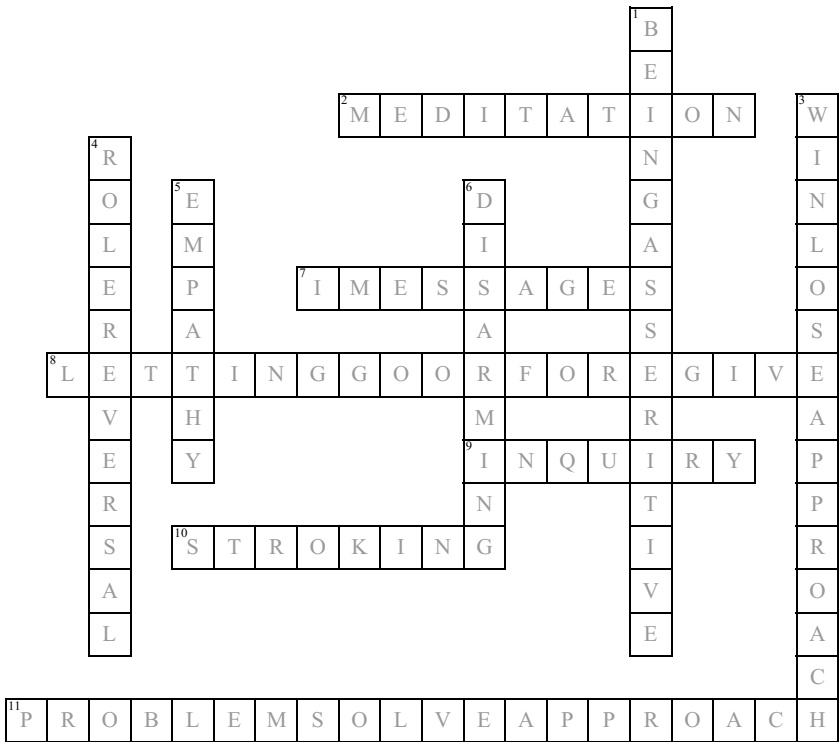


Conflict Resolution Strategies



- 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.