Handling Workplace Concerns Effectively

Scenario-Based eLearning Project

Problem

In many organizations, managers and team leads are not adequately prepared to handle employee concerns in a timely and empathetic manner. While employees may raise issues related to workload, team dynamics, or well-being, managers often respond inconsistently due to a lack of practical training.

As a result, employee concerns are frequently delayed, minimized, or escalated prematurely, leading to disengagement, reduced performance, and increased attrition. Traditional policy-based training does not adequately prepare managers for real-life conversations, where judgment, communication, and follow-up are critical.

Solution

To address this gap, a scenario-based eLearning module was recommended. The course allows managers to practice responding to realistic workplace situations in a safe learning environment.

The self-paced eLearning format enables learners across different locations and time zones to complete the training at their convenience. By guiding learners through decision points and providing coaching-based feedback, the course helps managers understand the impact of their actions and apply best practices when handling employee concerns.

The solution focuses on building confidence, empathy, and effective decision-making rather than rote policy memorization.

Target Audience

- Team Leads
- First-time Managers
- People Managers
- Supervisors in corporate and service-based organizations

Learning Goal

Enable managers to respond effectively to employee concerns by practicing appropriate actions, understanding consequences, and applying best practices to real workplace situations.

Instructional Strategy

- Scenario-based learning
- Decision-making with branching feedback
- Coaching-oriented feedback (rather than right/wrong responses)
- Reflection-based closure to encourage workplace application

Tools Used

- **Articulate Storyline 360** – course development and interactions
- **PowerPoint** – action map, and visual planning

Deliverables

- Instructional Design Document
- Action Map
- Scenario Storyboard
- Interactive Storyline 360 Course
- Knowledge Check and Feedback Layers

Outcome

This concept project demonstrates the use of instructional design principles to create a practical, learner-centered, and scenario-driven eLearning experience. The course emphasizes real-world application, helping managers build confidence in handling workplace concerns effectively.