

Communication

| Criteria | Grad Cert Fail | Grad Cert Pass MCMR Fail | Grad Cert Exceeds MCMR Pass | MCMR Exceeds |
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| 4(a) Use interventions to effectively communicate with people in a range of conflict situations | Interventions unsuitable to communicate with people in conflict. | Select appropriate interventions to effectively communicate with the particular client in their particular context. | Select appropriate interventions to effectively communicate with people in conflict. | Uses a range of interventions in an adaptive and innovative way to effectively communicate with people in conflict. |
| 4(b) Develop effective communication strategies for different contexts | Does not develop an effective communication strategy. Interventions are ad hoc and lack coherence / appropriateness. | Develop an effective communication strategy appropriate for the particular client and context. | Develops tailored effective communication strategy for a range of clients and contexts. | Develops adaptive and innovative communication strategies for a range of clients and contexts. |
| 4(c) Facilitate people in conflict | N/A | N/A | Select appropriate interventions to effectively facilitate people in conflict. | Selects appropriate and innovative interventions to effectively facilitate people in conflict in a range of contexts. |
| 4(d) Develop effective strategies to facilitate people in conflict | N/A | N/A | Develop an effective facilitation strategy for people in conflict. | Develops adaptive and innovative facilitation strategies for a range of clients and contexts. |
| 4(e) Support people in conflict | N/A | N/A | Select appropriate interventions to effectively support people in conflict. | Selects appropriate and innovative interventions to effectively support people in conflict in a range of |

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| | | | | contexts. |
| 4(f) Develop effective strategies to support people in conflict | N/A | N/A | Develop an effective support strategy for people in conflict. | Develops adaptive and innovative support strategies for a range of clients and contexts. |