HICREO LEARNING STUDIO

STORY BOARD

MANAGING CONFLICTS EFFECTIVELY:
AN ELEARNING COURSE ON CONFLICT RESOLUTION

CREATED & DESIGNED BY JANE LOWE- APRIL 2023

THE OUTSTANDING MEMBERS OF
OUR ACCOMPLISHED TEAM

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PROJECT NAME	Mind Over Matter: Developing a Growth Mindset for Success
AUTHORING TOOL	www.hicreo.ai
TARGET DEVICE	Desktop or Notebook
FONT	CabinMedium Font Size • Title: 20 • Sub-title: 15 • Body: 12
SCORM VERSION	2014, 2nd ed.
AICC	NA
SECTION 508	Yes
BOOKMARK	Yes
PUBLISH AS	Standalone, LMS
IMI LEVEL	IMI LEVEL 1
ASSESSMENT	
Others	

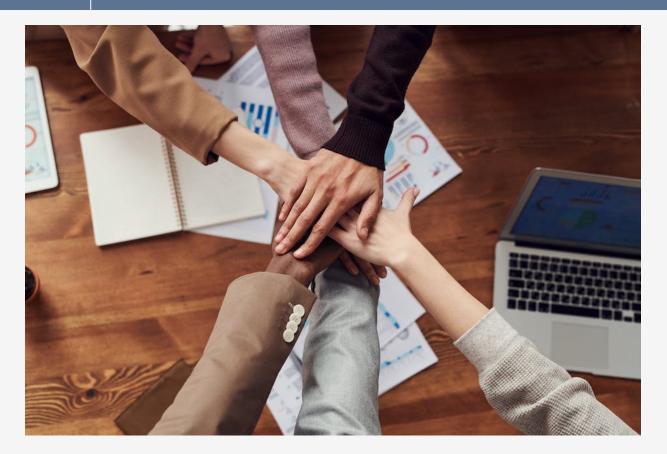|			
ver 1.0	4/1/2023	Jane Lowe	Document created.
ver 1.1	4/4/2023	Jane Lowe	Per client request, course font changed from Arial to Railway.
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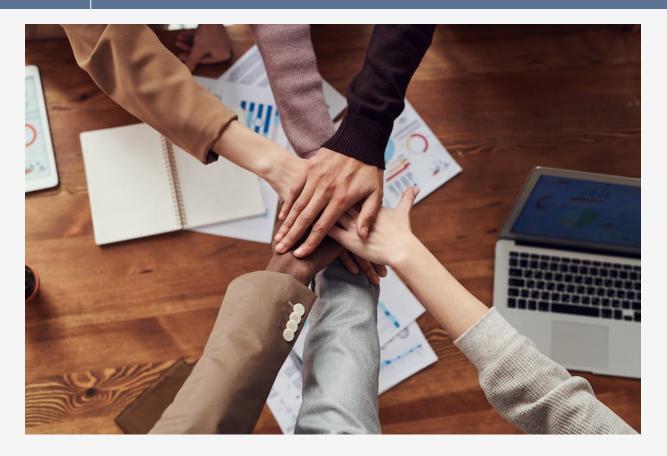| Audio	Narration Script
h_1	Welcome to 'Managing Conflicts Effectively: An eLearning Course on Conflict Resolution'! This course is designed to equip you with the knowledge and skills needed to effectively manage conflicts in the workplace, at home, or in any other situation. You will learn about different conflict resolution techniques, ways to identify and address the root cause, and how to communicate effectively to resolve conflicts peacefully.
h_2	Whether you seek personal growth or professional development, this course will give you the tools to navigate conflicts confidently and easily. Get ready to take your conflict resolution skills to the next level!
h_3	Click on the "START" button to begin.
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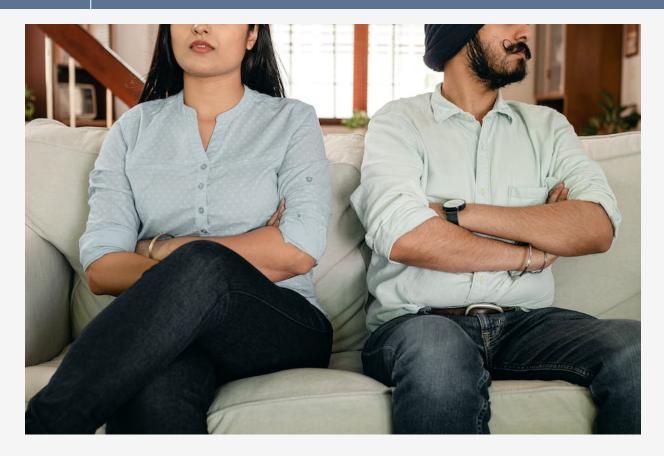| Audio	Narration Script
l1_1	Conflict is a natural and inevitable part of any relationship or organization. It can arise from differences in opinions, values, goals, and interests. When not managed effectively, conflict can escalate and cause damage to relationships, affect productivity, reduce morale, and create a hostile work environment.
l1_2	On the other hand, when conflicts are managed effectively, they can provide an opportunity for growth and improvement in relationships and organizations. Understanding the impact of conflict is crucial in learning how to manage conflicts effectively and create positive outcomes.
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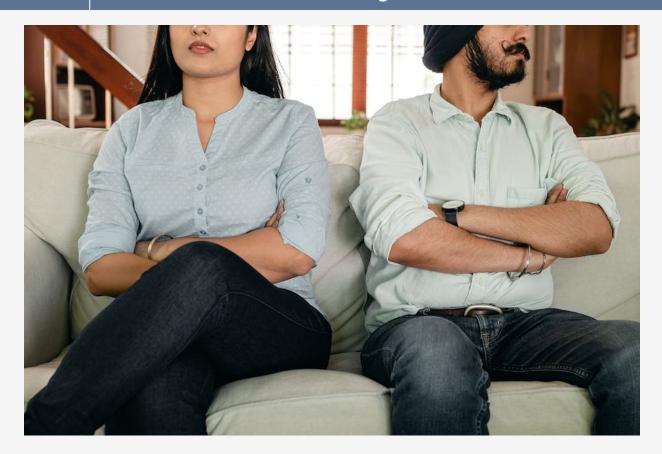| Audio	Narration Script
l1_3	Effective conflict resolution has numerous benefits for both individuals and organizations. Some of the key benefits include:
l1_4	1. Improved relationships: Resolving conflicts in a constructive manner can lead to better communication, increased trust, and strengthened relationships between individuals and teams.
l1_5	2. Increased productivity: Conflicts can be a major distraction and drain on productivity. By resolving conflicts effectively, employees can stay focused on their work and maintain a high level of productivity.
l1_6	3. Better decision-making: Conflict resolution techniques such as negotiation and collaboration can lead to better decisions by bringing different perspectives to the table.
l1_7	4. Improved morale: A positive work environment is essential for employee morale. When conflicts are resolved fairly and respectfully, it can boost employee morale and satisfaction.
l1_8	5. Increased creativity and innovation: Conflicts can lead to new ideas and creative solutions when managed effectively.

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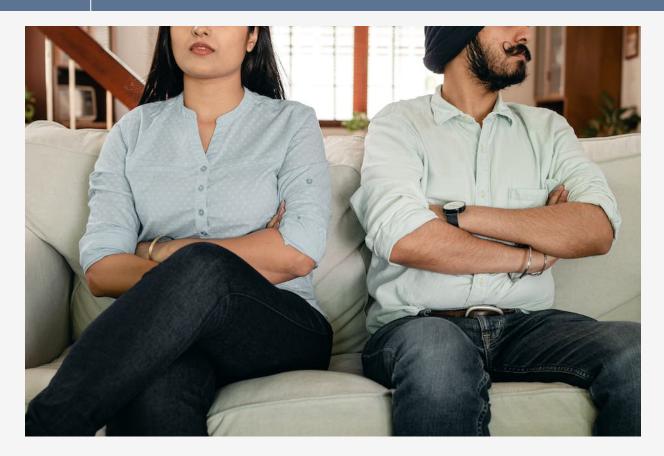| Audio	Narration Script
l1_9	6. Prevention of future conflicts: Effective conflict resolution can help to prevent future conflicts by addressing the root causes and improving communication.
l1_10	7. Cost savings: Resolving conflicts through negotiation and collaboration is often more cost-effective than litigating conflicts in a court of law.
l1_11	By learning effective conflict resolution skills, individuals and organizations can reap these benefits and create positive outcomes in their relationships and work environments.
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QUIZ INSTRUCTIONS

Questions: 5 | Passing Score: 80% / 100%

Read each question carefully and choose the best answer for each one. Once finished, you can check each question to see why answer selected is correct or incorrect.

START

1. What is coflict?

Instructions: Choose the correct answer and submit your answer by clicking "Submit".

- ○ a.   An agreement between individuals
- ✓ b.   A disagreement between individuals
- ○ c.   A common understanding between individuals
- ○ d.   A shared goal between individuals

Submit

Feedback ✓

Correct	That's correct.
Try Again	That's incorrect. Please try again.
Incorrect	That's incorrect.

Additional Setting

Multiple Response ☐   Randomize Answer Order ☐   Attempt ✓   Unlimited ▼

2. What is the impact of conflict on relationships and organizations?

Instructions: Choose the correct answer and submit your answer by clicking "Submit".

- ○ a. It improves relationships and increases productivity.
- ☑ b. It leads to a hostile work environment, affects productivity, and reduces morale.
- ○ c. It has no impact on relationships and organizations.
- ○ d. It creates new ideas and solutions.

Submit

Feedback ☑

Correct	That's correct.
Try Again	That's incorrect. Please try again.
Incorrect	That's incorrect.

Additional Setting

Multiple Response ☐   Randomize Answer Order ☐   Attempt ☑   Unlimited ⌄

3. What are some benefits of effective conflict resolution?

Instructions: Choose the correct answer and submit your answer by clicking "Submit".

- ✓ a. Improved relationships, increased productivity, better decision making, and improved morale
- ○ b. Increased productivity, reduced morale, and higher costs
- ○ c. Hostile work environment decreased creativity and decreased morale
- ○ d. Improved relationships, decreased productivity, and reduced creativity

Submit

Feedback ☑

Correct	That's correct.
Try Again	That's incorrect. Please try again.
Incorrect	That's incorrect.

Additional Setting

Multiple Response ☐   Randomize Answer Order ☐   Attempt ☑   Unlimited ▾

4. What are some techniques for conflict resolution?

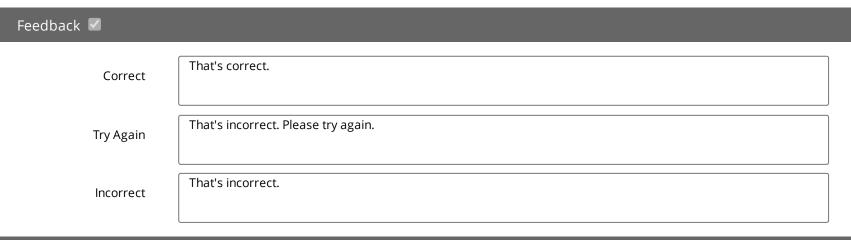Instructions: Choose the correct answer and submit your answer by clicking "Submit".

- ○ a.   Litigation, arbitration, and compromise
- ✓ b.   Mediation, collaboration, and negotiation
- ○ c.   Compromise, negotiation, and collaboration
- ○ d.   Arbitration, collaboration, and Litigation

Submit

Feedback ✔

Correct	That's correct.
Try Again	That's incorrect. Please try again.
Incorrect	That's incorrect.

Additional Setting

Multiple Response ☐   Randomize Answer Order ☐   Attempt ✔ | Unlimited ∨ |
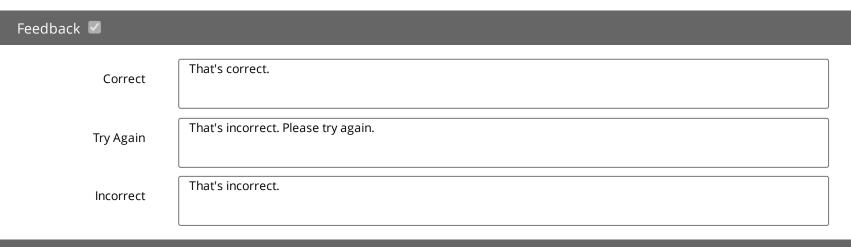
6. What are the steps involved in conflict resolution?

Instructions: Choose the correct answer and submit your answer by clicking "Submit".

- ✓ a. Understanding conflict and its impact, identifying the root cause, and communicating effectively

- ○ b. Ignoring conflict, avoiding the root cause, and miscommunication

- ○ c. Escalating conflict, creating the root cause and avoiding communication

- ○ d. Neglecting conflict, ignoring the root cause, and miscommunication

Submit

Feedback ✔

Correct   That's correct.

Try Again   That's incorrect. Please try again.

Incorrect   That's incorrect.

Additional Setting

Multiple Response ☐   Randomize Answer Order ☐   Attempt ✔   Unlimited ⌄

Quiz Result

You scored

80% / 100%

Congratulations, you passed.

Review　　　Finish

CERTIFICATE

OF COMPLETION

THIS IS TO CERTIFY THAT

YOUR NAME

HAS COMPLETED THE COURSE

MANAGING CONFLICTS EFFECTIVELY: AN ELEARNING COURSE ON CONFLICT RESOLUTION

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05-04-2023

DATE

hiCreo Inc

THE COMPANY NAME

SIGNATURE