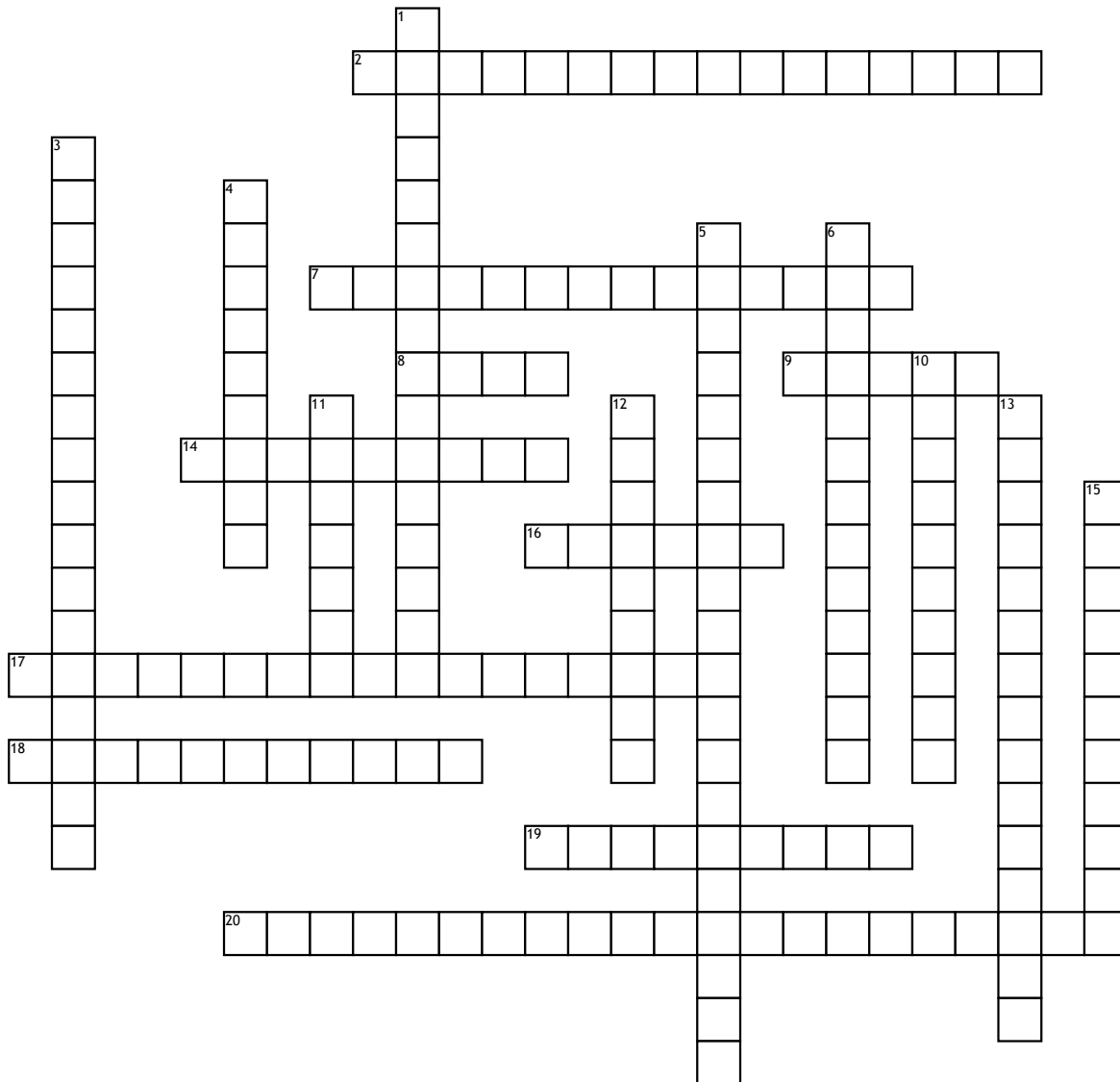


# Conflict Management Crossword Chapter 1-4 Part 1



## Across

2. a goal which focuses on how parties wish to be to each other  
 7. anything one perceives to have a limited supply  
 8. a desired condition  
 9. what a conversation is about  
 14. our needs which drive our goals  
 16. deeply seated beliefs about right and wrong  
 17. communicating about communication  
 18. how we weave our thoughts, emotions, knowledge, and backgrounds to make sense of the world

19. demands or proposed solutions. Helps to distinguish between competitive and cooperative worldviews.

20. a conflict which focuses on the needs of every person involved rather than their demands

## Down

1. using words to attack another's positions  
 3. a response to defend one's position and to attack another's position  
 4. a response to conflict when one decides not to engage

5. theory which states our attitudes and behaviors are developed by observing others

6. a response to conflict when one complies with the wishes of the other person

10. a statement which presents one's personal feelings or thoughts

11. when resources are finite  
 12. our personal set of beliefs of how the world works and our place in it

13. when we judge the same behavior differently for ourselves than we would for someone else

15. a stable set of perceptions about oneself