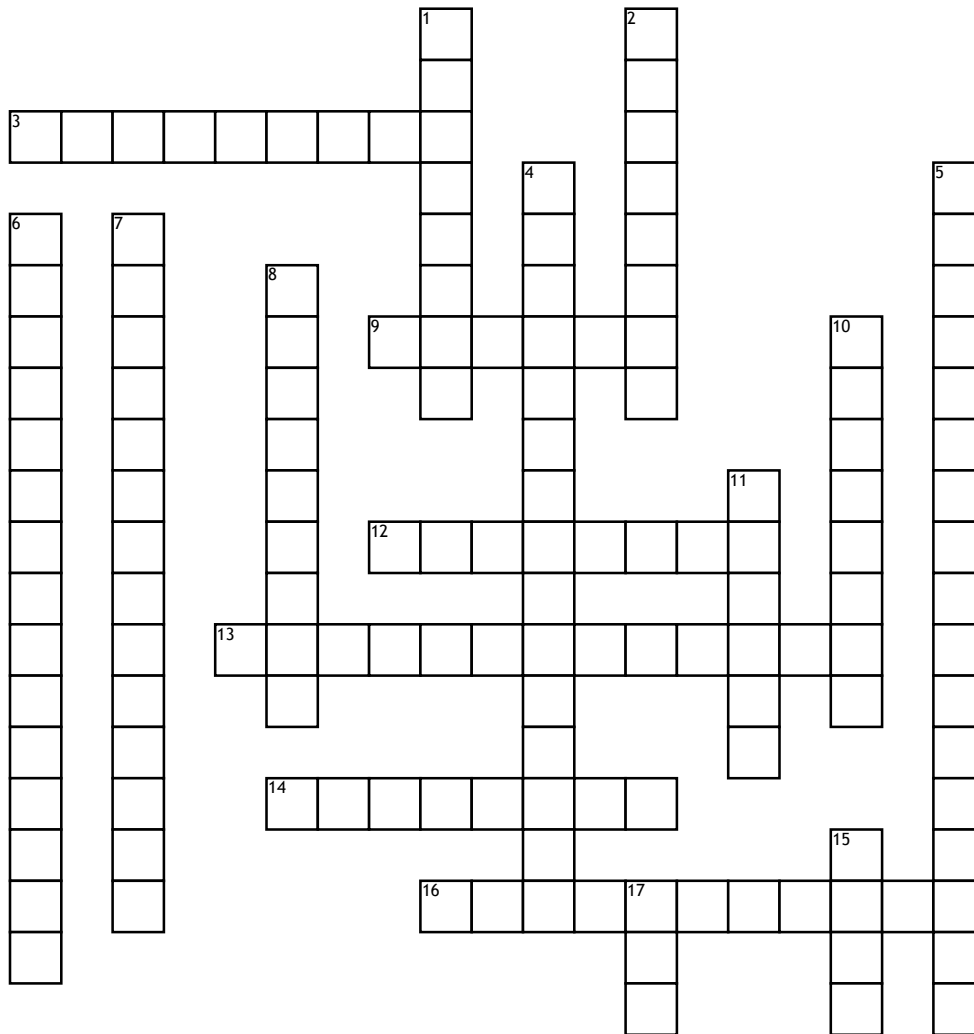


Name: \_\_\_\_\_

Date: \_\_\_\_\_

# Criminal Thinking



## Across

- 3. Acknowledging your wrong/fault
- 9. You can see when person is...
- 12. Nobody has the right to control my life
- 13. Figure out what person might be feeling
- 14. What controls the way people act
- 16. both parties reach mutual agreement (not compromise)

## Down

- 1. Provide objective information
- 2. You can't see from outside what person is saying in head
- 4. Deliberate effort to hear and Understand
- 5. Try to understand what the person is angry about
- 6. Getting information or clarification
- 7. Writing out situation, thoughts, feelings, attitudes & beliefs

- 8. Tell the person what you would like done about the problem
- 10. We have them almost all the time but don't always pay attention to them (tune in internally)
- 11. Growing up; Parents are almost always right
- 15. Thoughts & Feelings leading you into trouble
- 17. Module

## Word Bank

- |                     |               |                  |                 |
|---------------------|---------------|------------------|-----------------|
| feedback            | apologize     | Asking Questions | thinking report |
| Responding to anger | understanding | Action           | Feelings        |
| Risk                | complaint     | Thinking         | Attitude        |
| T4C                 | Negotiating   | Belief           | thinking        |
| Active Listening    |               |                  |                 |