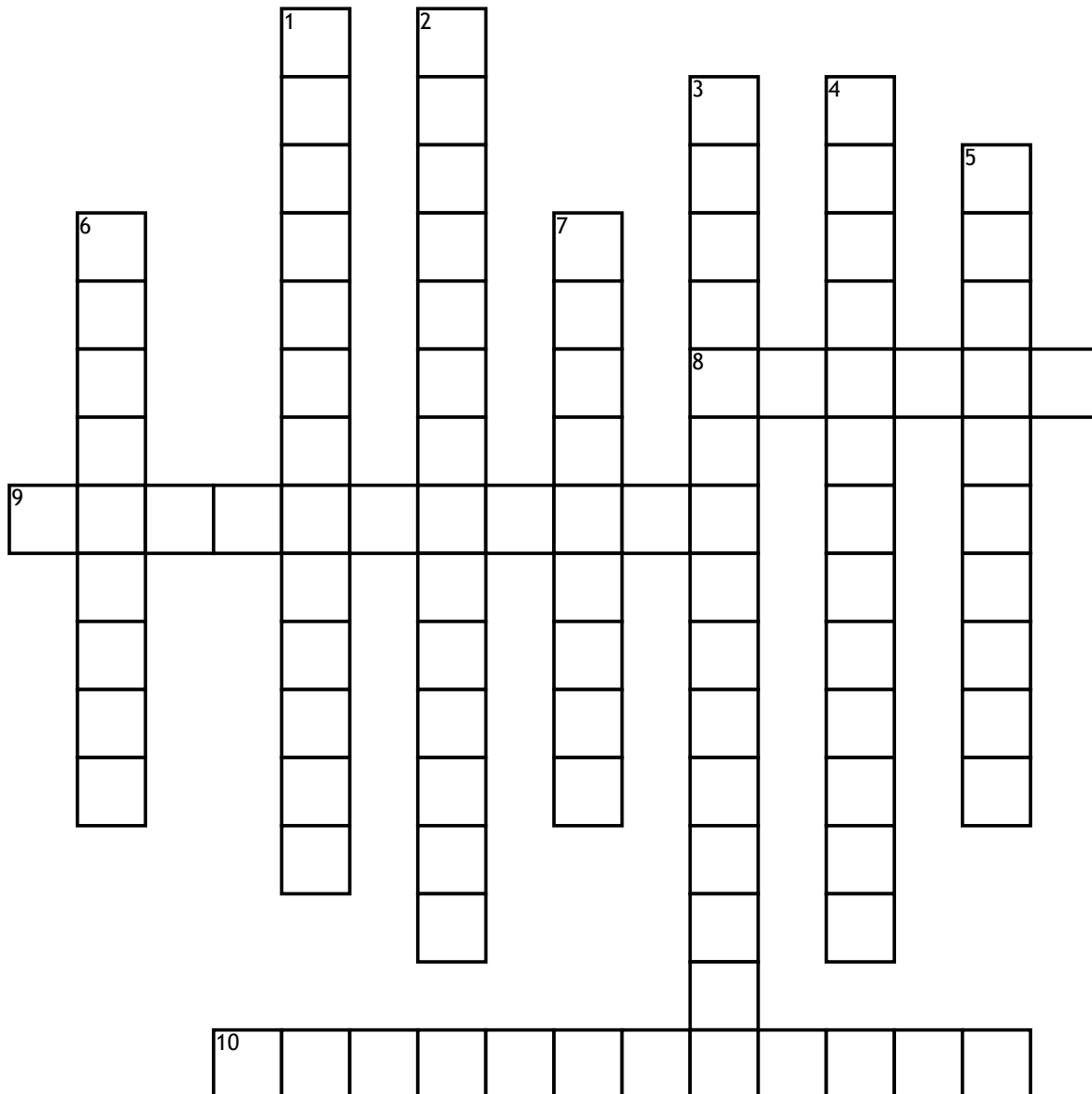


Skills to diffuse situations



Across

8. A way of communicating using speech

9. The ability to control your emotions

10. Using your body and face to communicate

Down

1. The amount of space people prefer to have when engaging with others

2. The minimum space needed to allow someone to react to something

3. Being fully engaged in a conversation

4. Showing a confident and forceful personality

5. The ability to understand and share the feelings of another

6. A form of communication without speaking

7. A method of using your attitude and behaviour to affect others around you