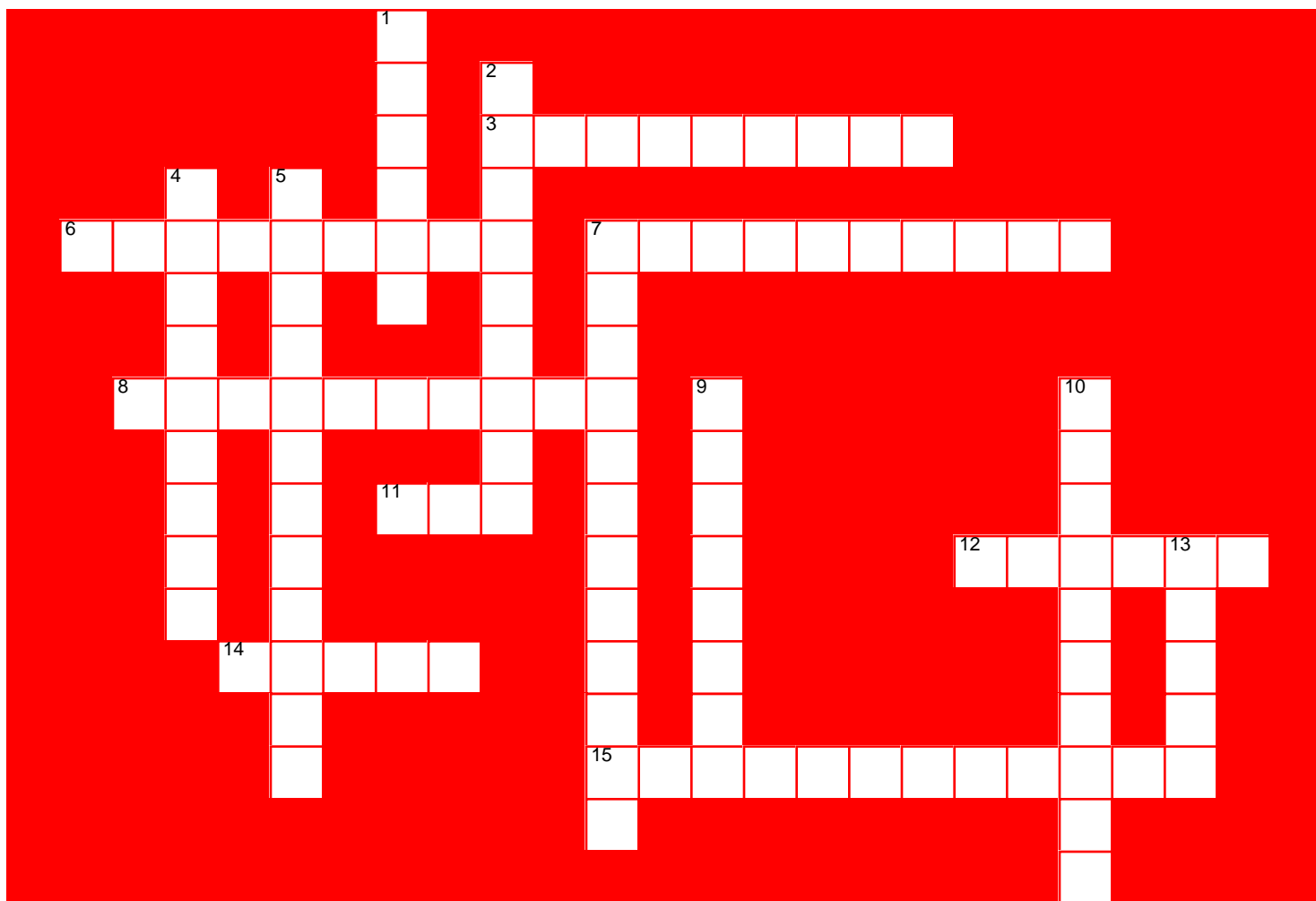


Conflict Resolution

Rite Aid Drug Quiz 2007



Across

3. When trying to resolve a conflict, you should consider all possible _____.
6. What is one thing aggressive people hardly ever do?
7. Name a skill you can use to help you speak respectfully and assertively (2 words).
8. Name the kind of listening you are doing when you restate in your own words what someone else has said.
11. Name a kind of contact shows that you are listening.
12. Words and tone of voice are examples of what kind of communication?
14. When resolving conflict, it's helpful to focus only on the _____ of the situation.
15. Not making eye contact and slouching are examples of being _____.

Down

1. What do you call a solution that finds a middle ground that everyone can agree on (2 words)?
2. Maintaining appropriate eye contact and communicating respectfully are examples of being _____.
4. Facial expressions and body positions are examples of what kind of communication?
5. You can get clues about what someone is thinking from their facial expressions, tone of voice, and _____ (2 words).
7. In any disagreement, when listening to the person, it's smart to avoid changing the subject, making judgements, or _____.
9. Before resolving a conflict, everyone should take time to _____ (2 words).
10. Getting in someone's face and bullying are examples of being _____.
13. Aggressive people often look for reasons to _____.