

Assessing the Role-Plays

Observer's Checklist

Use this checklist to observe the role-play and give the group feedback.

1. How well did the group work through each of the win-win steps?

☐ **Step 1:** Listen to the other person and see the problem from his or her perspective.

☐ **Step 2:** Identify the needs of all involved.

☐ **Step 3:** Determine what results would constitute a fully acceptable solution.

☐ **Step 4:** Identify possible new options to achieve those results.

2. Did they find a win-win solution?

3. What went well?

4. What needs improvement?