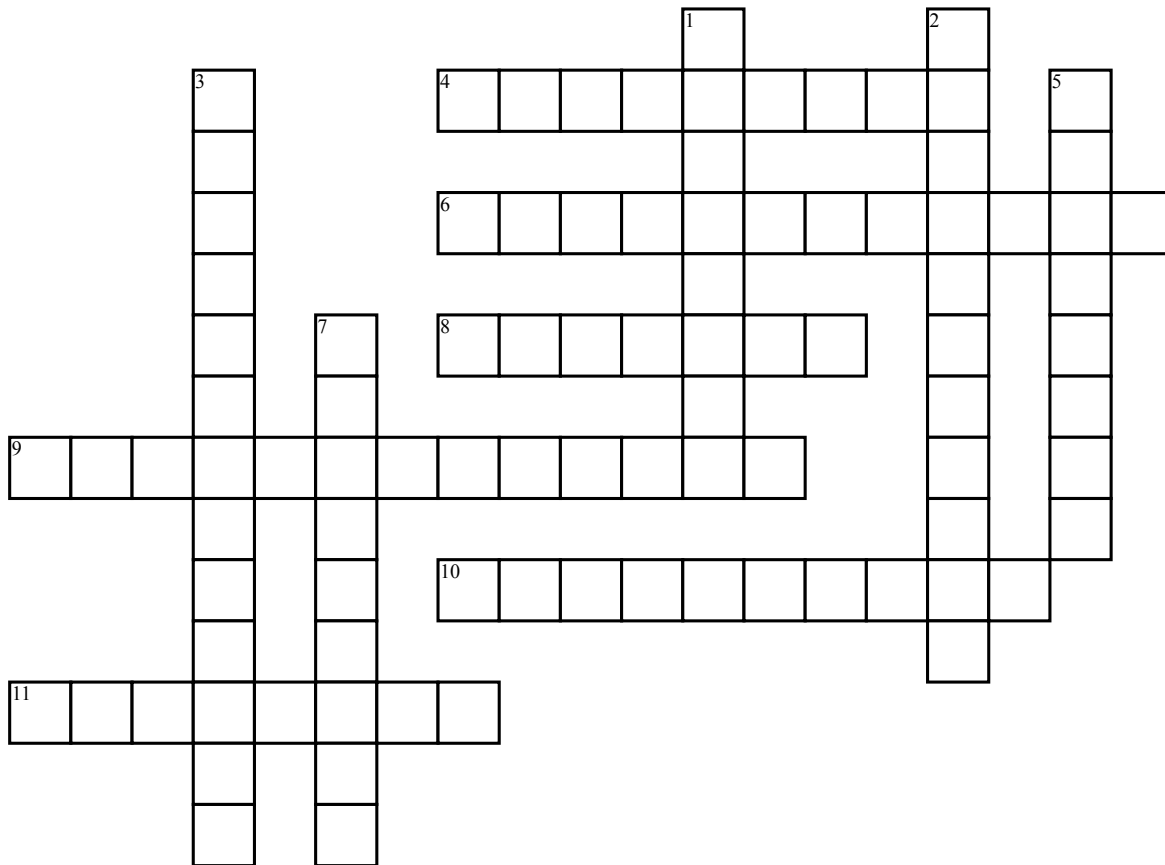


Conflict management



Across

4. i am sorry
6. A conflict management style where each person is partially satisfied, but neither ends up "happy"
8. to learn more about what the other person is thinking and feeling.
9. A conflict style that involves "giving in"
10. when i take my own rights into account and not the other persons.

11. a conflict style that involves allowing disagreements and concerns to be ignored, or denied.

Down

1. Using pressure, power and often bullying tactics to get your own way
2. looking at thing from different angle.
3. when both sides have their needs met in conflict situation
5. when two people disagree on an issue
7. conflict style that involves high concern for self and low concern for others