**IH3002: Team Management Skills –** Apply communication and conflict resolution skills on an interdisciplinary team.

**Assessment Rubric**

| **Rubric Criteria** | **0****Not Present** | **1****Needs Improvement** | **2****Meets Expectations** |
| --- | --- | --- | --- |
| **Module 1: Communicating Effectively** |
| **Complete and record the communication activity in Mursion.**LO1.1: Apply communication skills to a scenario. | Response is not present. | Submission includes a communication activity that is incomplete or inappropriate. | Submission includes a completed communication Mursion activity that fulfills all requirements. |
| **Summarize the communication interaction in Mursion.**LO1.2: Summarize the communication interaction. | Response is not present. | Reflection paper includes a summary that is inaccurate or incomplete. | Reflection paper accurately and fully summarizes the communication activity in Mursion. |
| **Which parts of the communication interaction were easy?**LO1.3: Analyze the easier parts of the communication interaction. | Response is not present. | Reflection paper fails to fully describe a part of the interaction that was easy, or, if the student found nothing easy, this is not noted at all. | Reflection paper describes at least one part of the interaction that the student completed with ease. If the student found nothing about the interaction easy, this is noted in the paper. |
| **Which parts of the communication interaction were challenging?**LO1.4: Analyze the challenging parts of the communication interaction. | Response is not present. | Reflection paper fails to fully describe a part of the interaction that was challenging, or, if the student found nothing challenging, this is not noted at all. | Reflection paper describes at least one part of the interaction that the student found challenging. If the student found nothing about the interaction challenging, this is noted in the paper. |
| **Which communication strategies did you use that you think were effective in the scenario?**LO1.5: Evaluate the effectiveness of communication skills. | Response is not present. | Reflection paper includes a description that is inaccurate or incomplete, or the strategy described was not, in fact, effective. | Reflection paper accurately and fully describes a communication strategy that was effective in the scenario. |
| **Which communication strategies did you use that you think may have been ineffective in the scenario?**LO1.6: Evaluate the ineffectiveness of communication skills. | Response is not present. | Reflection paper includes a description that is inaccurate or incomplete, or the strategy described was not, in fact, ineffective. | Reflection paper accurately and fully describes a communication strategy that was ineffective in the scenario. |
| **List at least two additional strategies that you could have used to assist in the communication scenario.**LO1.7: Recommend communication strategies. | Response is not present. | Reflection includes a description that is inaccurate or incomplete, the strategies presented were inappropriate, or less than two strategies were recommended. | Reflection accurately and fully describes at least two communication strategies that could have been used appropriately in the interaction. |
| **Describe how these communication skills can help you in a patient-centered model of care.**LO1.8: Apply communication skills to the patient-centered model of care. | Response is not present. | Reflection paper includes an explanation that is inaccurate or incomplete. | Reflection paper accurately and fully explains the application of communication skills in a patient-centered model of care. |
| **Module 2: Conflict Resolution** |
| **Complete and record the conflict resolution activity in Mursion.**LO2.1: Apply conflict resolution skills to a scenario. | Response is not present. | Submission includes a conflict resolution activity that is incomplete or inappropriate. | Submission includes a completed conflict resolution Mursion activity that fulfills all requirements. |
| **Summarize the conflict resolution interaction in Mursion.**LO2.2: Summarize the conflict resolution interaction. | Response is not present. | Reflection paper includes a summary that is inaccurate or incomplete. | Reflection paper accurately and completely summarizes the conflict resolution activity in Mursion. |
| **Which parts of the conflict resolution interaction were easy?**LO2.3: Analyze the easier parts of the conflict resolution interaction. | Response is not present. | Reflection paper fails to fully describe a part of the interaction that was easy, or, if the student found nothing easy, this is not noted at all. | Reflection paper describes at least one part of the interaction that the student completed with ease. If the student found nothing about the interaction easy, this is noted in the paper. |
| **Which parts of the conflict resolution interaction were challenging?**LO2.4: Analyze the challenging parts of the conflict resolution interaction. | Response is not present. | Reflection paper fails to fully describe a part of the interaction that was challenging, or, if the student found nothing challenging, this is not noted at all. | Reflection paper describes at least one part of the interaction that the student found challenging. If the student found nothing about the interaction challenging, this is noted in the paper. |
| **Which conflict resolution strategies did you use that you think were effective in the scenario?**LO2.5: Evaluate the effectiveness of conflict resolution skills. | Response is not present. | Reflection paper includes a description that is inaccurate or incomplete, or the strategy described was not, in fact, effective. | Reflection paper accurately and fully describes a conflict resolution strategy that was effective in the scenario. |
| **Which conflict resolution strategies did you use that you think may have been ineffective in the scenario?**LO2.6: Evaluate the ineffectiveness of conflict resolution skills. | Response is not present. | Reflection paper includes a description that is inaccurate or incomplete, or the strategy described was not, in fact, ineffective. | Reflection paper accurately and fully describes a conflict resolution strategy that was ineffective in the scenario. |
| **List at least two additional strategies that you could have used to assist in the conflict resolution scenario.**LO2.7: Recommend conflict resolution strategies. | Response is not present. | Reflection includes a description that is inaccurate or incomplete, the strategies presented were inappropriate, or less than two strategies were recommended. | Reflection accurately and fully describes at least two conflict resolution strategies that could have been used appropriately in the interaction. |
| **Reference at least two appropriate resources and cite them within your reflection.**LO2.8: Reference appropriate resources. | Response is not present. | Reflection includes inappropriate resources, or less than two resources are referenced. | Reflection includes references for at least two appropriate resources. |

Mastery Rubric

In order to achieve mastery of this Competency, you must achieve a “2” on every rubric row in addition to meeting the additional expectation indicated in the Mastery Rubric.

|  |  |  |
| --- | --- | --- |
| **Mastery Rubric** | **No** | **Yes** |
| **Exceeds Expectations: Solving Problems** |
| Learning Objective - Develop a logical, consistent plan to solve communication and conflict issues and justify the approach. | Reflection paper does not evaluate the skills needed to communicate effectively and resolve interprofessional conflict efficiently and the strategies recommended do not demonstrate a comprehensive understanding of communication and conflict resolution skills. | Reflection paper evaluates the skills needed to communicate effectively and resolve interprofessional conflict efficiently and the strategies recommended demonstrate a comprehensive understanding of communication and conflict resolution skills. |

Professional Skills Building

The faculty Assessor will provide feedback based on the following Professional Skills: Written Communication and Information Literacy. Although the feedback is here to inform the development of your skills, it is not a barrier to achieving the Competency, unless the writing is too poor to be able to score the content of the Assessment. Review the rubric and check your work based on the learning objectives listed. If you are concerned that your writing will not meet these expectations yet, reach out to your Faculty Subject Matter Expert (SME) so he or she can work with you to further develop this important professional skill.

It is highly recommended that you use this opportunity to practice these important skills in the context of this Competency Assessment in order to receive feedback about your current level of proficiency.

|  |
| --- |
| **Written Communication: Write with clarity, coherence, and purpose.** |
|  | **0****Not Present** | **1****Needs Improvement** | **2****Meets Expectations** |
| LO1: Construct complete and correct sentences (AWE 2; Sentence Level Skills) | Sentences are incoherent and impede reader’s access to ideas. | Sentences are incomplete and/or include fragments and run-on sentences, limiting reader’s access to ideas. | Sentences structure effectively conveys meaning to the reader.  |
| LO2: Demonstrate the effective use of grammar and mechanics. (AWE 2; Sentence Level Skills) | Multiple inaccuracies in grammar and mechanics impede reader’s access to ideas. | Some inaccuracies in grammar and mechanics limit reader’s access to ideas. | Use of grammar and mechanics is straightforward and effectively conveys meaning to reader. |
| LO3: Create cohesive paragraphs with a clear central idea. (AWE 2; Paragraph Level Skills) | Paragraphs, or lack of paragraphs, impede reader’s access to ideas. | Construction of main idea and/or supporting paragraphs limit reader’s access to ideas. | Main idea and/or supporting paragraphs effectively convey meaning to reader. |
| LO4: Use supporting material to support a claim. (AWE 2; Use of Evidence) | Supporting materials are not present. | Supporting material is used inconsistently or inappropriately. | Supporting material is used to enhance meaning. Writing is appropriately paraphrased and uses direct quotes as applicable. |
| **Oral Communication: Communicate with clarity, coherence, and purpose.** |
|  | **0****Not Present** | **1****Needs Improvement** | **2****Meets Expectations** |
| LO1: Use clear enunciation, correct pronunciation, comfortable pacing, and appropriate volume. | Speaker mumbles or speaks in a monotone, mispronounces words, and/or struggles to find appropriate pacing or volume. | Speaker inconsistently uses clear enunciation, correct pronunciation, comfortable pacing, and appropriate volume. | Speaker engages the audience through mostly clear enunciation, correct pronunciation, comfortable pacing, and appropriate volume. |
| **Information Literacy:**  **Apply strategies to evaluate information in order to effectively analyze issues and make decisions.** |
|  | **0****Not Present** | **1****Needs Improvement** | **2****Meets Expectations** |
| LO2: Analyze information sources. | Analysis is not present. | Analysis superficially applies aspects of sources that are most relevant to the topic and/or assessment and/or analysis is unclear. | Analysis thoroughly and clearly applies aspects of sources that are most relevant to the topic and/or assessment.  |
| LO3: Synthesize information from multiple, credible sources. | Synthesis is not present. | Synthesis demonstrates a vague connection between multiple sources and/or the topic. | Synthesis demonstrates a clear and cohesive connection between multiple sources and/or ideas to support a given topic. |
| **Inquiry and Analysis:**  **Apply strategies to identify, frame, and evaluate issues and problems.** |
|  | **0****Not Present** | **1****Needs Improvement** | **2****Meets Expectations** |
| LO1: Identify a problem or question in a selected area of study. | No problem or question is presented. | The problem or question is vague or inappropriate to the selected field of study. | The problem or question is clearly stated in a form appropriate to the selected field of study. |
| LO2: Use a logical organizing principle to identify the key parts or elements of a problem or question in a selected field of study. | Elements or parts of the problem or question are not presented. | Elements or parts of the problem or question are presented in a disorganized manner. | Elements or parts of the problem or question are presented in an organized manner. |
| LO3: Evaluate theories and approaches to explain complex problems within a chosen field of study.  | No theoretical approach is presented. | A theoretical approach is vaguely presented. | A theoretical approach to the problem or question is presented and justified. |
| LO4: Apply organizing principles and theoretical approaches to identify solutions to a problem.  | No attempt is made to connect theories or organizing principles to solutions to the problem.  | Connections between theories or organizing principles solutions to the problem are vague. | Theories and organizing principles are used to make connections, identify gaps and/or provide evidence for showing solutions to the problem or questions.  |
| **Technology:**  **Use technology effectively.** |
|  | **0****Not Present** | **1****Needs Improvement** | **2****Meets Expectations** |
| LO1: Apply the features of technology programs (i.e., Excel, Word, PowerPoint) to communicate information effectively. | Technology program is not applied appropriately. | Technology program includes multiple formatting issues and/or is difficult to interpret. | Technology program includes proper formatting.Data can be easily read and interpreted. |