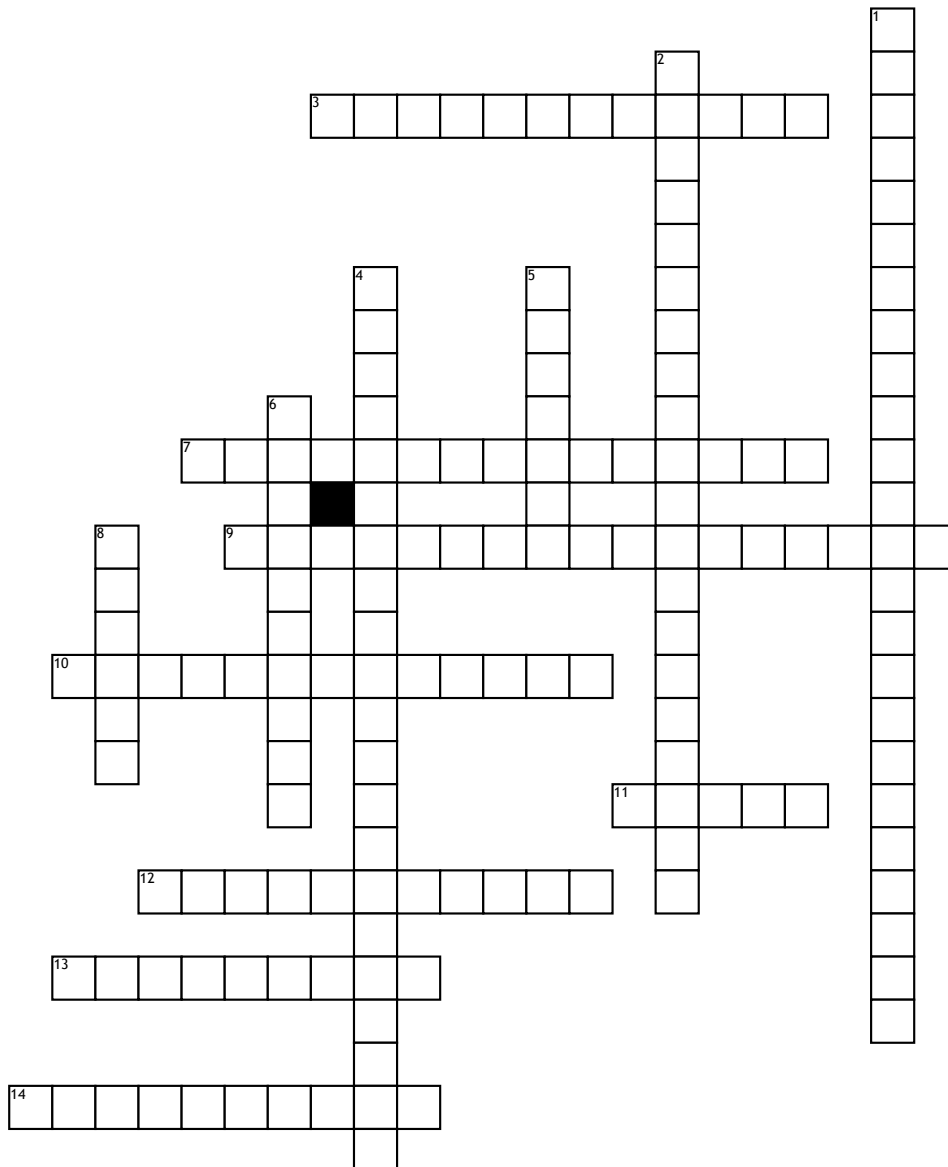


COMM390 Chapters 1-4 pt. 2



Across

3. The idea of how something should be done
 7. Perceived to be in limited supply, often the motivation to "win"
 9. Explaining the purpose behind ones communication
 10. "Effective conflict managers need to be _____ and move ahead into a different and more productive path."
 11. "Confusing a conflict _____ with it's underlying cause is easy."

12. The first, most desired outcome

13. A set of beliefs about how the world works
 14. An event that sparks conflict

Down

1. when there are two choices of equally positive value, a person is faced with _____
 2. Attitudes and behaviors are learned from our surroundings
 4. Communication used to make two parties view a situation in a more similar way

5. When a resource in the competitive world is scarce it is viewed as _____

6. the theory that people in a interdependent and use cooperative and competitive tactics

8. Deeply rooted beliefs about what is right and what is wrong