



WCM 620 Milestone Two Guidelines and Rubric

For this milestone, you will complete a draft of Section III of your final project based on the final project case study.

Based on the transcripts you read in Modules Three and Five, you will analyze the heuristics of the transcripts and determine how they impacted the interactions in the workplace. Additionally, you will determine the influence of cultural differences on the conflict. Your draft must include these critical elements:

III. Analyzing Heuristics to De-escalate Conflict

In this section, you will analyze the heuristics in the transcripts of the final case study provided and determine how they impacted the interactions in the workplace.

- A. Appraise the **heuristics** you found in the **transcripts** that were the most relevant to the conflict in this case. Support your appraisal with specific examples. For example, was there a bias such as “more is better” or “faster is better”?
- B. Determine how this heuristic resulted in **impressions of bias** that negatively impacted workplace interactions in this case. Support your determination with specific examples. For example, did a heuristic of “people who look like me do a better job” result in a perception of discrimination?
- C. Determine what techniques your colleague might recommend to help the stakeholders use their past experiences to **positively benefit** similar interactions moving forward. Support your determination with specific examples.

Guidelines for Submission: Your paper should be 2 to 3 pages in length with double spacing, 12-point Times New Roman font, and APA formatting. If you choose to create a slide presentation, it should be 2 to 4 slides in length with speaker notes, be of professional quality, and use APA formatting.

Critical Elements	Proficient (100%)	Needs Improvement (70%)	Not Evident (0%)	Value
Analyzing Heuristics: Heuristics in Transcripts	Appraises the heuristics found in the transcripts that were the most relevant to the conflict in this case and supports appraisal with specific examples	Appraises the heuristics found in the transcripts that were most relevant to conflict and supports appraisal with examples, but appraisal is cursory or contains inaccuracies, or examples are not specific or relevant to argument	Does not appraise the heuristics found in the transcripts that were most relevant to conflict	30
Analyzing Heuristics: Impressions of Bias	Determines how this heuristic resulted in impressions of bias that negatively impacted workplace interactions in this case and supports determination with specific examples	Determines how this heuristic resulted in impressions of bias that negatively impacted workplace interactions and supports determination with examples, but determination lacks clarity or contains inaccuracies or examples are not specific or relevant to argument	Does not determine how this heuristic resulted in impressions of bias that negatively impacted workplace interactions	30

Analyzing Heuristics: Positively Benefit	Determines what techniques colleague might recommend to help stakeholders to use past experiences to positively benefit similar interactions moving forward and supports determination with specific examples	Determines what techniques colleague might recommend to help stakeholders use past experiences to positively benefit similar interactions moving forward and supports determination with examples, but determination lacks clarity or contains inaccuracies or supporting examples are not specific or relevant to argument	Does not determine what techniques colleague might recommend to help stakeholders use past experiences to positively benefit similar interactions moving forward	30
Articulation of Response	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
Total				100%