

Design Document – X Company

<i>Business Purpose</i>	X Company has had a 42% increase in employee complaints to HR directly related to conflicts in the workplace. The purpose of this training is to provide human resource managers with the knowledge and skills to successfully manage conflict in the workplace in order to minimize conflict and increase company-wide productivity.
<i>Target Audience</i>	HR managers of X Company
<i>Training Time</i>	60 minutes <ul style="list-style-type: none">This course is an introduction to the 5-step process for managing conflict in the workplace. Learners will be provided critical information and an opportunity to apply the process with peers. With the inclusion of several opportunities for engagement, this course will need approximately an hour to successfully introduce content and complete activities.
<i>Training Recommendation</i>	1 Virtual Instructor-Led Course Using the VILT format will allow learners to engage with the facilitator and other learners in activities. The course subject, conflict management, is best suited to a synchronous learning modality in order to practice newly acquired skills with peers. By choosing VILT, X Company can reach more employees over widespread locations during a single training period. <ul style="list-style-type: none">Course will provide statistics relating to levels of workplace conflict in corporate companies.Course will begin with defining conflict management and the two types of conflict.Course continues with an introduction to the five-step process of conflict utilized by X Company. Each step will be defined and a real-life example will be included.Learners will participate in scenarios with peers in order to apply the 5-step process.Closing
<i>Deliverables</i>	<ul style="list-style-type: none">PowerPoint DeckFacilitators GuideJob Aid
<i>Learning Objectives</i>	<ul style="list-style-type: none">Define conflict management (1.1)Paraphrase X Company's five-step process of conflict management (1.2)Apply X Company's five-step process of conflict management in a scenario (1.3)

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<i>Training Outline</i>	<ul style="list-style-type: none">• Welcome<ul style="list-style-type: none">- Presenter introduction- Agenda- Shared agreements- Learning outcomes• Defining Conflict Management (CM) in the Workplace (1.1)<ul style="list-style-type: none">- Learners will participate in an activity where they provide their own definition of CM- X Company definition is shared- Non-examples are provided• Five-Step Process (1.2)<ul style="list-style-type: none">- Each step is introduced with definition and relevant workplace scenario example- Learners work with peers in breakout room to paraphrase the five-steps• Scenario/Roleplay (1.3)<ul style="list-style-type: none">- Learners will participate in a real-life scenario-based activity that allows them apply the five-step process- Collaborating, course participants will determine appropriate responses based on the 5-step CM process• Summary• Closing
<i>Evaluation Plan</i>	<ul style="list-style-type: none">• Each participant will be asked to share their key takeaway from the course. Additionally, learner participation in all course activities will be monitored.