

Resolving Generational Conflict in the Workplace

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<i>Business Purpose</i>	Navtech is an American Chicago-based provider of geographic information system (GIS) data and a major provider of electronic navigable maps. They employ 5,500+ employees worldwide, working in 202 offices in 53 countries. Navtech's data reveals that 15-18% of conflicts in the workplace are based on generational differences which are value-based, behavior-based, or identity-based. The business purpose of resolving generational conflict in the workplace is to enhance workplace productivity, prevent unproductive teams and accusations of age bias. All staff need to recognize and distinguish between generational preferences and identify strategies to resolve conflicts based on those preferences.
<i>Target Audience</i> <i>Training Time</i>	All staff will take the eLearning course on their own time, in their office. 30-40 minute eLearning course
<i>Training Recommendation</i>	This course will be an eLearning module. This format is recommended due to the large volume of employees and multiple worldwide locations. The learning will be scenario based with two employees, and a narrator explaining the material. The learner will resolve real life generational conflicts throughout the course with feedback, along with a final assessment. The learners should also have a reference tool/Job Aid in the form of a PDF-4 Steps to Debunking Stereotypes.
<i>Deliverables</i>	1 storyboard ● Outlining the Resolving Generational Conflict in the Workplace course ● Includes voiceover script 1 eLearning course ● Developed in Articulate Storyline ● Includes WellSaidLabs voiceover ● Includes scenarios ● Final evaluation Canva media ● Custom icons/graphics to be imported in Storyline ● Custom videos to be imported in Storyline (no narration) 1 Job Aid (PDF) ● Outlining the 4 Steps to Debunking Stereotypes

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<i>Learning Objectives</i>	By the end of this training, the learners will be able to... • Define generational conflict in the workplace. • Differentiate between the five generations in the workplace. • Identify resolutions for generational conflict in the workplace.
<i>Training Outline</i>	Welcome • Navigation or Start Course Scenario • Two employees discussing a generational conflict in the workplace. • This scenario is designed as a “hook” to engage the learner before introducing the learning objectives. Knowledge Check • Learner provides a solution for generational conflict. • 1 Multiple choice question with feedback. Scenario (cont.) • Discussion regarding stereotypes. • Discussion regarding the 5 generations in the workplace. • Discussion regarding work/communication preferences. Learning Objectives • Define generational conflict in the workplace. [LO1] • Differentiate between the five generations in the workplace. [LO2] • Identify resolutions for generational conflict in the workplace. [LO2] Topic: Meet the Five Generations • Definition of a generation • Definition of a generational personality • Introduction of the 5 generations - o Details of each generation ▪ Main characteristics of personalities ▪ Classification of era ▪ Influencers of era ▪ Values/Motivators of era ▪ Communication style of era ▪ Worldviews of era ▪ Goals of era • Current U.S. Workforce Numbers

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- o Generational groups displayed in a graph
- o Present largest generational group data

Knowledge Check

- Learner differentiates between the 5 generations based on era.
- Learner is allowed 2 attempts with appropriate feedback.

Topic: What is Generational Conflict?

- Generational conflict definition
- Generational conflict scenario

Knowledge Check

- Learner provides a solution for generational conflict.
- 1 Multiple choice question with feedback.

Topic: Avoiding and Debunking Generational Conflict

- Avoid Generational Stereotyping
 - o Typical stereotypes per generation are presented.
- Debunking Stereotypes
 - o Strategies to debunk stereotypes.
 - Share Knowledge
 - Find Common Ground
 - Communicate Preferences
 - Participate in Team Building

Summary

- Scenario conclusion
- Review 3 objectives of the course

Assessment/Results

Congratulations

- Short summary and positive message

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<i>Assessment Plan</i>	Knowledge Checks – 3 Ungraded Questions • 2 scenario-based questions with 3 attempts • 1 custom matching question with 2 attempts Final Assessment – 6 Graded Questions • Quiz introduction slide • 1 matching question - o Match the appropriate working generation to its description. [LO2] • 5 multiple choice questions - o What is Generational Conflict? [LO1] - o Today's workforce contains which generations? [LO2] - o Which generation makes up the biggest percentage of the workforce today? [LO2] - o Which debunking stereotypes strategy would work best in this scenario? [LO3] ▪ In-person meeting [Baby Boomer] vs. online discussion [Gen Z] - o Which debunking stereotypes strategy would work best in this scenario? [LO3] ▪ Innovation [Gen Z/Millennial] vs. best practices [Gen X/Baby Boomer] • Learner must score 80% or higher with unlimited attempts to pass.
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