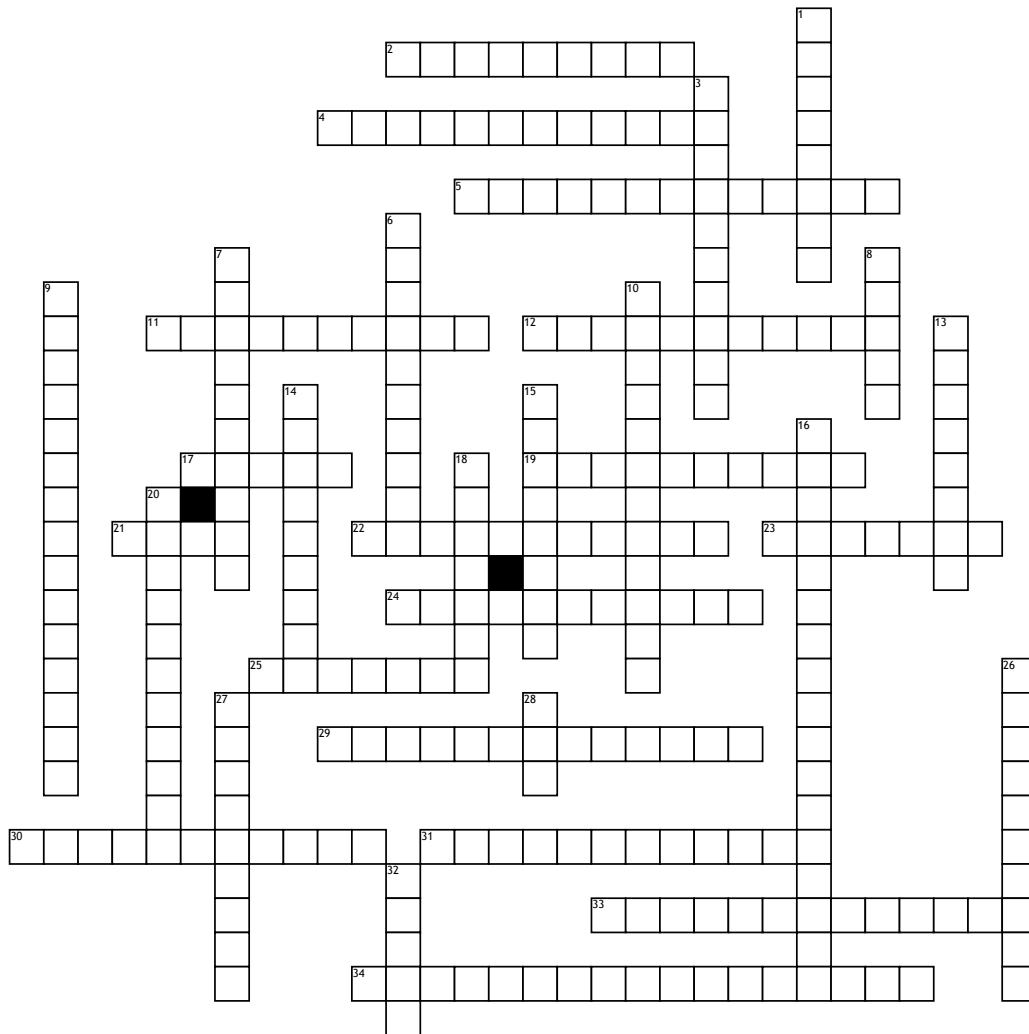


Improving Interpersonal Communication, CH. 8



Across

- 2. Behavior characterized by giving in to others at the expense of your own needs in order to avoid conflict and disagreement
- 4. _____ Conflict Style. A conflict style in which people seek a middle ground by conceding some goals to achieve others.
- 5. _____ Conflict Style. A conflict style in which people search for new solutions that will achieve both personal goals and the goals of others.
- 11. A Myers-Briggs personality type. People who think before speaking, are not very talkative, and often prefer to work alone.
- 12. Choose one option and ignore the other is an example of strategies for _____ Dialectic Tensions.
- 17. _____ Model of Conflict Resolution focuses on communication personal concerns and suggesting alternative actions.
- 19. A Myers-Briggs personality type. People who are flexible and adaptable thinkers and are likely to take risks, act spontaneously, and procrastinate.
- 21. To let anger "go"
- 22. _____ vs. Separation Dialectic. The desire for both connection and independence. To be close to others without having to give up your separate self.
- 23. A Myers-Briggs personality type. People who are highly structured, plan ahead, are punctual, and become impatient with those who show up late or waste time.
- 24. _____ (two-words) Indicator. A theory about personality types that examines the ways in which we perceive the world around us as well as how we reach conclusions and make decisions.
- 25. A Myers-Briggs personality type. people who focus on details and prefer to concentrate on one task at a time

- 29. _____ Conflict Style. A conflict style in which people give in to others for the purpose of preserving peace and harmony.
- 30. _____ Conflict Style. A conflict style in which people are more concerned with fulfilling their own needs than with meeting the needs of others.
- 31. A conflict style in which people express disagreement in a way that respects others' perspectives and promotes problem solving.
- 33. The Six-Step Model of Conflict Resolution uses Preparation, Initiation, Confrontation, _____, Resolution, and Reevaluation.
- 34. Behavior that appears to accommodate another person's needs, but actually represents subtle aggressive behavior.

Down

- 1. A disagreement that occurs in relationships when differences are expressed
- 3. Behavior in which communicators put their personal needs first and demand compliance of others, often at the expense of someone else's needs and rights.
- 6. _____ vs. Privacy Dialectic. The desire to be open and honest with another person while also protecting your privacy.
- 7. A Myers-Briggs personality type. People who are outgoing who talk more and gesture when they speak and enjoy interacting with others and solving problems in groups.
- 8. An emotional response to unmet expectations that ranges from minor irritation to intense rage.
- 9. In _____ Cultures one person is more likely to lose, and the conflict is usually closely related to an individual's goals.
- 10. _____ Cultures place a high value on saving "face." One might say EVERYONE wins in this culture.

- 13. A Myers-Briggs personality type. People who are analytical, objective, and task-oriented and who take pride in making difficult decisions.
- 14. _____ Conflict Style. A conflict style in which people change the subject, sidestep a controversial issue, or deny that a conflict exists because they are unable or unwilling to stand up for their own needs or the needs of others.
- 15. To pretend the anger is not there.
- 16. Willingness to argue controversial issues with others.
- 18. A Myers-Briggs personality type. People who want to get along with others and will spend time and effort helping other and creating a supportive communication climate.
- 20. A conflict style where the result of behaviors such as constant complaining, personal insults, conflict avoidance and aggressive arguments that create hostility or prevent problem solving.
- 26. _____ Dialectics Theory explains how the interplay of contradictory forces affects interpersonal relationships in three domains.
- 27. _____ vs. Change Dialectic. The desire for both stable relationship and the novelty and excitement of change. The predictability of day-to-day interactions and an occasional change in routine.
- 28. When resolving a conflict, it is best to talk with "I" statements, not "_____ " statements.
- 32. Word you say silently to make yourself feel calmer.

Word Bank

- | | | | | | |
|--------------|-------------------|--------------|-------------------|-----------------|-------------|
| Conflict | Avoidance | You | Compromising | Individualistic | Destructive |
| Thinkers | Relax | Sensors | Aggression | Accommodating | Introverts |
| Myers-Briggs | PassiveAggressive | Extroverts | Anger | Relational | Stability |
| Expression | Feelers | Perceivers | Argumentativeness | Constructive | Passivity |
| Integration | Consideration | Collectivist | Collaborative | Competitive | AEIOU |
| Suppress | Vent | Judgers | Negotiating | | |