

OPPORTUNITY

Survey results released from the Vice Chancellor for Administration's Student Employment Initiative illustrated that student employees in University Housing and across campus wanted additional training resources in the areas of conflict management, difficult conversations, and interpersonal conflict.

To fulfill this demand, University Housing assembled an interdepartmental subcommittee that was charged with creating an effective training tool.

In just eight weeks, the team worked together to create a program that would positively impact their large student workforce. As a result, the subcommittee produced five interactive YouTube videos to modernize and enliven University Housing's training approach.

DESIGN

Each video was developed to provide viewers with quick and easy to understand information applicable to their personal and professional lives. After employees viewed the videos, managers facilitated discussion groups to allow them to apply what they learned.

- **Five Topics:** Deescalating Situations, Listening to Understand, Using I-Statements, Intent vs. Impact, and Be Aware of Your Own Feelings
- **Short Length:** 3 – 4 minutes (each video)
- **Interactive Scenarios:** Viewers choose their own responses to common conflict situations
- **Broad Applications:** Useful for students, staff, and faculty (part-time and full-time)
- **Facilitator Guide:** Easy to follow packet used in assisting managers with their group discussions

FEEDBACK

“The videos are great! Very applicable for both student and full-time staff.”

“All the content is helpful and helps reinforce the use of conflict management techniques.”

“All valuable information for our everyday life. The videos will lead to discussions.”

“Very professional and dynamic training tool. I think students will respond positively.”



WORKING



THROUGH



CONFLICT



Interactive Video Training



DIVISION OF
University Housing
UNIVERSITY OF WISCONSIN-MADISON

<http://www.housing.wisc.edu/conflict>

RESULTS

Results were measured from participant evaluation forms that were designed to encourage candid feedback. Group discussions also allowed employees to engage in conversations with their managers about workplace issues or concerns. This information was useful in improving employee experiences.

4.15

Average video rating by various managers on a scale of 1 to 5, with 5 being the highest.

Total views of all training videos on YouTube (as of 3/20/12).

14,937

1,700

Housing student employees directly impacted by the training.

NEXT STEPS

- Complete roll out of videos and conduct follow-up discussions with all student employees by April
- Compile and analyze student feedback and evaluate the project's effectiveness
- Resurvey students to determine if their self-assessment ratings improved in the areas of conflict management, difficult conversations, and interpersonal conflict
- Examine the importance of future topics for University Housing's interactive training program

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