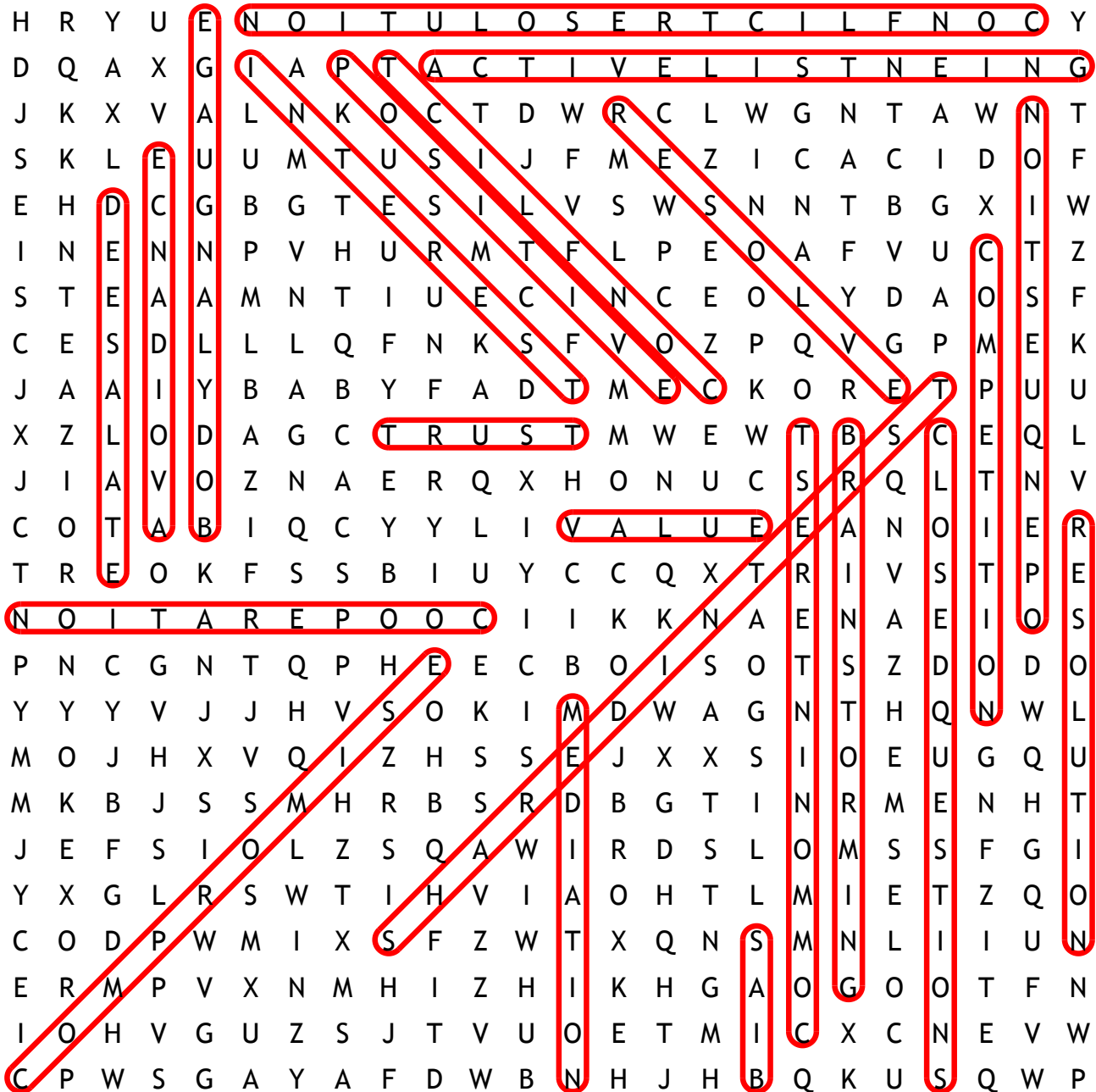


Name: _____

Date: _____

Problem Solving



Conflict Resolution
shared interest
Cooperation
Mediation
interest
trust

Closed Questions
Open question
Competition
Deescalate
Conflict
Bias

Active Listening
Brainstorming
resolution
Avoidance
resolve

Common Interest
Body language
Compromise
positive
value