

Instructions: Use this guide to help you prepare for, conduct, and debrief the Managing Conflict in the Workplace user test. Follow the outline to ensure consistency across the four test groups. If you need to stray from the outline, make a note about it (e.g., reason for straying, was it a good reason like an engaging discussion, or was it something negative).

PREPARE FOR THE USER TEST

1. Print and make copies of the following materials:

- This document, which contains your observation log and copy of feedback survey
- Learning Exchange self-registration steps for new users
- Admin task steps (e.g., find user, reset password, create new user, etc.)
- Feedback survey handouts for learners

2. Put shortcuts to these URLs on learner computers:

- Learning Exchange login screen
- Self-registration site link
- Admin portal

CONDUCT THE USER TEST

During the user test, learners will complete the course and a survey about the course.

1. Introduce yourself and the Learning Exchange

- State your name and role and explain it briefly if needed
- Say you work on a team that develops courses for the Learning Exchange
- Explain the Learning Exchange as a collection of courses taken by a diverse audience
- Ask how many have used the Learning Exchange before (show of hands)

2. Provide brief project context

- Explain that we have created a course prototype to share with small groups, so we can get learner feedback before the course is made available to thousands of learners
- Inform audience this is where they come in 😊

3. Request help from the audience

- Ask learners to take the course – Managing Conflict in the Workplace
- Ask learners to complete a brief feedback survey at the end of the course
- Inform them that they will get credit for taking the course
- Note that there will be an informal debrief (Q&A session) afterward

4. Conduct the user test

- Instruct everyone to log in to the Learning Exchange
- Once everyone is logged into the Learning Exchange, demonstrate how to locate the course; walk individuals through the process as needed
- Observe learners as they take the course; make notes on your observation log (e.g., note if learners get stuck, don't know how to advance, etc.)
- As learners complete the course, quietly request that they complete the survey while others are completing the course
- Collect completed surveys and browse comments in preparation for the debrief

DEBRIEF THE USER TEST

The debrief is a focus group to help you understand learners' thoughts and opinions about the course. Conduct the debrief as soon as all surveys have been completed.

1. Request that learners provide their initial reactions to the course

- Ask for volunteers to share their initial reactions
- Encourage sharing and/or call upon individuals to get the conversation going
- Document responses in your observation log

2. Ask any questions you have about the comments from completed surveys

- These should be clarifying questions *if you have any*

3. Ask for a show of hands if they would be interested in taking more training like this

- Document the number of learners interested in taking more training and the total number of learners (e.g., 8/10 – eight of ten learners are interested)
- Ask if anyone would like to share the reason for their response and document responses on your observation log

4. Thank learners for their time and their input

- Express sincere gratitude for their time, participation, and opinions
- Remind learners they will get credit for completing the course

OBSERVATION LOG

Instructions: Use the observation log to document any noteworthy observations you make during the user test as well as learners' reactions and comments during the debrief. The team will reference observation logs when they determine how to update and finalize the course.

OBSERVATIONS DURING USER TEST	
LEARNER REACTIONS DURING DEBRIEF	

LEARNER FEEDBACK SURVEY (FOR REFERENCE)

Note: This is a reference copy of the learner feedback survey, so you know what questions learners are being asked. The team will reference completed surveys to help determine course updates.

Instructions: Please circle your response to each question below.

Overall, how satisfied were you with this course?

Extremely Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Extremely Dissatisfied
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After taking this course, I have a better understanding of how to handle conflict in the workplace.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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The conflict management scenarios were interesting and engaging.

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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I liked the look and feel of the course (e.g., visuals).

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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Please provide your comments about what you liked best.

Please provide your comments about what you would change.