

INT 660 Case Study: Scope of Services Guidelines and Rubric

After reviewing the Mini-Case: Scope of Services (found on page 84 of the textbook), students will answer the following questions:

1. In addition to providing the additional, higher-quality information, what other actions could the consultant’s team have taken during the negotiation to resolve the conflict and ensure that its plans for carrying out the project are approved?
2. Describe how information sharing in negotiations can contribute to a positive resolution of conflicts.

Guidelines for Submission: Your case study should follow these formatting guidelines: Use of at least one source, one to two pages double-spaced, 12-point Times New Roman font, one-inch margins, and citations in APA format.

Critical Elements	Exemplary (100%)	Proficient (90%)	Needs Improvement (70%)	Not Evident (0%)	Value
Actions: Resolving Conflicts	Meets “Proficient” criteria and substantiates ideas with research and/or clear and relevant examples	Explains additional actions that the consultant’s team could have taken during the negotiation to resolve the conflict	Does not sufficiently explain additional actions that the consultant’s team could have taken during the negotiation to resolve the conflict	Does not provide additional actions that the consultant’s team could have taken during the negotiation to resolve the conflict	30
Actions: Approved Plans	Meets “Proficient” criteria and substantiates ideas with research and/or clear and relevant examples	Explains additional actions that the consultant’s team could have taken during the negotiation to ensure that its plans for carrying out the project were approved	Does not sufficiently explain additional actions that the consultant’s team could have taken during the negotiation to ensure that its plans for carrying out the project were approved	Does not include additional actions that the consultant’s team could have taken during the negotiation to ensure that its plans for carrying out the project were approved	30
Information Sharing for Conflict Resolution	Meets “Proficient” criteria and substantiates ideas with research and/or clear and relevant examples	Describes how information sharing in negotiations can contribute to a positive resolution of conflicts	Does not sufficiently describe how information sharing in negotiations can contribute to a positive resolution of conflicts	Does not include a description of how information sharing in negotiations can contribute to a positive resolution of conflicts	30
Articulation of Response	Submission is free of errors related to citations, grammar, spelling, syntax, and organization and is presented in a professional and easy-to-read format	Submission has no major errors related to citations, grammar, spelling, syntax, or organization	Submission has major errors related to citations, grammar, spelling, syntax, or organization that negatively impact readability and articulation of main ideas	Submission has critical errors related to citations, grammar, spelling, syntax, or organization that prevent understanding of ideas	10
Earned Total					100%