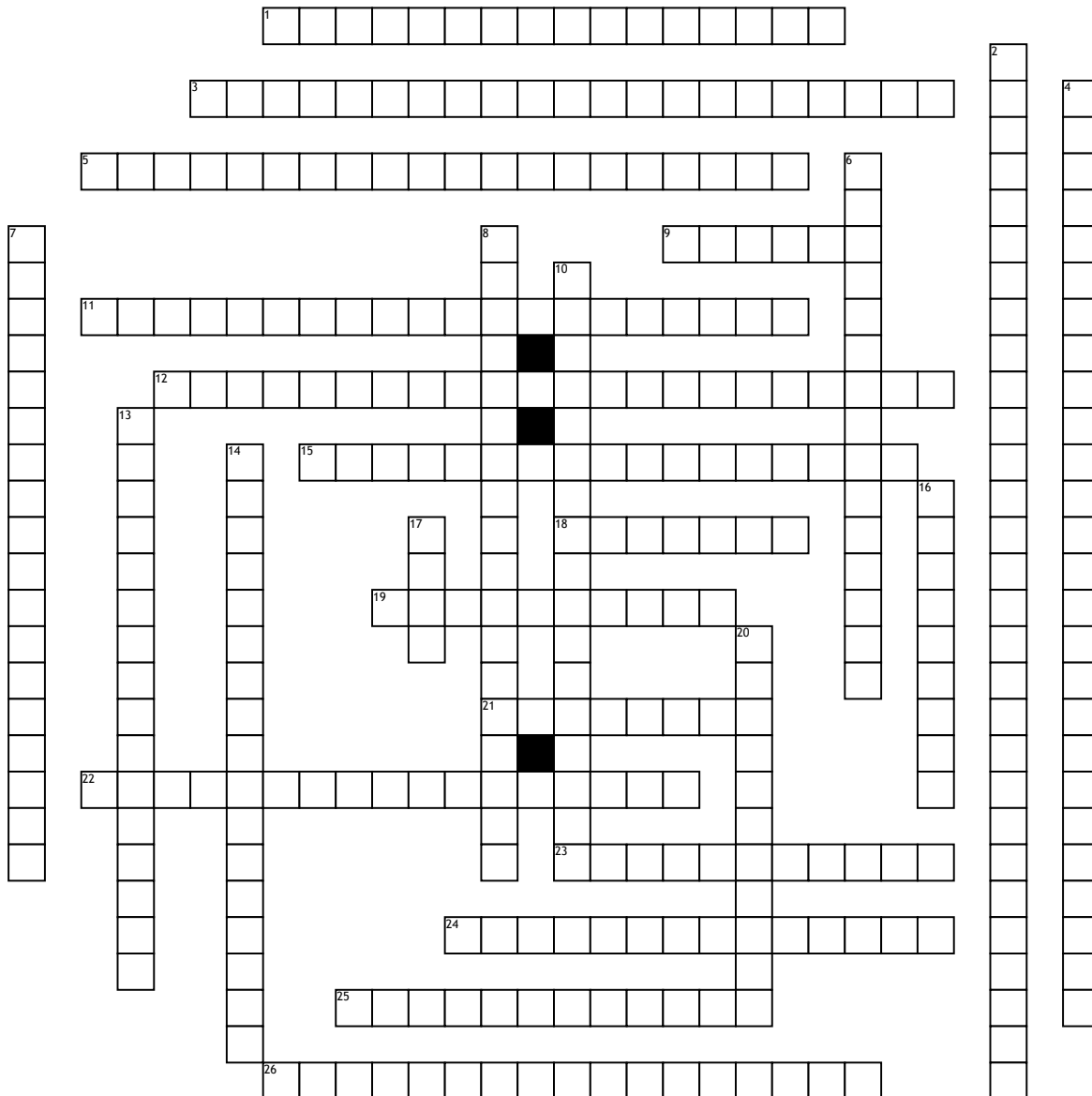


Conflict Management Terms



Across

1. What is an attack on others and their positions?
3. What includes any communication intended to move two people's views of a situation closer together?
5. Theory that posits that attitudes and behaviors are developed by observing others.
9. Determined by biology.
11. What is the theory that originated in the 1950's that proposes that people evaluate the costs and rewards of a relationship by the amount of effort required to attain rewards and avoid costs?
12. These are the purely internal struggle about one's goals.
15. Dictionary definition of a word.
18. Learned behavior.

19. Theory which evolved in the 1940's as a mathematical way to calculate projected gains and losses while playing games to simulate human choice making.

21. What is a rational weighing of facts and evidence using the rules of logic?
22. When individuals feel threatened and react to others negatively.
23. It's how we weave together knowledge, feelings, intuitions, and backgrounds to make sense of the world.
24. Interpersonal conflict that doesn't yet exist.
25. How things should be done.
26. Theory that explains how people attempt to make sense of the world around them.

Down

2. What did Morton Deutsch write to explain the crossroads of relationships?

4. Internal conversations are called this.

6. Goal interference based on miscommunication or inaccurate perceptions of another person's intentions.
7. When individuals feel safer and are more likely to engage in productive problem solving and conflict management.
8. The personal association for a word.
10. This involves who the parties want to be to each other.
13. What are goals that relate to tangible resources?
14. Communicating about communication.
16. The affirmation, reaffirmation, saving, transformation, or subversion of self or other face.
17. A desired condition.
20. What presents the description from the perspective of the speaker?