

Conflict Resolution Techniques

ASSESSMENT # 16

Total Marks: 30

1. What is empathy? (05)
2. What is conflict resolution? Describe its Three-step model? (05)
3. What are the 3'F that can help you in preventing problems? (10)
4. Explain the importance of following techniques for relaxation? (10)
 - i. Music
 - ii. Visualization
 - iii. Belly breathing
 - iv. Laughter