

Appendix: Rubrics

MSD 105: Workplace Communication Skills, Winter 2022 2021-2022 Assessment Rubric

MSD Program Outcome #2 aligned to AAS degree & #8 ACERT1 Certificate (12 student artifacts)

2nd Program Outcome: Analyze and apply a broad range of problem-solving strategies in a creative and equitable manner by examining biases to successfully resolve the conflict and foster collaborative work relationships across differences .				
CCOG Intended Outcome	Mastery: Level 4	Emerging: Level 3 Benchmark	Basic: Level 2	Static: Level 1
Identified and analyzed communication techniques in facilitating effective relationships focusing on resolving conflicts in a diverse workplace. <i>Key words: Conflict resolution, Facilitating effective work relationships, broad range of skills</i>	Thoroughly identified and analyzed techniques in facilitating effective relationships focusing on resolving conflicts in a diverse workplace.	Substantially identified and analyzed techniques in facilitating effective relationships focusing on resolving conflicts in a diverse workplace.	Marginally identified and analyzed techniques in facilitating effective relationships focusing on resolving conflicts in a diverse workplace	Does not attempt to meet objective.
	1		MV LP	
	2 LP MV			
	3 MV LP			
	4 MV LP			
	5 MV LP			
	6 MV LP			
	7 MV			
	8 LP MV			
	9 MV LP			
	10 LP MV			
	11 MV LP			

	12 MV LP			
	13			
	14			
	15			