

How to handle conflict

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

COMPROMISE

SITUATION

APOLOGIZE

NEGOTIATE

SOLUTION

CONFLICT

RESOLVE

LISTEN

MANNER

FACTS

SORRY

HURT