



Conflict Resolution Techniques

ASSESSMENT # 4

Total Marks: 30

Answer the following questions:

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| Q: 1: What is conflict resolution? Describe its Three-step model? | 10 |
| Q:2: What are the steps to control the negative feelings ? | 10 |
| Q:3: Explain the importance of following techniques for relaxation? | 10 |
| i. Music | |
| ii. Visualization | |
| iii. Belly breathing | |
| iv. Laughter | |