

Deals competently with real-life situations that involve managing conflicts in the workplace

Instructions:

- For each criterion, circle the statement that corresponds to the adult learner’s performance level.
- Enter the mark that corresponds to the circled statement in the “Mark” column. Only the mark indicated in the rubric for a given level can be allotted.
- Check Pass in the “Result” column if the adult learner has obtained the pass mark for the criterion concerned. Otherwise, check Fail.
- Check Pass in the “Final result” section at the bottom of the table if the adult learner has obtained a pass mark for all the criteria. Otherwise, check Fail.

Rating scale / Evaluation criteria	Excellent	Very good	Good	Weak	Very weak	Mark	Result
1. Resolves conflicts appropriately in the workplace	Always uses methods that promote conflict resolution.	Almost always uses methods that promote conflict resolution.	Often uses methods that promote conflict resolution.	Has difficulty using methods that promote conflict resolution.	Has great difficulty using methods that promote conflict resolution.	Mark ¹	<input type="checkbox"/> Pass
	65	52	39	26	13	Pass mark: ² 39/65	<input type="checkbox"/> Fail
2. Manages his/her conflicts in the workplace	Sets a clear and precise goal with respect to a change in how he/she manages conflicts and presents a thoroughly coherent action plan.	Sets a clear and precise goal with respect to a change in how he/she manages conflicts and presents a coherent action plan.	Sets a clear goal with respect to a change in how he/she manages conflicts and presents a coherent, but basic, action plan.	Has difficulty in setting a goal and drawing up an action plan with respect to a change in how he/she manages conflicts.	Has great difficulty in setting a goal and drawing up an action plan with respect to a change in how he/she manages conflicts.	Mark	<input type="checkbox"/> Pass
	35	28	21	14	7	Pass mark: 21/35	<input type="checkbox"/> Fail
Final result	Pass <input type="checkbox"/> Fail <input type="checkbox"/>						

1 Assign a mark of 0 when the adult learner’s performance does not correspond to any of the statements in the rubric.
 2 The pass mark for each evaluation criterion is 60%, which corresponds to the level “Good” in the rubric.