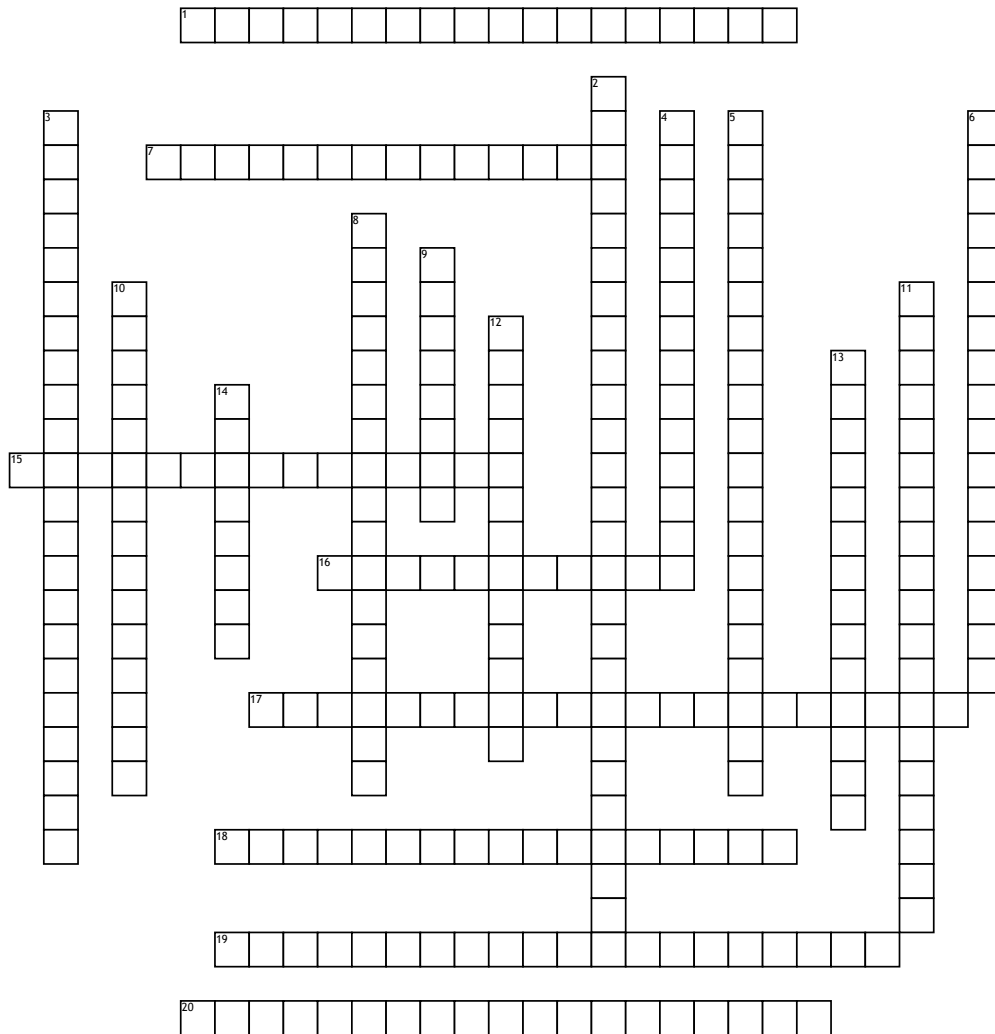


Conflict Management



Across

1. Personal association for a word.
7. Issues that have potential for conflict that the parties do not yet perceive to be a problem.
15. A state to where people need each other to attain their goals.
16. Developed by Lewin and others; the theory suggests there are types of forces that drive conflict and forces that restrain conflict.
17. A struggle among a small number of interdependent people arising from perceived interference with goal achievement.
18. The concept that people consistently make sense of the world by assigning meaning and motives to others' behaviors.
19. A relational theory suggesting individuals make choices about relationships by evaluating the personal rewards, costs, and expected profits / benefits involved in maintaining that relationship.

20. Assigning motive to factors external to the individual, such as the environment or outside circumstances.

Down

2. Internal conversation; self-dialogue.
3. An internal struggle about one's goals.
4. The idea that people make life choices based on a cost-benefit analysis of what better meets personal goals.
5. Assuming a behavior was caused by factors inherent to the person, such as personality, values, or characteristics, and not some external situation.
6. The literal dictionary definitions of a word.
8. A theory that each person in a conversation has three views: my view of myself, my view of you, and my view of how you view me.
9. Providing reasons to support an assertion or claim.

10. In attribution theory, where one ascribes motivations for personal behavior to a personal character trait when it is most flattering and to situation constraints to diminish personal responsibility.

11. Fred's psychological theory that behavior is motivated by both the conscious and subconscious mind where the id, ego, and superego are all vying for control.

12. A theory that highlights the complex nature of life and holds that the interdependency of all the relationships among individuals in a system, as well as the surrounding environment, must be considered to understand the whole.

13. Conflicts caused by misinterpretations and misinformation.

14. Tentative explanations for observed behaviors.

Word Bank

Self-serving Bias

Barnlund's Six Views

Systems Theory

Latent Conflict

Interpersonal Conflict

Exchange Theory

Internal Attributions

External Attribution

Argument

Attribution Theory

Field Theory

Intrapersonal Conflicts

Intrapersonal Communication

Connotative Meaning

Theories

Psychodynamic Theory

Denotative Meaning

Pseudo-Conflict

Social Exchange Theory

Interdependence