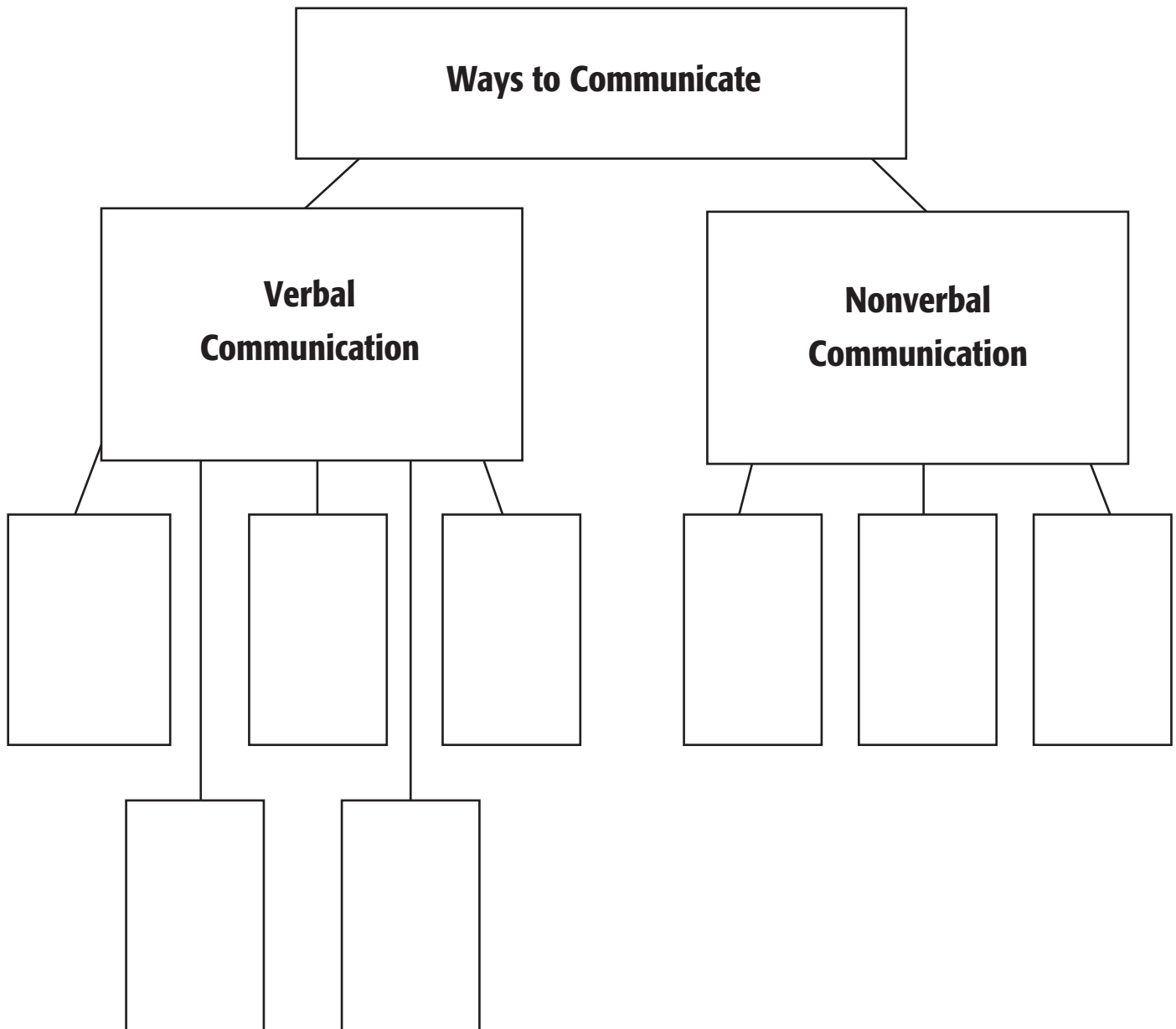


Chapter 4 Communicate with Others

Section 4.1 Listening and Speaking Skills

Directions: Complete the web with verbal and nonverbal guidelines for effective communication.



Chapter 4 Communicate with Others

Section 4.2

Handle Conflict

Directions: List five causes of conflict. Next to each cause, write something you can do to prevent the conflict. The first one is completed for you.

Causes of Conflict	Ways to Prevent the Conflict
1. Misunderstandings	Listen closely. Repeat what the other person said.
2.	
3.	
4.	
5.	