



ANSWERS MAY VARY

List seven behaviors that will help to **diffuse** a conflict.

1. apologize
2. make eye contact
3. listen to the other person
4. acknowledge what the other person is saying
5. compromise
6. cool off before talking
7. Be clear about your needs

List seven behaviors that are likely to **escalate** a conflict and which should be avoided.

1. looking down/avoiding eye contact
2. rolling your eyes
3. watching the clock
4. pointing fingers
5. folding your arms
6. covering your ears
7. getting into the other person's personal space