

### Building a Case – Verbal Response Scoring

- \_\_\_ Approach/Greeting to the person is appropriate
- \_\_\_ Ensures they are speaking to the right person
- \_\_\_ Keeps tone of voice even
- \_\_\_ Answers any questions appropriate if asked
- \_\_\_ Is direct but polite
- \_\_\_ Makes no more than one “you” statement
- \_\_\_ Gives at least 3 complaints or facts supporting the argument
- \_\_\_ Fact 2
- \_\_\_ Fact 3
- \_\_\_ Indicates/suggests a plausible solution or requests information relevant to an equitable solution.
- \_\_\_ Closes the conversation on a positive note.

\_\_\_/11 accurately completed      \_\_\_% overall