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Recall Of Time Can Be Highly Inaccurate, Particularly At The Lower End Of The Scale (seconds To Minutes).  
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18) Convert 60.5 Degrees Fahrenheit To Degrees Celsius. A. 15.8 Degrees Celsius B. 20.6 Degrees Celsius C. 72.0 Degrees Celsius D. 101.2 Degrees Celsius  
Celsius =  $(60.5 - 32) \times \frac{5}{9}$  (Change The Fraction Into A Decimal  $\frac{5}{9} \div 9 = 0.55555556$ ) =  $(28.5) \times 0.55555556 = 15.8$  °C  
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Handling Difficult Conversations  
By Their Very Nature, Difficult Conversations Are Stressful For Both Parties, And Often Elicit Highly Complex Emotions. It Can Be Difficult To Keep An Objective View Of The Situation, But In An Emotionally Charged Atmosphere, Setting An Example Of Calm Assertiveness Will Help To Temper The Reactions Of The Other Party. Jan 6th, 2024  
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## CHAPTER 5: HANDLING DIFFICULT CUSTOMER

SITUATIONS And May Have A Difficult Time

Understanding Why Other People Become Emotional

- Left-brained Thinkers Must Learn To Listen For And Acknowledge Emotion
- "Right-brained" People May Become Emotional Fairly Quickly In A Difficult Situation

- Right-brained Thinkers Must Learn To Control Their Own Emot Mar 10th, 2024

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