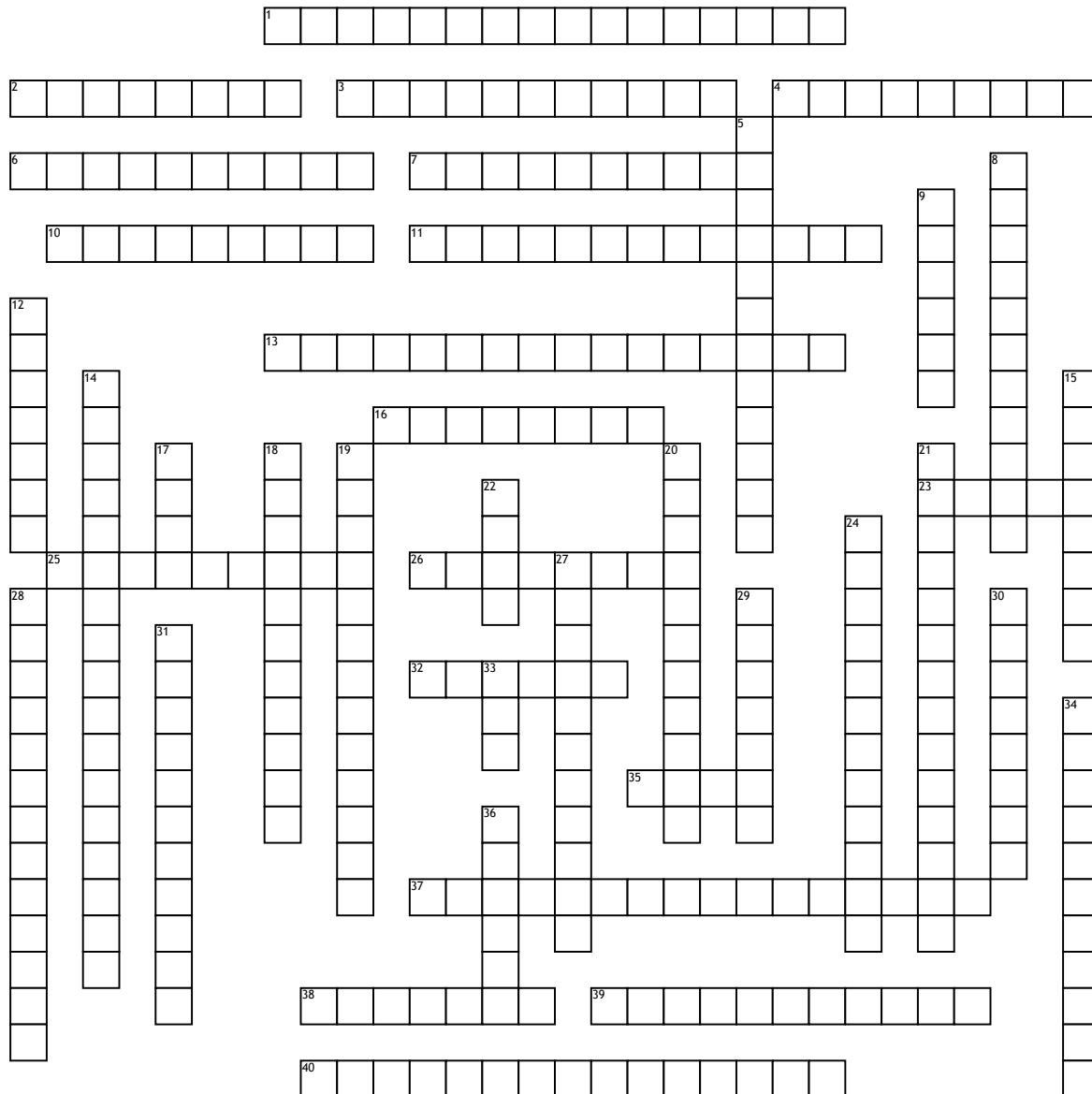# Conflict Management

Across

1. assigning internal or external causation without a factual base

2. rational weighing of facts and evidence using rules of logic

3. how we weave together knowledge, feelings, intuitions, and backgrounds to make sense of the world

4. an overarching set of beliefs about how the world works and one's place in it

6. an event that precipitates a conflict and usually is directly related to the topic but not necessarily directly connected to the underlying cause

7. communication climates where the individual feels safer and are more likely to engage in productive problem solving and conflict management

10. removing oneself from controversy

11. theory of internal struggle between the id and the superego (Freud)

13. assumes that behavior is caused by a situation outside the individual's control

16. relates to interpersonal conflict, is an apt description of how conflict differs from casual disagreements, mild differences, or intellectual argument

23. The number of assumptions about interpersonal conflict

25. communication climates where an individual feels threatened and reacts to others negatively

26. theory that is built on the metaphor of and economic marketplace and assumes that people will make choices that are the most beneficial to them

32. behavior determined by biology

35. how many primary reasons are there as to why goals are dynamic?

37. type of conflict when there are two choices of equal positive value

38. goals that involve how a person wishes events to unfold, how decisions are made, or how communication occurs

39. bias that judges the same behavior differently in self than in others

40. the level to which people need each other to attain their goals.

Down

5. goals that involve who the parties want to be to each other

8. goals related to tangible resources

9. type of gains that encompass the concept that the goals of all parties in a conflict might be met if creative strategies are applied to the problem

12. goals that include tangible resources or any measurable factor around which desired outcomes can be built

14. defending one's positions and attacking the other party's postitions

15. Who's six views provides fertile ground for interpersonal conflict?

17. theory using mathematical ways to calculate projected gains and losses to stimulate human choice making

18. a moment when how one responds can change their entire direction of a relationship

19. type of conflict that arises from a focus on the underlying needs of each of the parties rather than on their surface demands

20. type of management that includes any communication intended to move two people's views of a situation closer together

21. goal interference that is based on miscommunication or inaccurate perceptions of another person's intentions

22. refers to a claimed sense of favorable self-worth that a person wants others to have of him or her

24. also known as submission

27. this theory explains how people attempt to make sense of the world around them

28. purely internal struggle about one's goals

29. learned behavior

30. these kind of attributions label behavior as arising from another person's personality, values or characteristics

31. type of conflict that is initiated by a perception that one party has a right to seek compliance from another person as a type of entitlement

33. the minimum number of people that that interpersonal conflict can occur amongst

34. situation that is open to interest-based creativity but contains some goals that genuinely are in oppostition

36. what conversations are about rather than an identification of what gave rise to the conflict