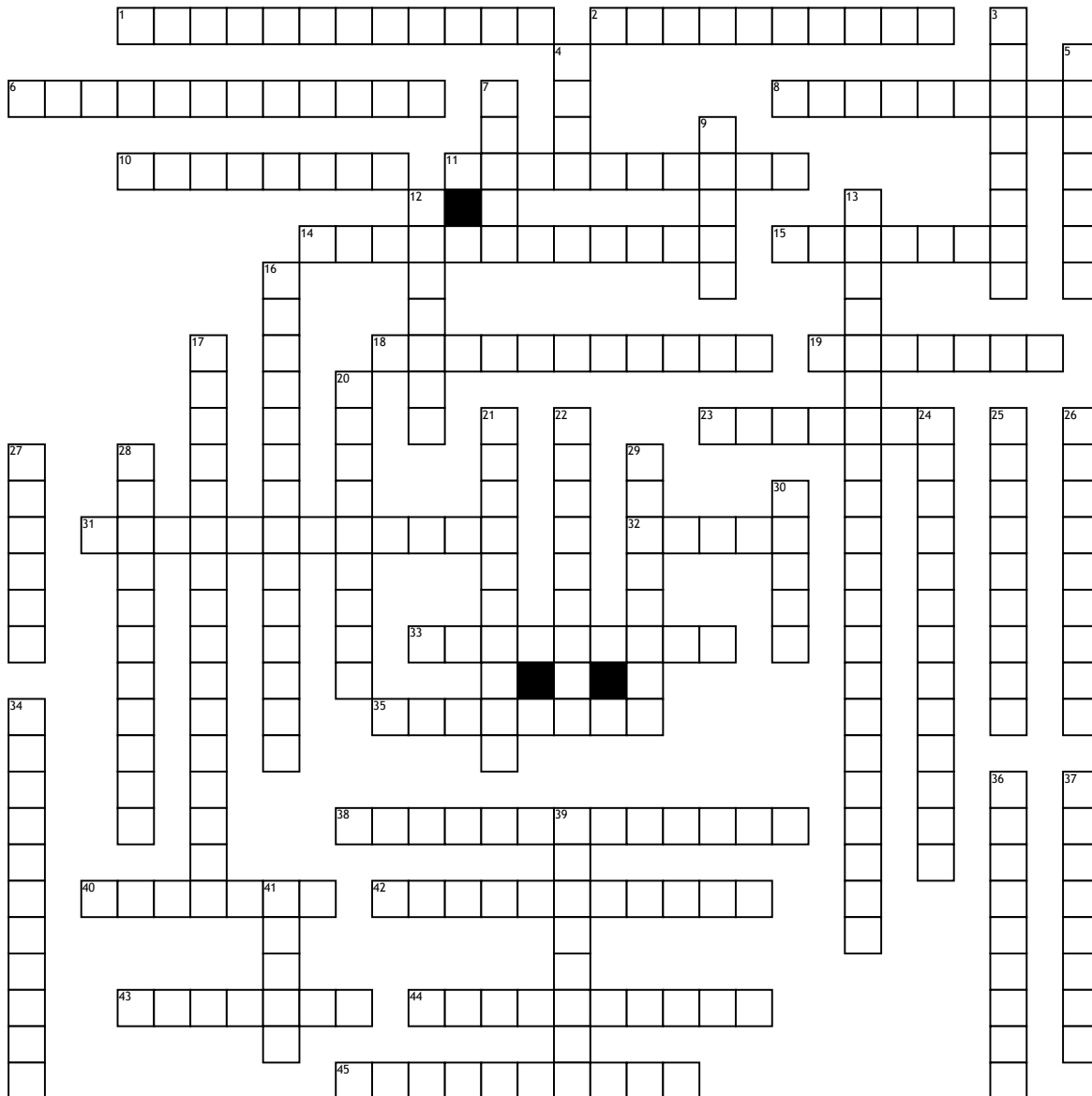


Name: _____

Date: _____

Conflict Management



Across

1. type of listening that focuses on the artfulness or esthetics of a message

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

6. When studying conflicts in different cultures, the two most popular types are ____ and individualism

8. removing oneself from the controversy

10. Self-enhancing humor and affiliative humor are both ____ types of humor

11. A conflict theory evolved in the 1940s as a mathematical way to calculate projected gains and losses while playing games to simulate human choice making

14. a person who is not overtly influenced by a group exhibits this

15. There are 4 primary reasons why conflict goals are ____

18. ____ theories focus attention on communication and interactions among people rather than on the individual

19. Type of question that seeks more detail within a topic area

23. ____ goals involve how a person wishes events to unfold, how decisions are made, or how communication appears

31. ____ error is interpreting others' behavior based on what we would expect from ourselves

32. Attribution ____ is assigning internal or external causation without a factual base

33. requires mental effort to process the stimuli garnered through hearing, which is a physiological event

35. the opposite of certainty, consideration of opposing views

38. Metacommunication is communicating about ____

40. shows interest in the other person's needs, goals, or values

42. ____ management includes any communication intended to move to people's viewpoints of a situation closer together

43. self-actualization can be found at the top of his hierarchy of needs

44. The ____ step of the listening process requires the mind to make sense of incoming data, being cautious of erroneous prejudgments and stereotypes

45. In the ____ hypothesis, it is assumed that the male standard of speech is normal, and women's speech is viewed as abnormal

Down

3. Saving money, building confidence, and creating opportunity are the result of studying ____

4. ____ goals Have to do with one's self-worth, pride, self-respect, or power

5. Resources in a competitive world are viewed as this, having a finite amount

7. how one or more people formally or informally define an issue

9. the ability to have influence or bring about a desired outcome

12. Conflict behaviors are ____, not inherent

13. a struggle among a small number of interdependent people (usually two) arising from perceived interference with goal achievement

16. An interaction theory advanced by Deli and others, that holds individuals create meaning and interpret reality through a series of personal constructs or schemas

17. A classic game theory example using to criminals pitted against each other during police integration

20. The ____ step of the listening process is made difficult by the multitudinous data available to the senses, requiring the mind to filter and focus

21. The type of conflict management style commonly seen in US culture is called the ____ cultural style

22. an advantage that others do not have

24. type of humor made at one's own expense through self-disparaging comments are doing things that make oneself look foolish

25. demands, proposed solutions, or other fixed outcome statements

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

27. Communicative behaviors of different ____ groups arise from historical influences of culture, status, and power

28. ____ power is the concept that the ability to influence is based on the connections between individuals

29. not facts, but rather tentative explanations for observed behaviors

30. an individual's belief in, and willingness to act on the basis of, the words, actions, and decisions of another

34. ____ goals relate to tangible resources

36. Life is not predictable, there are many ____ that make conflict management more challenging

37. A rational weighing of facts and evidence using the rules of logic

39. attributions label behavior as arising from other person's personality, values, or characteristics

41. this can change its quality depending on when it is used and who uses it, also used as a communication device and a bonding device