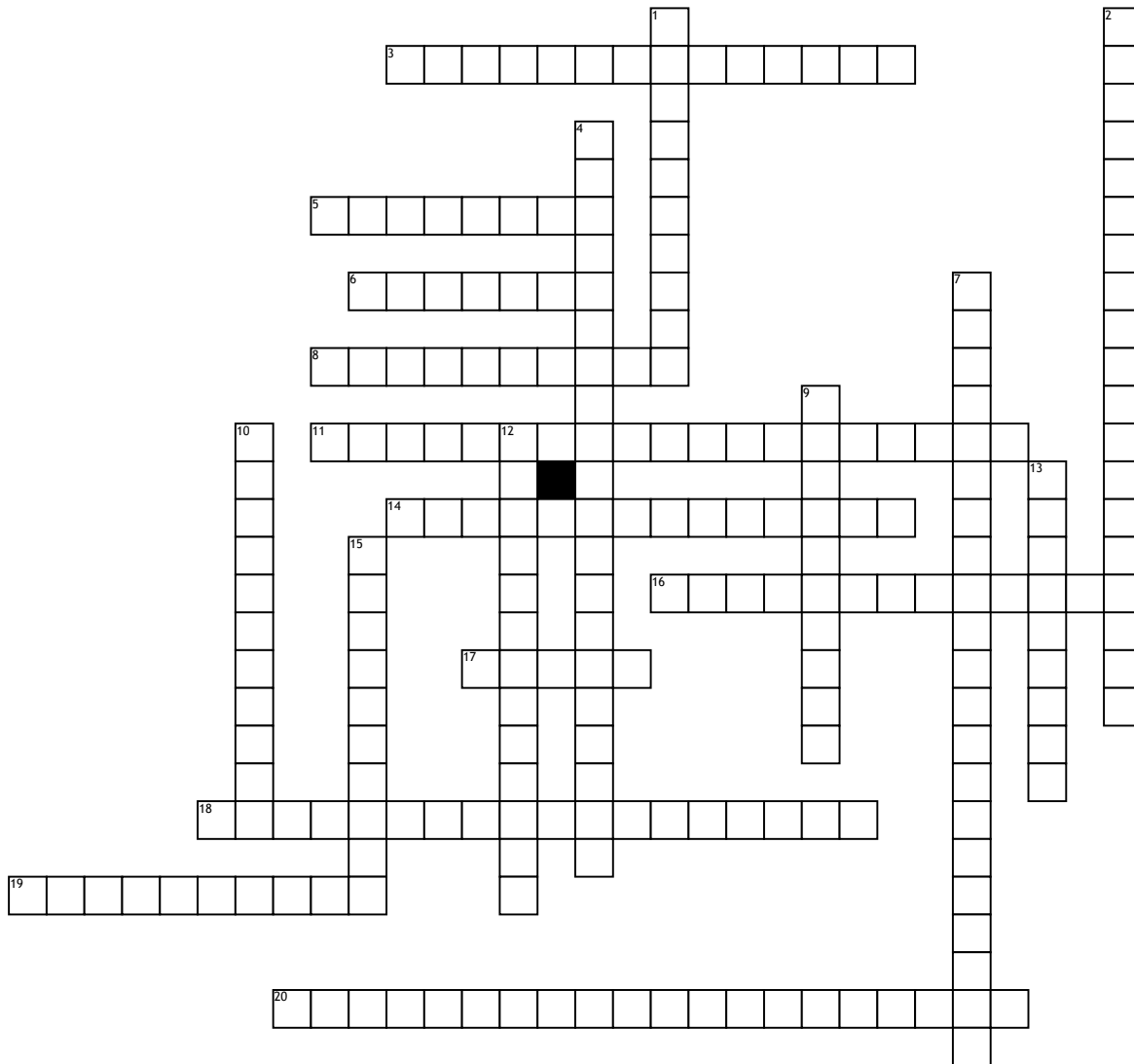


Name: _____

Date: _____

Chapter 8 - Conflict



Across

3. a misleading type of conflict.
 5. a serious disagreement or argument, typically a protracted one.
 6. the action of verbally attacking someone in a sly or petty way.
 8. a delayed reaction to something unexpected, immediately after one's first reaction.
 11. building of frustration or anger that occurs over time, eventually resulting in a conflict interaction.
 14. when there is more than a couple of concerns that have been held back for some time.
 16. the action of working with someone to produce or create something.

17. the capacity or ability to direct or influence the behavior of others or the course of events.
 18. the tendency for people to under-emphasize situational explanations for an individual's observed behavior while over-emphasizing dispositional and personality-based explanations for their behavior.
 19. a rapid increase; a rise.
 20. can permanently damage or end relationships

Down

1. an agreement or a settlement of a dispute that is reached by each side making concessions.
 2. various beliefs, behaviors, languages, practices and expressions considered unique to members of a specific ethnicity, race or national origin

4. methods of conflict resolution which attempt to find a 'win-win' scenario for the disputing parties
 7. any permanent improvement made to your property that is not strictly for decorating purposes
 9. the exercise of control or influence over someone or something, or the state of being so controlled.
 10. something bad that someone does not want people to know
 12. a convenient arrangement; a settlement or compromise.
 13. the action of keeping away from or not doing something.
 15. the division of something into constituent or distinct elements.