often after it was too late. ABC Company created this course to help employees identify and solve workplace solutions before they have negative effects within the organization. The training has been incorporated into the new employee onboarding program that all employees must complete upon starting work.

Course Goal:

The goal for this course is to:

- Increase learner's awareness of negative impacts that conflict can bring to the workplace
- Enhance learner's ability to recognize workplace conflicts
- Arm the learner with communication techniques to help resolve workplace conflicts

Course Objectives

After completing this course, learners will be able to:

- Identify the behaviors and warning signs of workplace conflicts
- Discuss the negative impacts that workplace conflicts have on organizations.
- Demonstrate appropriate steps to help resolve workplace conflicts

Audience Analysis:

The course will be designed for new employees at ABC Company. Additional attributes are outlined below along with related descriptions.

<i>Attributes</i>	<i>Description</i>
Location and Population Size	<i>All employees at ABC Company are required to take this training as part of their onboarding with the company. ABC Company is a global organization with over 12 different locations around the globe.</i>
Demographic Factors	<i>These individuals are adult learners with a range of diverse backgrounds and experience. Their ages range from 21-68 years old, all hold Bachelor's degrees. They are full time employees within the organization. They are fluent in English, some may speak additional languages however this is not a requirement.</i>
Learner Aptitude Regarding Course Content	<i>Learners are new to ABC Organization. Some learners may have been previously exposed to the topics covered while others have not.</i>
Work Environment	<i>All learners work within ABC Organization. Their roles and responsibilities are diverse and range across the company.</i>
Learning Environment	<i>The learners are required to take this training as part of their employee onboarding. They must complete it within the first two weeks of employment. It should be completed in the office.</i>
Computer Abilities	<i>The learners are technology savvy. If they are not fluent with a new technology, they're able to search for resources or guidance to help remedy the situation.</i>
Experience and Attitude Towards Training in General	<i>The learners view it somewhat as a chore but understand that it is a requirement that HR requires for all new employees. They also have time factored into their onboarding schedules to account for it. Emphasizing the goal of the training could be helpful.</i>

Instructional Profile:

The following answers provide key information on how the course content will lend itself to the learner. This will ensure a successful transfer of key concepts via the use of proper language and tone.

<i>Questions</i>	<i>Answers</i>
How should we refer to the audience?	<i>ABC Employees, you/your</i>
Would audience prefer male or female audio?	<i>Tone of voice must be approachable and friendly. Either gender is fine.</i>
Should the accent of the voice be anything but a general, North American accent?	<i>Voice talent speaks with a general American accent.</i>
What localization or compliance is required?	<i>All courses are produced in English first. Localization is produced by an outside agency. At a minimum, captions are provided with no voice work.</i> <i>All files must be AICC/SCORM compliant.</i>
Are there any terms or acronyms that we may not be familiar with that might cause confusion in pronunciation?	<i>Acronym or terminology pronunciation guide? Industry standards reference?</i>
From whom or what does this instruction come?	<i>The course is mandated by the Human Resources company at ABC Company.</i>
Who is the narrator of the instruction? What is the relationship of the narrator to the audience?	<i>TBD.</i>
What other training accompanies this course?	<i>The course is a part of an onboarding program at ABC Company.</i>
What is the intended shelf life for this course?	<i>1-2 years, updates depend upon brand standards/compliance requirements by the organization.</i>

Graphic Treatment Information:

The following answers provide key information for visual treatments used in the course.

<i>Questions</i>	<i>Answers</i>
How should we brand the course and/or supporting materials?	<i>ABC Company</i>
What guidelines, stock images, and other graphical resources exist for use of branding logos, color scheme, fonts, etc?	<i>Company branding guide provides all information about these requirements. Getty images is used for stock images.</i>
What types of visual elements are desired (photography, animation, and/or video)?	<i>Incorporate as many people images as possible – modern, hip, that ties in with the company brand. Should be dressed in business casual. Videos could possibly be used or animations as well.</i>
Are there any visual preferences for the media specific to this course?	<i>Photos and graphics will be used. Video may be used with narration.</i>

Interactive Exercises: The course will contain multiple choice, sequencing, and matching questions throughout the course.

Final Development and Delivery: The course will be created using the rapid e-learning authoring tools (Articulate Storyline) and delivered using FTP.

Assessment Strategy: The course will include multiple choice, matching, and sequencing question items to test the learner’s aptitude for the content of limited sections of the course.

Resources: The following is a list of resources provided by ABC Company to us for the purpose of developing and producing this course.

<i>#</i>	<i>Resource</i>	<i>Purpose</i>
1	<i>Case Study Scenario</i>	<i>Provides background information about the problem to be solved in the scenario</i>
2	<i>Conflict Resolution Tip Sheet</i>	<i>Job aid for steps to take to resolve conflicts</i>

Part II: Course Outline

Outline Structure: The structure below should contain all the elements that you think are important and it should present the content in a way that's logical for your learners. During the scripting process, sections may be contracted, expanded, or reorganized to present the content in a way that better supports your learning objectives.

To support our authoring format, we use a specific organizational structure with four levels: **Module**, **Lesson**, **Topic**, and **Page**.

<i>Level</i>	<i>Contains</i>	<i>Approx. Time</i>
Module	2-7 Lessons	1 hour
Lesson	2-7 Topics	25-60 minutes
Topic	2-7 Pages	5 minutes
Page	1 Page	45-60 seconds

Each Module and Lesson begins with an introduction that includes objectives. These objectives match one-to-one with the Lesson and Topic titles respectively. Summaries always appear at the end of each Lesson and Module to remind the learner of their progress and recently completed objectives.

Top Level Hierarchy: For purpose of this course, there is one 15-minute Lesson:

Lesson: Conflict Resolution Training

The content outline for the lesson is identified below along with related objectives, topics, pages, resources, instructional strategies, and assessment items.

Module: Conflict Resolution Training

Welcome to the course! This course provides information on conflict resolution within the workplace.

Lesson One: Workplace Conflict Resolution

This lesson provides information on conflict resolution in the workplace. There's no way of avoiding conflicts in the workplace. This course will focus on identifying common reasons why workplace conflicts occur and the impacts they can have within organizations. We will also provide information on how to quickly resolve them once they are identified. Upon completion of this course, it is expected that you will be able to demonstrate techniques to help overcome workplace conflicts.

Lesson Objective(s):

Upon completion of this lesson, you will be able to:

- Describe the impact of conflict in the workplace
- Identify reasons why workplace conflicts occur
- Identify techniques to overcome workplace conflict

Introduction to Conflict Resolution

Case Study

What is Conflict Resolution?

Impact of Conflicts in the Workplace

Reasons Why Conflicts Occur

The Causes of Workplace Conflict Overview

Unclear Definitions of Responsibility

Limited Resources

Conflict of Interest

Miscommunication

Resolving Conflicts

Acknowledging the Situation

Determine the underlying problem

Find common areas of agreement

Find Solutions

Determine next steps

Summary

Assessment

Part III: Course Resources

Lesson One Resources:

The source content for Lesson One consists of...

- *Case Study Scenario*
- *Conflict resolution tip sheet*

Learning Objectives:

The learning objectives for this lesson are:

- Describe the impact of conflict in the workplace
- Identify reasons why workplace conflicts occur
- Identify techniques to overcome workplace conflict

Recommended Instructional Strategies by Learning Objective:

<i>Objective</i>	<i>Recommended Instructional Strategy</i>
Describe the impact of conflict in the workplace	Case Study Lecture
Identify reasons behind why workplace conflicts occur	Lecture
Identify techniques to overcome workplace conflict	Lecture Demonstration (problem based scenario)

Assessment Items by Learning Objective:

<i>Objective</i>	<i>Assessment Items</i>
Describe the impact of conflict in the workplace	Scenario Based
Identify reasons behind why workplace conflicts occur	Multiple choice/choice all that apply
Identify techniques to overcome workplace conflict	Revisit problem based scenario – problem solving multiple choice questions (would love to do a branching scenario but

won't have enough time)