

Design Document

Training Title: In-Flight Conflict Resolution

Business Goal and Problem	Airway Express has noticed a rise in customer complaints about in-flight interactions, particularly involving newly hired flight attendants who feel underprepared to handle confrontational passengers. This gap in training poses a risk to the company's reputation, safety protocols, and customer loyalty. The business goal of Airway Express' Conflict Resolution Training Program is to enhance customer satisfaction and loyalty by equipping flight attendants with effective conflict resolution skills. Beyond building knowledge, the training drives behavior change, empowering new flight attendants to respond calmly, confidently, and consistently when facing challenging passenger interactions. By transforming learned strategies into on-the-job habits, the training aims to reduce in-flight incidents, strengthen crew performance, and improve passenger experience.
Target Audience	The target audience for Airway Express' Conflict Resolution Training Program is newly hired flight attendants, particularly those within their first six months on the job. These individuals are beginning their careers and may feel unprepared to handle confrontational passengers. The training is designed to equip them with practical conflict resolution skills to enhance the passenger experience and ensure safety onboard.
Learning Objectives	Terminal LOs: By the end of this training, newly hired flight attendants will be able to confidently handle in-flight conflicts by using empathy, active listening, and clear communication to keep the cabin calm and ensure a positive experience for everyone on board. Enabling LOs: • Recognize common triggers that lead to passenger frustration, such as flight delays and service issues. • Apply empathetic communication techniques to acknowledge and validate passenger emotions.

	Utilize conflict resolution strategies to manage and reduce passenger tension effectively.
Training Recommendation	Delivery Method: The delivery method for Airway Express' Conflict Resolution Training Program is an interactive eLearning simulation built with Articulate Storyline 360. It uses branching scenarios to place learners in realistic in-flight conflict situations, letting them make choices and see the outcomes in a safe environment. This approach keeps learners engaged and helps them improve decision-making by offering personalized learning paths based on their responses. Approach: This course uses a scenario-based learning approach embedded within a story-driven simulation. Learners take on the role of a newly hired flight attendant navigating realistic in-flight challenges. Through real-time decision points, learners actively influence outcomes such as passenger satisfaction. Each choice triggers immediate feedback, helping reinforce critical thinking and support lasting behavior change. The approach promotes experiential learning, allowing participants to practice Conflict Resolution strategies in a safe, risk-free environment.
Training Time	This sample module takes approximately 10–15 minutes to complete. The full self-paced course is approximately 45–60 minutes.
Deliverables	- Published SCORM package of the final simulation - Working .story file with branching scenarios - Storyboard showing scenario flow and decision logic
Training Outline	Course Title: <i>In-Flight Conflict Resolution: Can You Handle the Heat and Keep the Cabin Calm?</i> Scenario: The Regional Manager of “Airway Express” receives an email highlighting: - An increase in customer complaints over the past quarter. - Feedback from new flight attendants feeling underprepared for confrontational passengers. - Introduction of a mandatory Conflict Resolution Training Program for flight

attendants hired in the last six months.

3. Transition to Practical Application

- a.** The learner has completed the Conflict Resolution training.
- b.** Emphasis on the goal: ensuring a safe and calm environment for all passengers, even during high-stress situations.

4. Mentor Assistance:

- a.** Introduction to Devin, the Flight Leader, who offers guidance and support through an in-course assistance feature.
- b.** Encouragement to practice using this feature to become familiar with seeking support during challenging situations.

5. Takeoff Phase:

- a.** Simulation of the plane taking off.
- b.** Instructions to monitor passengers for any signs of concern or distress.

6. Conflict Scenario

- a.** Introduction of a mood meter to gauge the passenger's level of anger.
- b.** A passenger presses the call button and expresses frustration aggressively due to flight delays and non-functional Wi-Fi.

7. Decision-Making Process

- a.** The passenger's frustration is escalating. How should you respond?
- b.** First Response Options:
 - Option A: Acknowledge common issues.

- Option B: Deflect responsibility.
- Option C: Express empathy and understanding.

c. Second Response Options:

- Option A: Indicate limited ability to help.
- Option B: Offer practical advice and a beverage.
- Option C: Reiterate inability to fix the issue.

8. Resolution

a. Flight Conclusion:

- Simulation of the plane landing.
- This is a notification to the Regional Manager about a 5-star customer review praising the flight attendant's empathetic and patient response to a frustrating situation.

Assessment Plan

Level 2 Assessment: Learning

Learners will be assessed through the interactive simulation by making decisions at key moments, like responding to passenger complaints. They'll receive immediate feedback on their choices, helping them understand what worked well and where they can improve. This approach checks their grasp of Conflict Resolution techniques in real-life scenarios.

Level 3 Assessment: Behavior

After completing the training, supervisors will observe flight attendants during actual flights to see how they apply their Conflict Resolution skills. These observations will focus on how well flight attendants manage conflicts, communicate empathetically, and calm the cabin environment. Feedback from these observations will help determine if the training has effectively translated into improved on-the-job behavior.