RESOLVING DIFFERENCES ELEARNING MODULE

RESOLVING DIFFERENCES WAS AN ONLINE LEARNING SOLUTION LEARNINGWORKS DEVELOPED FOR DIVERSITY INSTITUTE.

SUMMARY

Diversity Institute had identified a need to provide individuals and organisations with a short eLearning module that could help them to prevent and resolve conflicts and longstanding resentment within their workplaces and to re-establish personal connections.

THE APPROACH

Together, using LearningWorks' Launchpad process, we developed a learning map of specific, unique solutions to the identified needs, sensitive to budget, flexibility and overall strategy.

A learning management system (LMS) would be required to host the new course, as well as manage access and registration.

We designed scenarios explore how principles could be applied in workplace contexts and learning checks to instill a sense of progress.

SOLUTION

The result is 30 – 45 minutes of highly engaging interactive scenarios, stories and learning checks that demonstrate how to apply the Resolving Differences model within a workplace. There are downloadable worksheets, guides and checklists that learners can use to focus strategies on conflicts within their own working context.

The course is available here: Resolving Differences by Diversity Institute

https://e-learning.diversityinstitute.co.nz/courses/resolving-differences-2/

Learners who completed the course have this to say:

"The course is engaging, and the examples are relevant and easy to relate to. I like the examples with the questions relating to Aroha – that was really well done. The course content relates to understanding each other, under standing our similarities and differences, and better communication."

Kate Baccus, GM People – Australia and New Zealand at Yang Kee Logistics