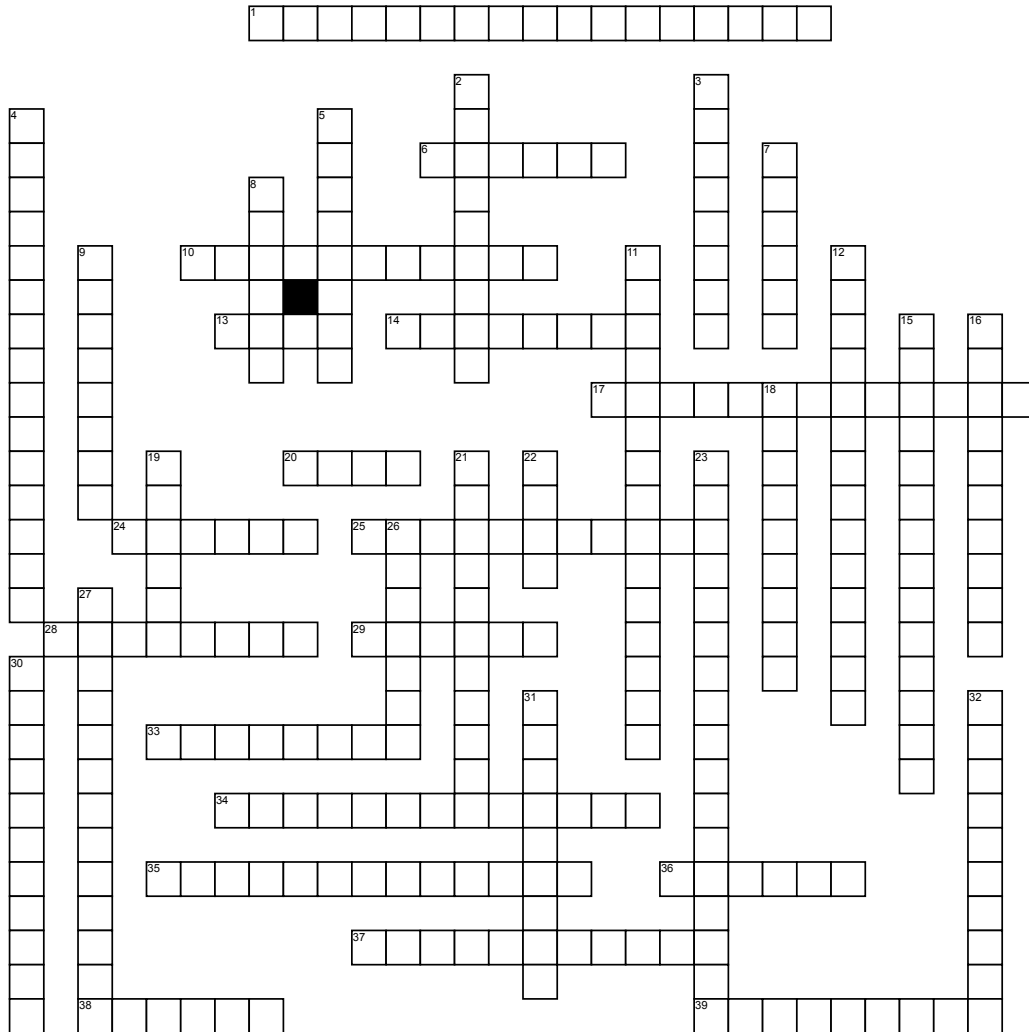# Conflict Management

## Across

**1.** communication about communication
**6.** conflict caused by misinterpretation or misinformation
**10.** theories that focus on the communication between people in conflict
**13.** public or private image one holds about oneself
**14.** an inevitable & integral part of life
**17.** process allowing for simultaneous, ever-changing interactive flow of communication
**20.** the end or desired condition
**24.** deeply seated beliefs about right & wrong
**25.** how one weaves together various information to make sense of the world
**28.** a need that drives a goal
**29.** a theory where one's behavior is influenced by biological development
**33.** a manipulative tactic to gain an advantage
**34.** stated goals after a conflict has ended
**35.** a theory where behavior is motivated by the conscious & subconscious mind

**36.** aggression using name-calling, sneering tones & demeaning evaluative statements
**37.** the meaning found through personal association
**38.** conflict yet to be perceived as a problem
**39.** conflicts that relate to the external framework when a conflict occurs

## Down

**2.** demands, proposed solutions, or other fixed outcome statements
**3.** providing reasons to support an assertion or claim
**4.** when a person requires another person to meet goals
**5.** tentative explanations for observed behaviors
**7.** what conflicts are about
**8.** gains where the needs of all parties can be met to some extent
**9.** how conflict differs from casual disagreements
**11.** behavior is caused by some situation outside one's control
**12.** one creates meaning & interprets reality through a series of constructs
**15.** being open to change & considering opposing views

**16.** the point that precipitates a conflict
**18.** tactic to not engage in conflict directly
**19.** resources that someone perceives to be limited in supply
**21.** conflict that moves towards destructive outcomes
**22.** a theory where outcomes of conflict are made by players through a rational process
**23.** a tendency to defend one's position from a competitive stance
**26.** showing interest in other's needs, goals, or values
**27.** conflict with an internal struggle of competing personal goals
**30.** goals factored around outcomes that can be built
**31.** one who approaches a conversation as if they have all the answers
**32.** the meaning found in a dictionary

## Word Bank

| | | | | | |
|---|---|---|---|---|---|
| constructivism | metacommunication | theories | substantive | latent | game |
| nature | strategy | intrapersonal | verbal | sense-making | interest |
| pseudo | structure | avoidance | interaction | externalization | empathy |
| flashpoint | retrospective | face | struggle | psychodynamic | provisionalism |
| certainty | transactional | positions | conflict | mutual | destructive |
| interdependence | scarce | topics | argumentativeness | denotative | values |
| connotative | argument | goal | | | |