

Managing Difficult Situations

L Y S E Q J F O Q Q P W J D D W O A A B U P Y F
O X P F N O I T A D O M M O C C A Z V F J N L E
E A F D O B S Y O C C O M P E T I T I O N O E J
W V Q N Z I G U Z O C A I L C H T D A V S I A E
T L I S M P B T D X I Q L A K A R R I E A T W E
K O N T U V X X M F I Y E X S P R G L L S A Y S
D K W Z A O P W K Q X H C H E E V O N G A T L O
M J I X C L I C X B T Q N P S K S Z V B E C K L
N C N Y G K U X H P T Y A O I E T N K G A E U N
R O W C U J M P N Z T C D O M U L L V R L P P I
E Z I U X T W Y I A K O I R O Z K O R L H X Y W
D P N T W J I M Q N T R O O R O M T V C W E M E
C G A S A V Z P P U A E V U P G F K K Z Y C V S
O D L B O R I B R S S M A T M M N G C U N I W O
N X R A U Y O V F O U H E C O L G C U R A T C L
F O B T Y B V B L T N Y L O C S T W Z I N S L N
L P A U U N L N A X E E S M M P C D J R G I V I
I I O R V O I E P L K V M E R B R A B F R L R W
C L N U C W J G H M L W E K A W B G Q N Y A Z Q
T I N J E D V B S H M O N X P Q M C Z Q N E M K
W Z M S I A U T J S N P C O Q G N Z J Y H R L Y
Y I O Q Y Y K T I B A A P J C U V V O S T N S B
K L H G C E B F G N Y R G P H F W E I M Q U M A
Z Y C R E V I T A K L A T X V N Z D X T Z Q W R

unrealistic-expectation
collaboration
competition
lose-lose
lose-win
win-win

win-lose-win-lose
manipulative
compromise
talkative
win-lose
angry

accommodation
poor-outcome
avoidance
Conflict
anxious