Across
3. a way of ending a conflict. Both sides agree to accept less than they first wanted
4. skills you need to work well with others. The most important: communication, empathy, cooperation, negotiation, compromise, and sharing.
5. responsible and respectful ways of behaving that will help you have successful relationships
7. deal or bargain with others
9. you understand the importance of working cooperatively with others
11. steps taken to end a conflict
12. rules for polite behavior
13. disagreement or clash between people

Down
1. the ability to understand another person’s feelings
2. good work habits and attitudes that help you succeed in a career
6. sharing thoughts, opinions, and information with other people
8. discussion that intends to end up in agreement
10. standards of behavior people, groups, or society believe to be right and moral