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| Candidate name | M.Srilatha |
| **Date of Assignment** |  |
| **Start time** |  |
| **End time** |  |

**≪Conflict≫**

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| Screen Number | 1 |
| **Lesson Name** | Conflict |
| **Screen Title** | Welcome to the lesson on Conflict |
| **Screen Layout and content** | |
| Welcome to the lesson on conflict | |
| Audio text | Welcome to the lesson on Conflict |
| Visual notes and instructions | **Next button:**  Create a link for “Next” button to move to the next screen. |
| Screen Number | 2 |
| **Lesson Name** | Conflict |
| **Screen Title** |  |
| **Screen Layout and content** | |
| Target Group  This course will be designed for all employees working in teams and with people.  Objective  After studying this topic, you will be able to:   * To familiarise the target group for working in teams. | |
| Audio text |  |
| Visual notes and instructions | **Next button:**  Create a link for “Next” button to move to the next screen. |

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| Screen Number | 3 |
| **Lesson Name** | Conflict |
| **Screen Title** | Welcome to the lesson on Conflict |
| **Screen Layout and content** | |
| Welcome to the lesson on conflict  Module 2  Module 1  Click on each module to know more | |
| Audio text | Click on each module to know more |
| Visual notes and instructions | Create two buttons to open the respective module according to the user need.  **Next button:**  Create a link for “Next” button move to the next screen. |

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| Screen Number | 4 |
| **Lesson Name** | Conflict |
| **Screen Title** | Welcome to the module on Introduction to Conflict |
| **Screen Layout and content** | |
| Welcome to the module on Introduction to Conflict | |
| Audio text | Welcome to the module on Introduction to Conflict |
| Visual notes and instructions | **Next button:**  Create a link for “Next” button to move to the next screen. |
| Screen Number | 5 |
| **Lesson Name** | Conflict |
| **Module Name** | Introduction to Conflict |
| **Screen Title** | Scope of Learning |
| **Screen Layout and content** | |
| Scope of Learning  By the end of this module you will be able to understand:   * Define Conflict. * List the different forms of Conflict * Explain the causes for the Conflict | |
| Audio text | Scope of Learning  By the end of this module you will be able to understand:   * Define Conflict. * List the different forms of Conflict * Explain the causes for the Conflict |
| Visual notes and instructions | **Text should come as a bullet point.**  **Next button:**  Create a link for “Next” button to continue. |

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| Screen Number | 6 |
| **Lesson Name** | Conflict |
| **Screen Title** | Introduction to Conflict |
| **Screen Layout and content** | |
| Conflict  Conflict is actual or perceived opposition of needs, values and interests.  “A” Personality Vs “B” Personality    Img 2  Img 1 | |
| Audio text | Conflict  Conflict is actual or perceived opposition of needs, values and interests. |
| Visual notes and instructions | {Img 1} **Create:** Show one person only. Shown image is for reference only.  {Img 2} **Create:** Show two people quarrelling themselves. Shown image is for reference only. |
| Screen Number | 7 |
| **Lesson Name** | Conflict |
| **Screen Title** | Introduction to Conflict |
| **Screen Layout and content** | |
| Forms of Conflict   * A conflict can be internal (within oneself) or within a team.   Img 3   * bd20207_As a concept it explains many aspects of social life such as social disagreement and fights between individual group and organisation.     Click on each button to know more | |
| Audio text | Forms of Conflict  A conflict can be internal (within oneself) or within a team.  As a concept it explains many aspects of social life such as social disagreement and fights between individuals, groups, or organizations. |
| Visual notes and instructions | 1. If user clicks on Individual button, create an animation showing one person. 2. If user clicks on group or organization, create an animation on group quarrel. 3. If user clicks on organization, create an animation (shown image for reference only).   For the buttons zoom the slide and put “X” button to close.  5, 6 screens should come after the other. |
| Screen Number | 8 |
| **Lesson Name** | Conflict |
| **Screen Title** | Introduction to Conflict |
| **Screen Layout and content** | |
| Forms of conflict in the Organisation   * Without proper social arrangement or resolution, * Conflicts in social settings can result in stress or tensions among people. * When an interpersonal conflict does occur,   + its effect is often broader than two individuals involved,   + and can affect many associate individuals and relationships,   + in more or less adverse and sometimes even way. | |
| Audio text | Forms of conflict in the organisation  Without proper social arrangement or resolution, conflicts in social settings can result in stress or tensions among people.  When an interpersonal conflict does occur, its effect is often broader than two individuals involved, and can affect many associate individuals and relationships, in more or less adverse and sometimes even way. |
| Visual notes and instructions | Text should come as a bullet points.  Show the group animation done in screen no: 6 for the 1st point in sync with the audio.  Show the individual animation done in screen no:6 for the 2nd in sync with the audio. |
| Screen Number | 9 |
| **Lesson Name** | Conflict |
| **Screen Title** | Introduction to Conflict |
| **Screen Layout and content** | |
| Causes for Conflict  There are many causes of conflict.  Roll on each button to know more  **Emotional Conflict**   * If there is a perceived breach of faith and trust between individuals, it causes conflict. * When one puts faith and trust in another, * and that confidence is broken, * it can create an emotional response that elevates to conflict. * Conflict also occurs if there is unresolved disagreement that has escalated to an emotional level. Disagreements are normal. * When they are left unresolved,   + however, the associated feelings and emotions will remain in force,   + at least at some level.   **Substantive Conflict**   * When another situation brings this disagreement back to the forefront, these suppressed emotions can erupt with force, usually far in excess of those associated with the original disagreement. * Therefore, it is critically important to resolve disagreements as soon as possible and not let them fester. Sometimes, miscommunication leads to unclear expectations. * How often do we give instructions to someone, only to have those instructions misinterpreted? * The ability to communicate is one of our most commonly used skills. * As such, we sometimes take it for granted so that the words we use to communicate don't always clearly state the picture in our minds. * When this occurs, errors often result that lead to frustration. * Depending on a multitude of factors (stress level for one), the error sometimes results in conflict if neither person is willing to accept responsibility for it. * Personality clashes can also lead to conflict. * We are all different. * Experts say that our personalities are genetically determined resulting in different sets of preferred behaviors.j0254488 | |
| Audio text | Causes for Conflict  There are many causes of conflict.  Emotional conflict and Substantive conflict  Roll on each button to know more  If there is a perceived breach of faith and trust between individuals, it causes conflict. When one puts faith and trust in another, and that confidence is broken, it can create an emotional response that elevates to conflict. Conflict also occurs if there is unresolved disagreement that has escalated to an emotional level. Disagreements are normal. When they are left unresolved, however, the associated feelings and emotions will remain in force, at least at some level. When another situation brings this disagreement back to the forefront, these suppressed emotions can erupt with force, usually far in excess of those associated with the original disagreement. Therefore, it is critically important to resolve disagreements as soon as possible and not let them fester. Sometimes, miscommunication leads to unclear expectations. How often do we give instructions to someone, only to have those instructions misinterpreted? The ability to communicate is one of our most commonly used skills. As such, we sometimes take it for granted so that the words we use to communicate don't always clearly state the picture in our minds. When this occurs, errors often result that lead to frustration. Depending on a multitude of factors (stress level for one), the error sometimes results in conflict if neither person is willing to accept responsibility for it. Personality clashes can also lead to conflict. We are all different. Experts say that our personalities are genetically determined resulting in different sets of preferred behaviors. |
| Visual notes and instructions | Text should come as a bullet points to sync with the audio.   1. If user roll on emotional conflict, zoom the slide and put “X” button to close. 2. If user roll on Substantive conflict, zoom the slide and put “X” button to close. |

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| Screen Number | 10 |
| **Lesson Name** | Conflict |
| **Screen Title** | Welcome to the lesson on Conflict |
| **Screen Layout and content** | |
| Assessment  This is a short assessment to see where you stand.  Read all the instructions carefully and click “start” button.  Instructions:  Do attempt all questions  Click submit to verify your answer  √ Indicates the correct answer  X indicates wrong answer  Click next to proceed to the next question  Click result to see your results  Good Luck    Start | |
| Audio text | Assessment  This is a short assessment to see where you stand.  Read all the instructions carefully and click “start” button.  Instructions:  Do attempt all questions  Click submit to verify your answer  √ Indicates the correct answer  X indicates wrong answer  Click next to proceed to the next question  Click result to see your results  Good Luck  Start |
| Visual notes and instructions | Show text (line-by-line) in sync with the audio. |

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| Screen Number | 11 |
| **Lesson Name** | Conflict |
| **Screen Title** | Welcome to the lesson on Conflict |
| **Screen Layout and content** | |
| Assessment  Read the question carefully and select the correct answer from the given options.   1. If there is a perceived breach of faith and trust between individuals, it causes conflict.     True  That`s correct  Answer is true  False  Submit  Select the appropriate option and click on submit Click next to continue | |
| Audio text | Read the question carefully and select the correct answer from the given options.  That`s correct , answer is true  Select the appropriate option and click on submit.  Click next to continue |
| Visual notes and instructions | Create the slide accordingly to sync with the audio.  If answer is true no need of explanation,  If answer is false show the explanation.  The submit button should blink |

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| Screen Number | 12 |
| **Lesson Name** | Conflict |
| **Screen Title** | Welcome to the lesson on Conflict |
| **Screen Layout and content** | |
| Assessment  Read the question carefully and select the correct answer from the given options.   1. Conflict also occurs if there is disagreement that has escalated to an emotional level.     True  That`s in correct  Answer is False  False  Explanation: Conflict also occurs if there is unresolved disagreement that has escalated to an emotional level.  Submit  Select the appropriate option and click on submit Click next to continue | |
| Audio text | Read the question carefully and select the correct answer from the given options.  That`s correct , answer is true  Select the appropriate option and click on submit.  Click next to continue |
| Visual notes and instructions | Create the slide accordingly to sync with the audio.  If answer is true no need of explanation,  If answer is false show the explanation.  The submit button should blink |

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| Screen Number | 13 |
| **Lesson Name** | Conflict |
| **Screen Title** | Welcome to the lesson on Conflict |
| **Screen Layout and content** | |
| Summary  In this module, you have learnt**:**   * Conflict is actual or perceived opposition of needs, values and interests. * The different forms of Conflict   + Individual   + Group   + Organisation * The causes for the Conflict * Emotional conflict * Substantive Conflict | |
| Audio text | Summary  In this module, you have learnt**:**   * Conflict is actual or perceived opposition of needs, values and interests. * The different forms of Conflict   + Individual   + Group   + Organisation * The causes for the Conflict * Emotional conflict * Substantive Conflict |
| Visual notes and instructions | Create the slide accordingly to sync with the audio.  If answer is true no need of explanation,  If answer is false show the explanation.  The submit button should blink |
| Screen Number | 14 |
| **Lesson Name** | Conflict |
| **Screen Title** | Welcome to the lesson on Conflict |
| **Screen Layout and content** | |
| End of the module  You have completed the module on Introduction of conflict.  Click exit to go to master screen for selecting appropriate module. | |
| Audio text | End of the module  You have completed the module on Introduction of conflict.  Click exit to go to master screen for selecting appropriate module. |
| Visual notes and instructions | Create the slide accordingly to sync with the audio.  If answer is true no need of explanation,  If answer is false show the explanation.  The submit button should blink |

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| Screen Number | 1 |
| **Lesson Name** | Conflict |
| **Screen Title** | Welcome to module on Outcomes of Conflict |
| **Screen Layout and content** | |
| Welcome to the Module on Outcomes of Conflict. | |
| Audio text | Welcome to the module on outcomes of conflict |
| Visual notes and instructions | Show the text box with the content to sync with the audio. |
| Screen Number | 2 |
| **Lesson Name** | Conflict |
| **Screen Title** | Welcome to the module on outcomes of conflict |
| **Screen Layout and content** | |
| Scope of Learning  By the end of this module you will be able to understand :   * Different ways to overcome conflict * Attitude of Resolution * plan your approach * place and time to talk * listen actively and with empathy * generate solutions and a shared, win-win vision of resolution | |
| Audio text | Scope of Learning  By the end of this module you will be able to understand :   * Different ways to overcome conflict * Attitude of Resolution * Set the stage, plan your approach * Arrange place and time to talk * listen actively and with empathy * generate solutions and a shared, win-win vision of resolution |
| Visual notes and instructions | **Text should come as a bullet point.**  **Next button:**  Create a link for “Next” button to continue. |

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| Screen Number | 3 |
| **Lesson Name** | Conflict |
| **Screen Title** | Welcome to module on Outcomes of Conflict |
| **Screen Layout and content** | |
| Different ways to overcome Conflict  Click on each circle to know more | |
| Audio text | Welcome to the module on outcomes of conflict |
| Visual notes and instructions | * Show circle around with the buttons. * If user clicks any button the colour of the button should change.   Zoom the slide accordingly keep the close “X” button to close the popup. |
| Screen Number | 4 |
| **Lesson Name** | Conflict |
| **Screen Title** | Welcome to the module on outcomes of conflict |
| **Screen Layout and content** | |
| Attitude of Resolution  One should develop an Attitude of Resolution.   * About the conflict and what gave rise to it. * behaviour * Do something that could have been misinterpreted * The instructions clear * One-time occurrence, or repeatedly * Time to calm yourself and be prepared to respond rather than react. * Misinterpret state from one of anger * Confrontation to one of calm, inquiry, and resolution.   Holzpuppe Baustein L2 | |
| Audio text | One should develop an Attitude of Resolution.  Think about the conflict and what gave rise to it.  Instead of seeing yourself as a victim, think about your own behavior.  Did you say or do something that could have been misinterpreted by the other person?  Were the instructions clear?  Was this a one-time event, or does it happen over and over again?  Thinking through these questions will give you time to calm yourself and be prepared to respond rather than react.  Try to change your mental state from one of anger and argument to one of calm, question (or) inquiry, and resolution. |
| Visual notes and instructions | * Show circle around with the buttons. * If user clicks any button the colour of the button should change.   Zoom the slide accordingly keep the close “X” button to close the popup. |

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| Screen Number | 4 |
| **Lesson Name** | Conflict |
| **Screen Title** | Welcome to the module on outcomes of conflict |
| **Screen Layout and content** | |
| Set the Stage, Plan your approach  After putting yourself in a better frame of mind (in Step 1),   * It’s now time to plan your approach to the resolution. * find a safe place and person with whom you can * To look at the conflict from other points of view. * This process and begin to plan your approach. * want to accomplish and create a vision * this outcome as benefiting both parties and * An image of both parties satisfied.   customer segmentation segment business concept marketing market | |
| Audio text | Set the stage, plan your approach  After putting yourself in a better frame of mind (in Step 1), it's now time to plan your approach to the strong state of mind to do something.  If you are still angry, find a safe place and person with whom you can vent your anger and get some honest, objective unemotional and factual (reactions or responses to something/helpful returned information).  This should be a person who will not just side with you, but help you to look at the conflict from other points of view.  Look over the remaining steps of this process and begin to plan your approach.  Think through what you want to complete and create a vision of a desired result (related to the mind and brain).  Mentally "see" this result as benefiting both parties and an image of both parties walking away made happy (by meeting a need or reaching a goal). |
| Visual notes and instructions | * Show circle around with the buttons. * If user clicks any button the colour of the button should change colour keep the close “X” button. |

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| Screen Number | 5 |
| **Lesson Name** | Conflict |
| **Screen Title** | Welcome to the module on outcomes of conflict |
| **Screen Layout and content** | |
| Arrange A Place And Time To Talk  C:\Users\siva\AppData\Local\Temp\fotolia_126672868.jpg  Since there is considerable emotion in any conflict, the ability to focus is important.   * Choose a time and a place convenient to both parties * By definition, a conflict contains conflicting views of what has happened.   + You see it one way, the other person sees it another.   + And, of course, our version is the true version. * Understand that the truth * "The truth" in their story is not as important as honouring their authenticity and understanding "their truth." | |
| Audio text | Since there is (large/ relatively large) feeling love, hate, guilt etc any conflict, the ability to focus is important.  Choose a time and a place convenient to both parties where they can focus attention on resolution. Then, gain an understanding of the issues.  By definition, a conflict contains disagreeing views of what has happened.  You see it one way, the other person sees it another.  And, of course, our version is the true version.  Understand that the truth in any conflict is fake image, as both parties see their version of what happened as "the truth."  Looking for "the truth" in their story is not as important as honouring their realness and understanding "their truth." |
| Visual notes and instructions | * Show circle around with the buttons. * If user clicks any button the colour of the button should change.   Zoom the slide accordingly keep the close “X” button to close the popup. |

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| Screen Number | 6 |
| **Lesson Name** | Conflict |
| **Screen Title** | Welcome to the module on outcomes of conflict |
| **Screen Layout and content** | |
| Listen Actively And With Empathy  There is, perhaps, no greater recognition that one person can pay to another than to listen to them.   * story and perceives they are being   + heard,   + tension tends to decrease and   + Real dialogue begins. * Act of being heard is all that is necessary to defuse a conflict.   C:\Users\siva\AppData\Local\Temp\fotolia_114571311.jpg | |
| Audio text | There is, maybe, no greater recognition that one person can pay to another than to listen to them.  As a person tells their story and perceives they are being heard, tension tends to decrease and real conversation begins.  Sometimes just the act of being heard is all that is necessary to disarm a conflict. |
| Visual notes and instructions | * Show circle around with the buttons. * If user clicks any button the colour of the button should change.   Zoom the slide accordingly keep the close “X” button to close the popup. |

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| Screen Number | 7 |
| **Lesson Name** | Conflict |
| **Screen Title** | Welcome to the module on outcomes of conflict |
| **Screen Layout and content** | |
| generate solutions and a shared, win-win vision of resolution  A good, win-win solution comes from a sense of fairness.   * It honours that there are elements of truth in each person's story, * The parties for ideas on how to resolve the issue. * Explore and be creative in searching alternatives. * Flip chart so all can see. * Find a solution, or combination of solutions that appear to satisfy everyone.   C:\Users\siva\AppData\Local\Temp\fotolia_73150274.jpg | |
| Audio text | Generate solutions and a shared, win-win vision of satisfying last part of a story.  A good, win-win solution comes from a sense of fairness.  Sudden great idea It honours that there are elements of truth in each person's story, and so the resolution should think about this.  With the parties for ideas on how to resolve the issue.  Explore and be showing the ability to create interesting new things in searching other choices.  Write down the ideas, hopefully on a flip chart so all can see.  Then move to find a solution, or combination of solutions that appear to make happy (by meeting a need or reaching a goal) everyone. |
| Visual notes and instructions | * Show circle around with the buttons. * If user clicks any button the colour of the button should change.   Zoom the slide accordingly keep the close “X” button to close the popup. |

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| Screen Number | 9 |
| **Lesson Name** | Conflict |
| **Screen Title** | Welcome to the module on outcomes of conflict |
| **Screen Layout and content** | |
| Role of the Manager  As a manager,   * Responsibility to recognize conflict at the very early stage. * Reasons for a conflict among your team members. * To identify the various types of conflict.   C:\Users\siva\AppData\Local\Temp\fotolia_116934137.jpg | |
| Audio text | Role of the Manager  As a manager, it will be your responsibility to recognize conflict at the very early stage.  There may be ‘n’ number of reasons for a conflict among your team members.  You should able to identify the different types of conflict.  It is important ensure that your team is getting along as well as possible in order to make sure of the goals are completed on time.  Unfortunately, some times when certain members of your team seem to bang heads with each other, then it will be your job to find a solution for the conflict before your whole project goes up in flames! |
| Visual notes and instructions | Animate the image to sync with the audio. |

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| Screen Number | 10 |
| **Lesson Name** | Conflict |
| **Screen Title** | Welcome to the module on outcomes of conflict |
| **Screen Layout and content** | |
| **Self-Evaluation**  Hi \_\_\_\_\_\_\_!  Take this questionnaire to check where you stand at the end of the module. It will give you an idea of how your skills have improved.  On the right, there is a scenarios. Based on the scenario, select the most appropriate answer.  Your answer will not be recorded or shared with anyone.  **Q**. Priyanka is in-charge of the vault keys. She hands them over to Ashwin as he wanted to open a vault for a customer. Ashwin misplaces the vault keys. Priyanka and Ashwin are reprimanded by the branch manager. In this situation, Priyanka stands up for her rights while respecting Ashwin’s rights. She completes her statements in a firm voice. Ashwin, on the other hand, raises his voice and states that he has done nothing wrong. He had left the keys on Priyanka’s desk and is not responsible if it is not there now. Identify their personality types.   1. Priyanka is listening actively and with empathy and Ashwin is not listening actively and with empathy. 2. Priyanka is listening actively and with empathy and Ashwin is listening actively and without empathy. 3. Priyanka is not listen actively and with empathy and Ashwin is not listen actively and with empathy.   2 – 2 points  1 & 3 – 0 points  **Feedback:**  2 points: Congratulations! You have mastered the skill of adjusting listener’s personality. You must take the entire course. | |
| Audio text | Self-Evaluation  Hi \_\_\_\_\_\_\_!  Take this questionnaire to check where you stand at the end of the module. It will give you an idea of how your skills have improved.  On the right, there is a scenarios. Based on the scenario, select the most appropriate answer.  Your answer will not be recorded or shared with anyone. |
| Visual notes and instructions | Animate the image to sync with the audio. |

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| Screen Number | 11 |
| **Lesson Name** | Conflict |
| **Screen Title** | Welcome to the module on outcomes of conflict |
| **Screen Layout and content** | |
| Summary  In this module, you have learnt**:**   * Different ways to overcome conflict * Attitude of Resolution * plan your approach * place and time to talk * listen actively and with empathy * generate solutions and a shared, win-win vision of resolution | |
| Audio text | Summary  In this module, you have learnt**:**   * Different ways to overcome conflict * Attitude of Resolution * plan your approach * place and time to talk * listen actively and with empathy * generate solutions and a shared, win-win vision of resolution |
| Visual notes and instructions | Create the slide according to the audio text.  Click on the next button |
| Screen Number | 12 |
| **Lesson Name** | Conflict |
| **Screen Title** | Welcome to the module on outcomes of conflict |
| **Screen Layout and content** | |
| End of the module  You have completed the module on outcomes of conflict  Click exit to go to master screen for selecting appropriate module. | |
| Audio text | End of the module  You have completed the module on Introduction of conflict.  Click exit to go to master screen for selecting appropriate module. |
| Visual notes and instructions | Create the slide accordingly to sync with the audio.  After completing of this module it is go the master screen for selecting appropriate module. |
| Screen Number | 13 |
| **Lesson Name** | Conflict |
| **Screen Layout and content** | |
| End of this lesson  You have completed the Lesson on Conflict  Click on exit button. | |
| Audio text | End of the module  You have completed the module on Introduction of conflict.  Click exit to go to master screen for selecting appropriate module. |
| Visual notes and instructions | Create the slide accordingly to sync with the audio.  After completing the user should come out the lesson window. |