



# It takes some skill

This crossword explores some of the interpersonal skills used in conflict resolution which you saw demonstrated in the performance of 'Choices'.

## Clues

### Across

1. Keep these open-ended
2. Ability to see a situation from another person's point of view and have concern for the person
3. These speak louder than words
4. Use these to avoid excessive use of 'You do ...' statements (2 words)
5. Use this skill to hear other opinions

### Down

- a. This situation will make all parties in conflict feel good (2 words)
- b. This lets the other people know that you've really listened (2 words)
- c. Work through this and let it go!

	1.		b.								
			2.								
		3.									
	4.										
	a.					c.					
5.											

- Answers  
Across  
1. Questions  
2. Empathy  
3. Nonverbals  
4. 'I' statements  
5. Listening  
Down  
a. 'Win win'  
b. Eye contact  
c. Anger

