

# Performance Scale for Lesson 7 – Dealing with Criticism

Student: \_\_\_\_\_ Date: \_\_\_\_\_

Observer or Teacher: \_\_\_\_\_

Please rate how well the student can do the things described below by writing the appropriate number. This is a subjective rating, from 0 to 10, based on your experience with the student.

0	1	2	3	4	5	6	7	8	9	10
0 = Never					5 = Usually					10 = Always

1. When giving constructive criticism, shows respect for the feelings or emotions of others.

0    1    2    3    4    5    6    7    8    9    10

2. When giving constructive criticism, uses a pleasant, positive tone of voice.

0    1    2    3    4    5    6    7    8    9    10

3. When giving constructive criticism, discusses strong points or positive feedback first.

0    1    2    3    4    5    6    7    8    9    10

4. Offers criticism in terms of improvement (identifies specific actions or behaviors to criticize, not people, to criticize).

0    1    2    3    4    5    6    7    8    9    10

5. Demonstrates self-control in emotional situations and conflicts with others.

0    1    2    3    4    5    6    7    8    9    10

6. Acknowledges constructive criticism verbally, in a calm, appropriate manner.

0    1    2    3    4    5    6    7    8    9    10

7. Shows genuine interest in constructive criticism received from others (asks questions, seeks clarification or details).

0    1    2    3    4    5    6    7    8    9    10

8. When receiving criticism, whether constructive or destructive in nature, demonstrates effective listening (See Performance Scale 18: Effective Listening).

0    1    2    3    4    5    6    7    8    9    10

9. Demonstrates the ability to respond to destructive, undeserved, or untrue criticism calmly and openly while avoiding conflict.

0    1    2    3    4    5    6    7    8    9    10

**Personal Questionnaire for Lesson 5 – Dealing with Conflict**

**Student:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**For each item below, write your response in the space provided. There are no incorrect answers. Complete each item to the best of your ability and write as much as you need to write. Additional space for each item is provided on the back page.**

- 1. In your own words, define misdirected conflict. Identify and describe a time you have experienced misdirected conflict; what were some of the negative consequences and how could the conflict have been avoided?

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- 2. Discuss the positive ways presented in the lesson to resolve interpersonal conflict.

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- 3. Explain the difference between internal conflict and interpersonal conflict. Describe an internal conflict you are currently dealing with or that you have dealt with in the past. How did you resolve this internal conflict, or what are you currently doing to resolve it?

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## Personal Questionnaire for Lesson 5 – Dealing with Conflict

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## Personal Questionnaire Rubric for Lesson 5 – Dealing with Conflict

Student: \_\_\_\_\_ Date: \_\_\_\_\_

Evaluator or Teacher: \_\_\_\_\_

Please rate how well the student answers each item. Circle the appropriate number, from 0 to 10, to give your subjective rating of the student's written response. Use the example answers and suggestions provided to guide your evaluation.

1. In your own words, define misdirected conflict. Identify and describe a time you have experienced misdirected conflict; what were some of the negative consequences and how could the conflict have been avoided?

0          1          2          3          4          5          6          7          8          9          10

Misdirected conflict is unnecessary conflict that occurs when there is missing or incorrect information, or some confusion that causes the wrong person to be affected by a conflict. Because misdirected conflict can occur, an important first step in conflict resolution is to check the facts. Gathering accurate information when conflict occurs is called fact-finding. It can help you avoid or limit misdirected conflict caused by incorrect information.

The student should identify a personal experience with misdirected conflict and discuss the negative consequences of that conflict. Best answers will discuss accurate information (or fact-finding) as a solution for avoiding misdirected conflict.

2. Discuss the positive ways presented in the lesson to resolve interpersonal conflict.

0          1          2          3          4          5          6          7          8          9          10

The student should discuss the positive ways to resolve interpersonal conflict. Best answers will include mention of all six tips offered in the lesson:

1. Avoid reactions that cause negative emotions. Shouting, name-calling, accusing others, and other negative language or behavior will only make the situation worse.
2. Pick the right time and place to discuss a conflict. You should discuss the problem in private. It is more difficult to be open and honest when others are present who are not involved in the conflict.
3. Stick to the issues involved in the conflict. Talk about the conflict you are trying to resolve, not about anything else.
4. Be willing to compromise when that is the best solution. Conflicts can usually be solved if both parties are willing to compromise.
5. Be willing to withdraw when that is the best solution. Sometimes it is best to let the other person "win," in order to limit further conflict.
6. Use a calm tone of voice and neutral words. Do not put the other person down, do not pass judgment, and use neutral or positive statements. These strategies can make negative emotional situations less negative.

## Personal Questionnaire Rubric for Lesson 5 – Dealing with Conflict

3. Explain the difference between internal conflict and interpersonal conflict. Describe an internal conflict you are currently dealing with or that you have dealt with in the past. How did you resolve this internal conflict, or what are you currently doing to resolve it?

0      1      2      3      4      5      6      7      8      9      10

Internal conflict is conflict within a person. It usually involves having to make a hard choice. Internal conflict may cause tension or stress, like interpersonal conflict. Conflicts that occur between people are called interpersonal conflicts.

The students should identify and describe a current or past internal conflict, and discuss either how the conflict was resolved or how it is currently being resolved.