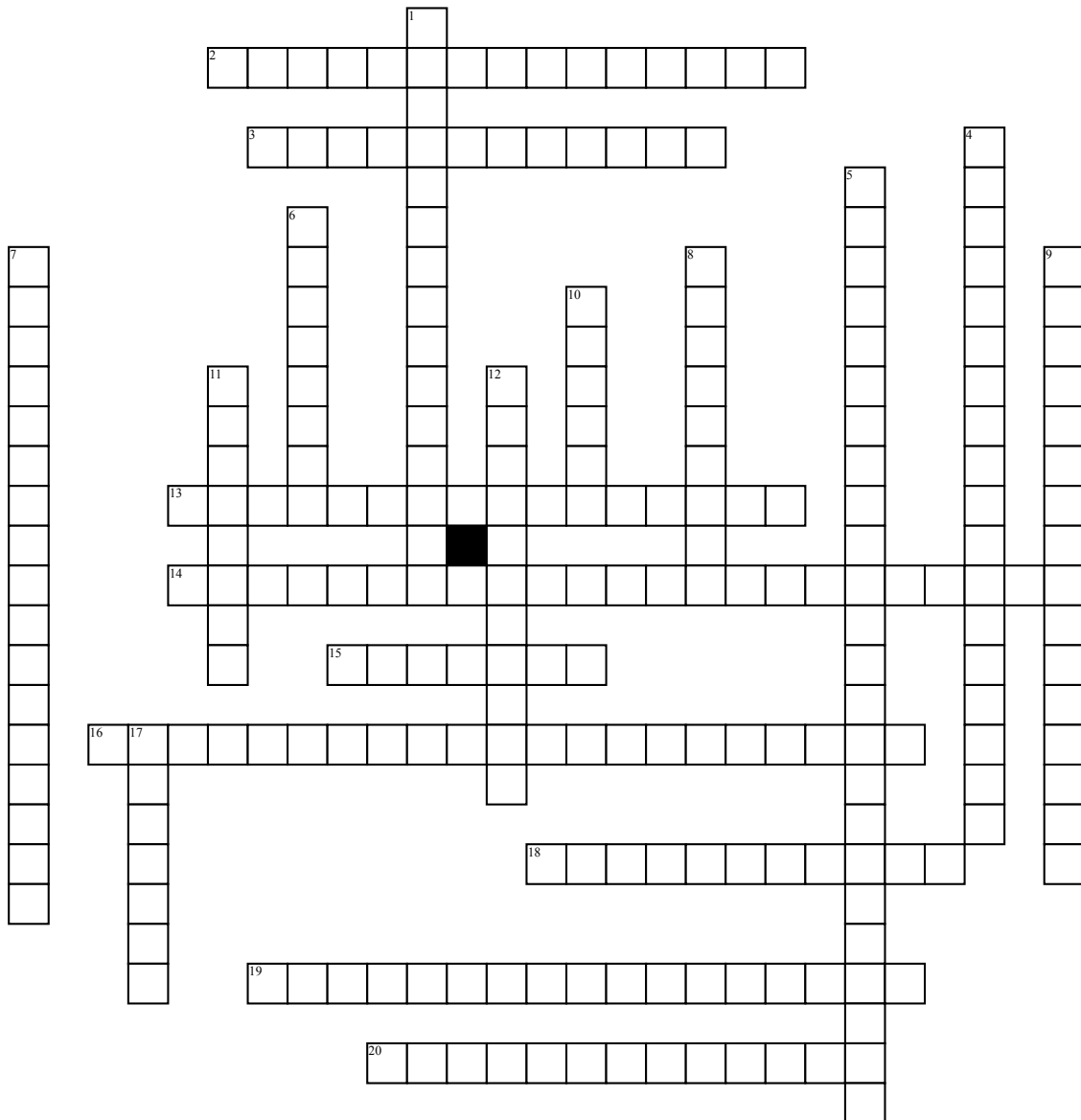


# Conflict Management CHP:1-4



## Across

2. What is assumed that the behavior is caused by a situation outside the individuals control?
3. Goals that relate to how things should be done?
13. Goals that relate to tangible substances?
14. These effect how interpersonal conflict is researched?
15. Symbols in which humans attach meaning to?
16. What is a struggle among a small number of interdependent people arising from perceived interference with goal achievement?

18. Forces that drive conflicts and forces tat restrain?

19. Goals that relate to who the parties are to each other?

20. Which of Freuds theories conceived an internal struggle between the id & superego?

## Down

1. What is the level to which people need each other to attain their goals?
4. When there are two choices of equal negative value what exists?
5. When there are two choices of equal positive value what exists?

6. Not facts but what are tentative explanations?

7. Shannon and Weaver represented communication as a?

8. Goals that relate to ones sense of self worth, pride and power?

9. What provides fertile ground for interpersonal conflict?

10. Behavior determined by biology?

11. What is the weighing of rational facts and evidence?

12. A moment where how one responds can change the entire direction of a relationship?

17. Learned behavior is?