



Emotional resilience in the workplace

eLearning

Analysis and Preparation

Who

Who is this course for?

- This is an entry level module, that introduces the topic of emotional resilience, so is suitable for all employees.
- A level of digital competency is needed to navigate the eLearning and engage with activities.
- The learner does not need prior knowledge of emotional resilience and will be looking to strengthen their understanding of the subject.

Example learner persona



Aria, age 35

Office Manager

Office based full time,
with a team of 6

Digital competency

8 / 10

Prior knowledge of subject

5 / 10

Expectations and frustrations

Aria wants to increase her knowledge around emotional resilience, so she can best support her team.

Aria has just stepped into her first management role. She is career driven and keen to succeed. She is based in the office and has great relationships with all her team members so far.

Analysis and Preparation

Why

The need & learning gap

Emotional resilience in the workplace can support employees to respond positively to change, to innovate and adapt when faced with challenging situations and engage in positive conflict.

Developing emotional resilience can help individuals to deal with adversity, respond well when under pressure and develop self-awareness.

- Current knowledge of emotional resilience may be basic.
- Digital competency level could be mixed.

Learning outcomes

As prior knowledge of the subject is very limited, the learning outcomes will sit at **level 1: Remember** and **level 2: Understand** of Bloom's Taxonomy.

- Define emotional resilience
- Recognise the importance of developing emotional resilience
- Describe how to develop emotional resilience
- Identify actions to strengthen emotional resilience in the workplace

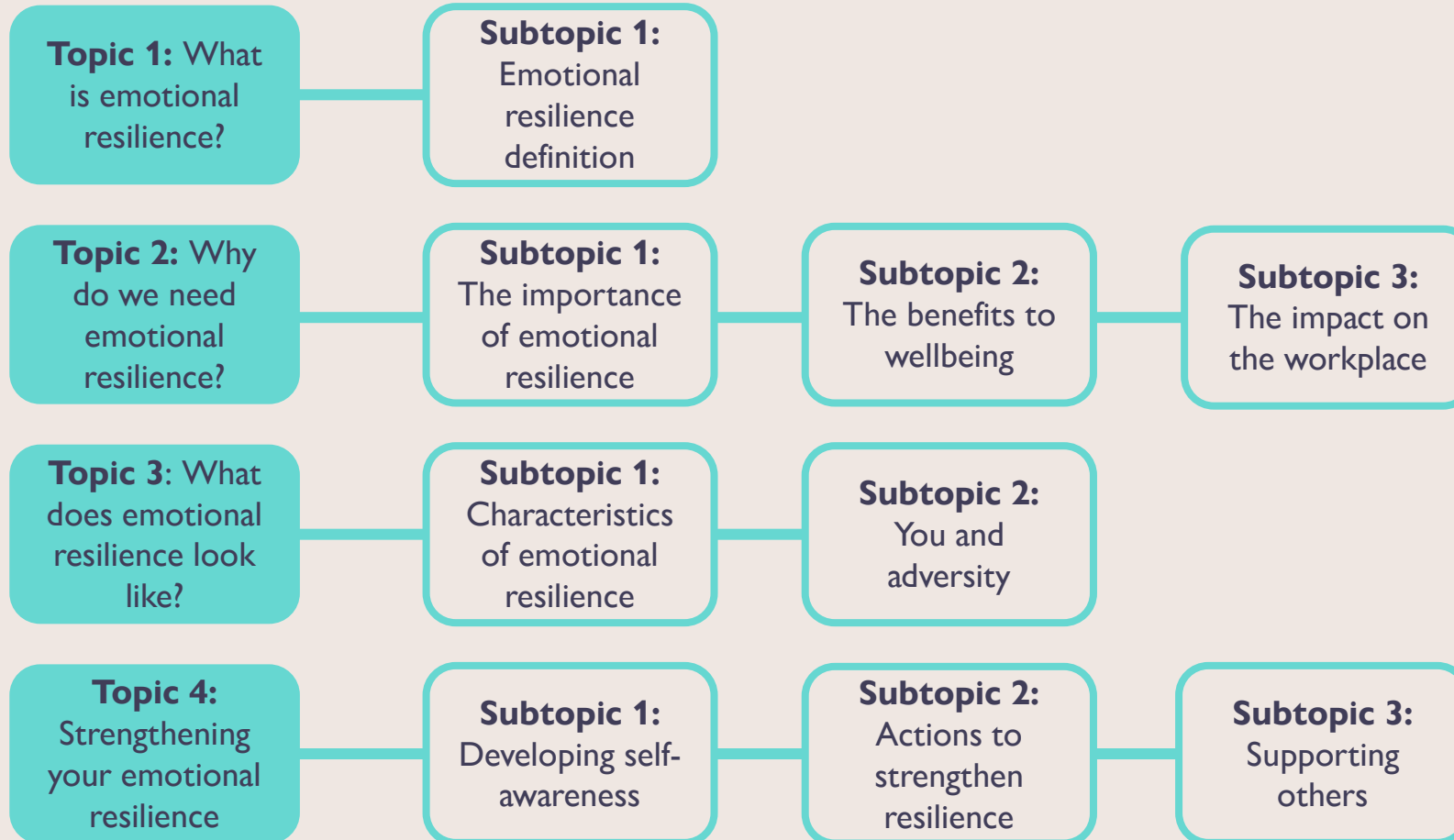


Analysis and Preparation

What

Modular framework and content map

Based on the learning outcomes I feel the eLearning should be split into 4 main topics. These will cover the 'what' 'why' and 'how' of emotional resilience and will be no longer than 5-8 minutes per section.



Analysis and Preparation

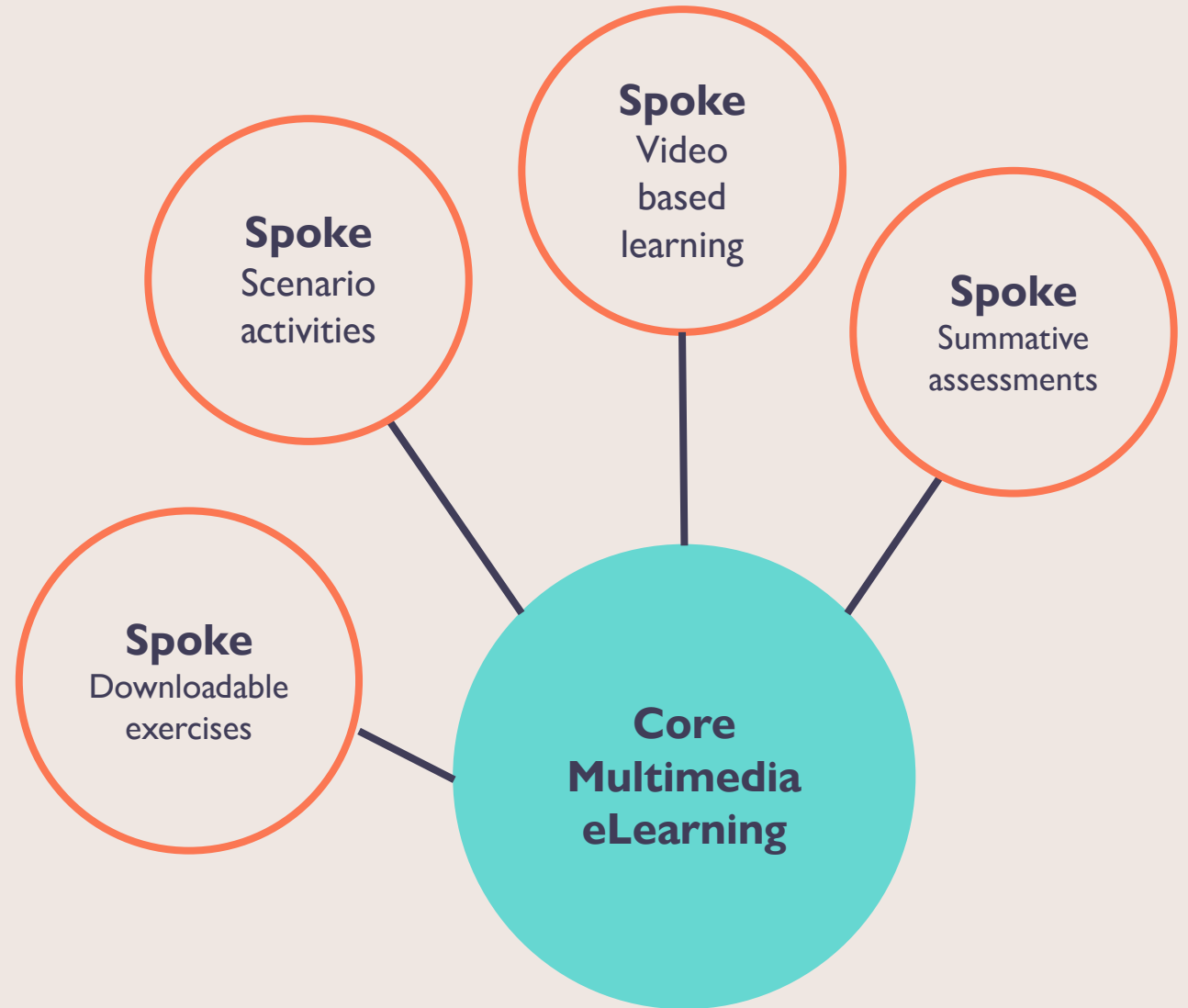
How

Method and format

The core delivery method for this course is multimedia eLearning. This will be supported by tangible scenario activities, interactive exercises and quizzes. There will be no formative assessment, instead summative knowledge checkers will determine understanding. These will be present throughout the eLearning.

All interactivity will be in-line with accessibility guidelines, for example drag and drop exercises will not be present and will be replaced with a suitable alternative.

Downloadable exercises will be available for use in the workplace.



Analysis and Preparation

Wireframe

The wireframe denotes the 'flow' of learning and determines how the learner will move through the eLearning.

Summative assessments

- Summative assessments embedded into all topics

Introduction – set the scene

Navigation

Topics, 1 through 4.

Further resources + close

- Introduce the course.
- Address learning outcomes.
- Emphasise the importance of the subject matter.

- Provide key information on how to navigate the eLearning.
- Controls and buttons will be explained.
- Expected timescale given.

- User moves through topics in a linear format.
- A navigation menu will allow the user to revisit a topic if necessary.

- The user is signposted to further resources to continue learning.
- Downloadable resources are available here for use in the workplace.

Analysis and Preparation

Topic 1 Wireframe

What is emotional resilience?



In order to enhance retention and ensure engagement, I will use the C.A.R format when writing content. This is a continuous cycle of context, activity, reflection.



Analysis and Preparation

Topic 1 Storyboard

What is emotional resilience?

Slide title:	On screen text:	Functionality:	Media:
What do you know about emotional resilience?	What is emotional resilience? Write your definition in the box below, then click 'submit.'	Text entry box. Submit button.	Image of person thinking.
Defining emotional resilience.	Let's compare your answer. If someone is emotionally resilient, they can adapt to change and deal with adversity to overcome challenging situations, whilst maintaining stable mental wellbeing. In short it is being able to bounce back and move forward when things get tough!	Text and image slide.	Image of person concentrating, or someone looking stressed.
How resilient are you? (scenario intro slide)	How do you feel when presented with challenging situations? How do you respond when things don't quite go to plan? Rate yourself on a scale of 1 – 10, with 1 being not resilient at all, and 10 being very resilient.	Clickable scale.	Question mark icons
Scenario introduction	Let's find out how emotionally resilient you are, answer the following questions. Click next to begin.	Begin button.	

Analysis and Preparation

Topic 1 Storyboard

What is emotional resilience?

Slide title:	On screen text:	Functionality:	Media:
Scenario question 1.	<p>Question 1. You arrive at work to find 3 team members are off sick. You will have to pick up extra workload.</p> <p>How do you feel? Select your emotion below, then click submit.</p> <p><i>User choose from the following four options; feedback is based on their choice.</i></p> <ol style="list-style-type: none">1. Stressed2. Angry3. Calm4. Energised <p>Feedback for option 1: You're stressed, that's normal! Picking up extra workload can feel daunting. A certain amount of stress is normal in any job, it's how we deal with stress that determines our resilience. Let's jump to the next question. Click next.</p>	<p>Emotion icons represented visually; user clicks on the icon to make their choice.</p> <p>Submit button.</p>	<p>Blurred out image of a workplace environment.</p> <p>Text box pops up with question.</p> <p>Phones ringing audio can be heard in the background.</p>

Analysis and Preparation

Topic 1 Storyboard

What is emotional resilience?

Slide title:	On screen text:	Functionality:	Media:
Scenario question 1.	<p>Feedback for option 2: You're angry, anger can often be the result of stress and anxiety. It's normal to feel a little annoyed or anxious that you are needing to pick up extra work. What is important is how we move past these emotions, to avoid them becoming unproductive. Click next to continue.</p> <p>Feedback for option 3: You're calm, that's great! Don't forget it's okay to feel a little stressed or anxious in these situations. Our resilience is determined by how we move past these emotions. Click next to continue.</p> <p>Feedback for option 4: You're energised, you may be a person that thrives in a high-pressure environment. Begin to think about how you would help to support others who may not be feeling as energised by this situation. Click next to continue.</p>	<p>Emotion icons represented visually; user clicks on the icon to make their choice.</p> <p>Submit button.</p>	<p>Blurred out image of a workplace environment.</p> <p>Text box pops up with question.</p> <p>Phones ringing audio can be heard in the background.</p>

Analysis and Preparation

Topic 1 Storyboard

What is emotional resilience?

Slide title:	On screen text:	Functionality:	Media:
Scenario question 2.	<p>It's later in the day, your manager has called you in for a chat. Click on them to see what they have to say...</p> <p>“Hi (users name will be inserted here), I have some feedback on the project you submitted yesterday. Whilst I appreciate you worked hard; I think there's a lot of room for improvement here. I will need you to focus on bringing this up to scratch in the next couple of weeks, in order to meet our deadline.”</p>	<p>A clickable character. A speech bubble will protrude from the character.</p> <p>This will also have the option for voiceover.</p>	Character acting as the manager.
How do you respond?	<p>That wasn't the best feedback from your manager. How do you respond?</p> <ol style="list-style-type: none">1. Have a moan to your colleagues about the situation, you're in a bad mood for the rest of the day.2. You feel deflated but ask your manager for more detailed feedback.3. Cry and panic, consider whether you're suitable for the job.	Multiple choice question.	

Analysis and Preparation

Topic 1 Storyboard

What is emotional resilience?

Slide title:	On screen text:	Functionality:	Media:
Feedback for question 2.	<p>Feedback for option 1: You have a moan to your colleagues. Corrective feedback can be difficult to hear, so feeling sad or angry is normal!</p> <p>However, staying in a bad mood for the rest of the day doesn't demonstrate emotional resilience. Think about how you could move past these negative feelings.</p> <p>Feedback for option 2: Feeling a bit deflated is normal when receiving corrective feedback.</p> <p>Asking your manager for more detailed feedback shows a good amount of emotional resilience. You've moved past these feelings and are focused on the task at hand.</p> <p>Feedback for option 3: You become upset and begin doubting whether you are suitable for the project. Whilst it can be deflating to</p>	Feedback – text boxes	

Analysis and Preparation

Topic 1 Storyboard

What is emotional resilience?

Slide title:	On screen text:	Functionality:	Media:
Feedback for question 2.	<p>receive corrective feedback, someone with high emotional resilience would see the situation as an opportunity to develop and improve their skills.</p> <p>Remember, it's okay to ask for help too!</p>	<p>Feedback – text boxes</p> <p>Next button.</p>	
Scenario question 3.	<p>It's later in the week, and you're glad to be nearing the weekend.</p> <p>You notice you're beginning feeling down, demotivated and overwhelmed.</p> <p>What would be the best option here? Choose your answer below.</p> <ol style="list-style-type: none">1. Confide in your colleagues, ask for advice.2. Engage in physical activity, or wellness activities.3. Set short term goals and ask for help if needed.	<p>Images to represent the options – user can click on each option.</p>	

Analysis and Preparation

Topic 1 Storyboard

What is emotional resilience?

Slide title:	On screen text:	Functionality:	Media:
Question 3 feedback.	<p>Actually all three options are viable and demonstrate emotional resilience.</p> <p>Building your emotional resilience can mean asking for help when you need it, confiding in others and looking after your physical and mental wellbeing too. What's key is recognising when you're feeling overwhelmed or in a negative place and taking action!</p>		
How did you find that activity?	<p>How did you find the activity, did the impact of your choices surprise you?</p> <p>At the beginning of this eLearning you rated yourself (insert their rating) on the emotional resilience scale.</p> <p>Reflect on this rating, would you now change it? And why? Write your thoughts below, then click next.</p>	<p>Text entry box. User score reference.</p>	