|  |  |
| --- | --- |
| Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

Conflict Resolution Strategies

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | 1B |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  E |  |  |  |  |
|  |  |  |  |  |  |  |  | 2M |  E |  D |  I |  T |  A |  T |  I |  O |  N |  | 3W |
|  |  | 4R |  |  |  |  |  |  |  |  |  |  |  |  |  N |  |  |  |  I |
|  |  |  O |  | 5E |  |  |  |  |  |  | 6D |  |  |  |  G |  |  |  |  N |
|  |  |  L |  |  M |  |  |  |  |  |  |  I |  |  |  |  A |  |  |  |  L |
|  |  |  E |  |  P |  |  | 7I |  M |  E |  S |  S |  A |  G |  E |  S |  |  |  |  O |
|  |  |  R |  |  A |  |  |  |  |  |  |  A |  |  |  |  S |  |  |  |  S |
|  | 8L |  E |  T |  T |  I |  N |  G |  G |  O |  O |  R |  F |  O |  R |  E |  G |  I |  V |  E |
|  |  |  V |  |  H |  |  |  |  |  |  |  M |  |  |  |  R |  |  |  |  A |
|  |  |  E |  |  Y |  |  |  |  |  |  | 9I |  N |  Q |  U |  I |  R |  Y |  |  P |
|  |  |  R |  |  |  |  |  |  |  |  |  N |  |  |  |  T |  |  |  |  P |
|  |  |  S |  | 10S |  T |  R |  O |  K |  I |  N |  G |  |  |  |  I |  |  |  |  R |
|  |  |  A |  |  |  |  |  |  |  |  |  |  |  |  |  V |  |  |  |  O |
|  |  |  L |  |  |  |  |  |  |  |  |  |  |  |  |  E |  |  |  |  A |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  C |
| 11P |  R |  O |  B |  L |  E |  M |  S |  O |  L |  V |  E |  A |  P |  P |  R |  O |  A |  C |  H |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

|  |  |
| --- | --- |
| **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. |