



# APPLIED VISION WORKS

One Vision. One Voice. Unlimited Success.

## The Conflict and Mediation Scorecard

How do you and your team do in working together and having conflict in a positive motivating and engaging process? Complete *The Conflict and Mediation Program™ Scorecard*. Rate your answers from 1 (low) to 10 (high) for each category. Circle the appropriate number for each item. Speak to one of our Session Facilitators to understand the significance of your score.

	Definition of a "1"	1	2	3	4	5	6	7	8	9	10	Definition of a "10"
A.	We are not clear and direct in our communication of thoughts and feelings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	We are very open, honest and respectful in sharing our thoughts and feelings
B.	I do not have a process of what to do if negative conflict occurs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Every time there is negative conflict, I use a set of powerful tools to handle it in the best possible manner
C.	Our team does not handle conflict well and avoids it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Our team regularly prevents bad conflict and causes good conflict
D.	Our Values in Action seem to be very different and are not clearly written down	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	We have clear Values in Action that we use in our hiring, orientation, evaluation and training processes
E.	We have no common vision of the future that has been clearly identified in writing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	We review our long term vision at least monthly with our employees to reinforce what we know is our World Series
F.	We do not ever teach our process and methods of dealing with conflict	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	We teach and reinforce conflict resolution to all of our new hires
G.	Anger, intensity and other negative emotions are used as a management tool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Vision and values are used in conjunction with positive emotions as primary leadership tools
H.	Differences in style among us cause problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	We appreciate, understand and use differences between us to a positive strategic advantage
I.	If anyone desires to "leave", it is unclear how to do so in a respectful and smooth manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	We always have a clear exit strategy so that if a relationship is unable to work out, everyone is treated respectfully
J.	We focus on individual results	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Both individual and team results are measurably improving
K.	We do much talking about lots of stuff and we are not sure we get enough high quality activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	We share wisdom and focus on measurable strategic results
L.	We currently have lots of conflict that is being avoided or actively made worse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	We have ever increasing better relationships
	<b>ADD COLUMN TOTALS</b>											<b>YOUR SCORE ____/120</b>