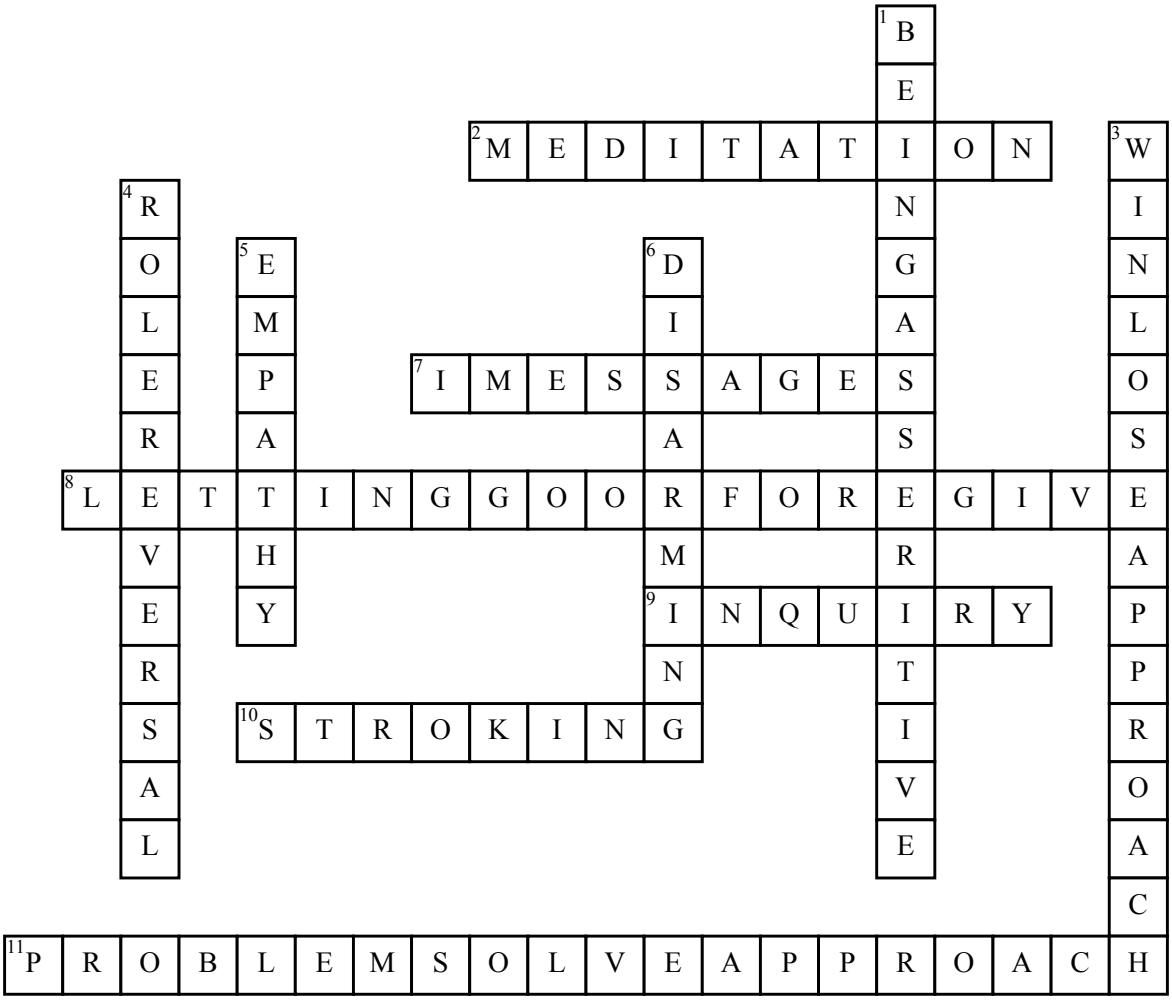
Name: _____ Date: _____

Conflict Resolution Strategies



Across

2. A voluntary process that participants must be willing to accept the assistance of the intervener if the dispute is to be resolved.

7. Non- blaming messages simply communicate how the sender of the message believes the receiver is affecting the sender.

8. Two strategies to get rid of holding a long-term grudge.

9. To learn more about what the other person is thinking and feeling

10. A closely related technique to disarming is?

11. When both sides have their needs met in a conflict situation.

Down

1. Being able to express yourself in a confident non-aggressive manner.

3. When two sides engage in the conflict attempt to sell their own solution without listening to the other side.

4. A useful strategy in resolving conflict is?

5. To mirror what's said in a nonjudgmental way & grasp the essence of what the other person is thinking or feeling.

6. This strategy helps you to listen to the other person first and facilitates open communication.