

Development vs. Environment SCORING SHEET

Team Name: _____

Initial Position (pro or con): _____

Give each speaker a score from 1 (not effective) to 5 (very effective) for each skill.

Skill	1-Analysis	2-Options	3-Solutions
Win/win: Potential opponents are treated as problem-solving partners			
Creative response: Positive attitudes to addressing conflicts are displayed.			
Empathy: Speakers acknowledge the other team's point of view and add value to it.			
Appropriate assertiveness: Without blaming or attacking, the team's own needs are clearly stated.			
Cooperative power: Where power imbalance affects decision-making, appropriate responses to the inequalities are defined.			
Managing emotions: The speaker's emotions are expressed and the other team's emotions are acknowledged.			
Willingness to resolve: Benefits of resolving - for all parties - are developed.			
Mapping the conflict: All key parties are identified and their needs and concerns are outlined.			
Designing options: A wide range of options is considered without debating or justifying at this stage.			
Negotiation: Fair, just and common sense offers are made.			
Mediation: The option of an impartial and objective third party mediator is presented.			
Broadening perspectives: Suggested solutions are presented in terms of how they affect the broader context beyond the issue itself.			
TOTAL			
Subtract points for each Foul			
FINAL TOTAL			

FOULS

- Name-calling
- Stereotyping
- Racist or Sexist Remarks
- Put-Downs
- Blaming - making the other person wrong
- No acknowledgement of previous speaker's key point
- Threatening verbal or body language
- Interrupting
- Introducing irrelevancies

Source: Conflict Resolution Network (www.crnhq.com)