



## Associate Certificate in Leadership and Conflict Resolution Assessment – Assessee Package

To receive your Associate Certificate in Leadership and Conflict Resolution you must successfully complete the four required courses and an assessment demonstrating achievement of the learning outcomes. **You must be registered in the Associate Certificate program and have already completed the courses to take the assessment.**

There are two components to the assessment:

1. A written report on a current or past leadership related conflict situation in an organizational or other group setting.
2. A written reflection on personal learning in the Associate Certificate program.

The report is to be submitted by mail or email and will be marked by an assessor in the Centre for Conflict Resolution and Centre for Leadership. Candidates are expected to demonstrate comprehension of the content learned in the four required courses. The assessment should be submitted within six months of completion of courses.

### Fee

The fee is due when the assessment is submitted to the JIBC. You may pay by cheque payable to the Justice Institute of British Columbia, or by credit card. You are not required to register, nor pre-pay for your assessment. **Please remit payment when you submit your assessment for marking.**

### Submission

Email, or mail your completed assessment and payment instructions to:

CCR Assessments  
Centre for Conflict Resolution  
Justice Institute of BC  
715 McBride Boulevard  
New Westminster, BC V3L 5T4  
Phone: (604) 528-5825  
Email: [mschaeffer@jibc.ca](mailto:mschaeffer@jibc.ca)

You will receive your results by mail within four-weeks from the date it is received.



## **Grading**

The assessment results in a pass or fail. To successfully complete the program a “Pass” must be achieved. You will be given one opportunity to revise your report if necessary. If, after you have submitted the revision, you disagree with a “Fail” evaluation, you can ask for a second opinion. We strongly suggest that you read the assessor’s comments first.

Please contact the Centre for further information (the second opinion forms the “informal process” stage of the JIBC Appeals Policy on website: <http://www.jibc.ca/aboutJIBC/policies.htm>).

We hope this assessment is a positive learning experience deserving of the time and effort you are putting forth. If you have any questions regarding the assessment criteria, or the assessment process please contact Margaret Schaeffer, Program Assistant at (604) 528-5825 or by email at [mschaeffer@jibc.ca](mailto:mschaeffer@jibc.ca).

## **Re-assessment**

There is no limit on the number of times you can redo your assessment. The standard fee is charged for each re-assessment after your one opportunity for revision.

## **Assessment Process**

Component 1: A written report on a current or past leadership related conflict situation in an organizational or other group setting.

Write a description of a Leadership and Conflict Resolution situation you have experienced or witnessed with an analysis of the dynamics affecting the leader in this situation and the factors impacting the conflict itself. This should be between 500 and 750 words, or 2-3 pages and double-spaced.

## **Choosing your Situation and Writing your Report**

The content of your report should include the following:

- Briefly describe the leadership conflict situation you chose for your report, and the reasons why you chose it.
- What impact do you believe the conflict was having on the functioning of the group?
- What were the key issues in the conflict; the issues for the organization, for the leader/s, for the other individuals involved, for the team as a whole.
- What strategy was chosen to address the conflict? Was it effective? Ineffective? Describe the impact of that chosen strategy on the team environment, the productivity of individuals, the leader, and the organization. If ineffective, what might have been more effective? Why?



The report will be marked using the following criteria:

	Meets criteria	Exceeds criteria	Further work required	Comments
<b>1. Choice of scenario</b>	Learner describes situation briefly and clearly and gives at least one reason for choice of scenario based on program content.	Learner description of scenario and reasons for choice of situation are brief, clear, thorough, and based on several concepts from program content.		
<b>2. Impact of conflict</b>	Learner describes impact of conflict on workplace group	Learner describes impact of conflict on workplace group thoroughly using several concepts drawn from program content		
<b>3. Choice of strategy</b>	Learner describes choice of strategy chosen.	Learner describes choice of strategy thoroughly using several concepts drawn from course content		
<b>4. Analyses of strategy</b>	Learner analyzes strategy, offering clear rationale as to why the strategy chosen was either effective or ineffective related to the key issues.	Learner analyzes strategy, offering clear rationale as to why the strategy chosen was either effective or ineffective (related to the key issues) integrating concepts and analytical frameworks drawn from program content		



## Component 2: Written Reflection on Learning

Write a 2-3 page (500 - 750 words), typed, double-spaced essay that reflects on your learning through the program. The Associate Certificate in Leadership and Conflict Resolution can be an intense and sometimes challenging learning experience as you try to integrate and use the learning you have been engaged in. This assessment component asks you to reflect on your learning in a more personal way.

We do not require that you follow a specific essay format; our interest is on the content. We suggest you use the following as a guide, while feeling free to fully and creatively express yourself.

1. Discuss factors – such as personal, cultural, societal – that shape beliefs and attitudes towards leadership and conflict resolution and how these impact your own thinking and behaviour around both of these areas. How has your awareness changed from before taking Certificate courses to afterwards?
2. Briefly describe what you have learned about the distinctive conditions in a workplace setting that can affect conflict situations such as team dynamics, cultural considerations, underlying beliefs, etc. and how you will use that knowledge.
3. How has your behaviour as a leader in conflict situations changed since beginning this program?
4. How do you plan to continue your journey of learning?



Your written reflection on personal learning will be marked using the following criteria:

	Meets criteria	Exceeds criteria	Further work required	Comments
<b>1. Awareness of factors shaping attitudes and behaviours in leadership and conflict areas.</b>	Learner clearly analyzes factors shaping own attitudes and behaviours pre and post Associate Certificate	Learner analyzes factors shaping own conflict attitudes and behaviours with thoughtfulness and insight pre and post Associate Certificate		
<b>2. Workplace conditions affecting the leader and the organization in conflict situations.</b>	Learner clearly analyzes workplace conditions affecting the leader in conflict situations	Learner clearly analyzes workplace conditions affecting the leader in conflict situations with thoughtfulness and insight		
<b>4. Behavioural changes in Leadership and Conflict Resolution</b>	Learner clearly analyzes own behavioural changes in leadership and conflict resolution	Learner analyzes own behavioural changes in leadership and conflict resolution with thoughtfulness and insight		
<b>5. Future plans</b>	Learner clearly describes own future development plans	Learner clearly describes own future development plans with thoughtfulness and insight		

Pass \_\_\_\_\_ Revise \_\_\_\_\_ Fail \_\_\_\_\_