

CHAPTER 6

Improving our Efforts to Manage Conflict

- 1 Re-read the story at the beginning of this chapter.
- 2 Explain how you would use each of the following variables to strengthen the communication between Cara and Emma:
 - a Deal with feelings
 - b Keep the discussion focused on the problem
 - c Use perception checking and empathetic listening
- 3 How can the above techniques enhance your ability to resolve a conflict?