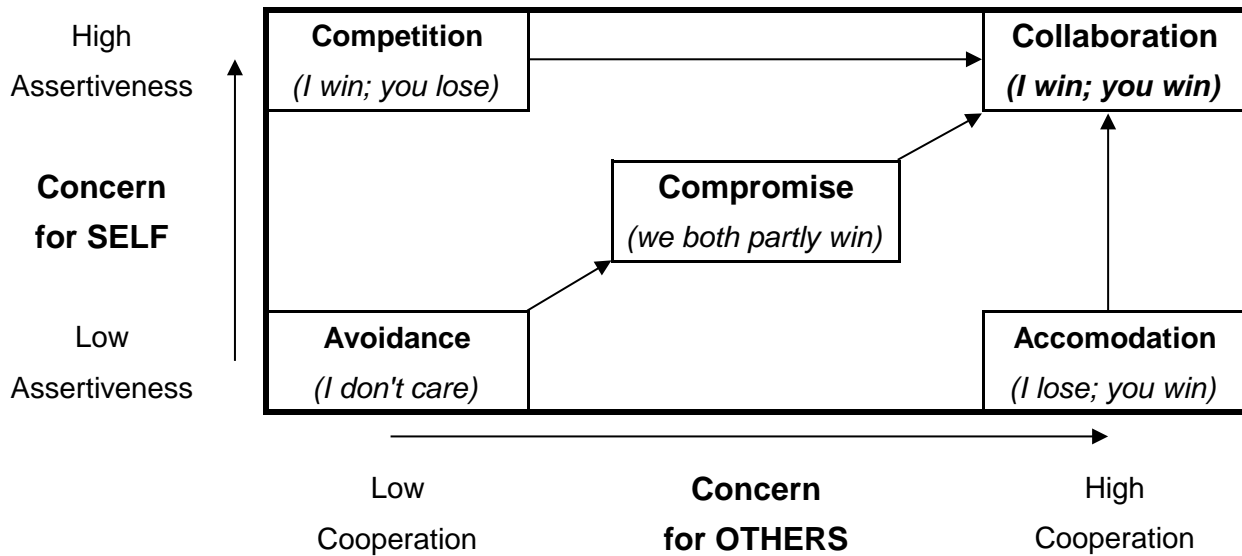


## CONFLICT RESOLUTION MODELS

(work in the direction of the arrows)



## RESOLVING COMMUNICATION CONFLICTS

(carefully distinguish facts from opinions)

