

ASSESSMENT # 10

Total Marks: 30

Answer the following questions:

- 1.** What is a conflict? How can you avoid it? (07)
- 2.** What are the three F's of getting to the heart of the problem? (08)
- 3.** What guidelines will you follow assertive anger? (08)
- 4.** Draw and explain the Conflict Resolution Model. (07)