|  |  |  |  |
| --- | --- | --- | --- |
| **Excellent (30 Points)** | **Average (16-29)** | **Poor ( 0-15 Points)** | **Total** |
| **PROBLEM SOLVING SKILLS** |  |  |  |
| Uses past knowledge to successfully resolve a conflict, collect facts and data, determine available options, pick a solution and implement, and modify or change if required. | Uses past knowledge, collects facts and data, no available options identified, solution not determined | No past knowledge used, no facts or data collected, no available options identified, no solution and no modification or changes. |  |
|  |  |  | **of 30** |
| **COMMUNICATION TECHNIQUES** |  |  |  |
| Uses therapeutic communication techniques, active listening, open ended questions, reflecting, summarizing etc. | Uses some therapeutic techniques, unaware of non verbal communication techniques. Makes accusations | Does not use any therapeutic communication skills, does not allow other party to present their argument, use of defensive body language, nonverbal cues that are threatening. |  |
|  |  |  | **of 30** |
| **EFFECTIVE CONFLICT RESOLUTION MANAGEMENT** |  |  |  |
| Review the agreements made for the project by all parties. Review the roles of each team member and responsibilities of each member. Review discussions for potential issues and agreements made | Reviews the roles but not responsibilities. Due dates not clearly established. Team members unclear of their participation in the project. | Argumentative with responsible party, no discussion was established prior to start of the project of each member’s role and responsibility and need for assistance in light of potential issues. |  |
|  |  |  | **of 40** |
|  |  | **Total for project** | **of 100** |

**Conflict Management Rubric**