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Conflict Resolution Strategies

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| **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. |