

Name: _____

Date: _____

Conflict Management Word Matching 3&4

1. In _____ world some believe there are only three choices in a conflict to win lose or draw. A. Sense
2. Individuals who feel they are losing don't want to lose face, they try this tactic. B. Flashpoint
3. Individuals who feel they are losing and try to get even in a specific aggressive manor. C. 4
4. Individuals who roll over and give in use: D. Passive
5. This tactic is used when a person likes to defend their self and tear down the other person. E. Process
6. A person that uses name calling puts, down and finds fault with others, uses what kind of aggressive behavior. F. Retrospective
7. This communication climate causes individuals to feel threatened causing them to act negatively towards others. G. Supportive
8. This communication climate causes individuals to feel safer are willing to work together to resolve problems. H. defensiveness
9. A tone of voice that tells others you think you are better than them in some way can cause this reaction. I. Social
10. This kind of language makes a person feel judged. J. Verbal
11. Chapter K. Accommodation
12. This situation might ignite the conflict but probably is not the root cause of it. L. Expectation
13. Individuals use behaviors such as perceptions of the situation that caused the conflict to interpretation and action is _____ making? M. Substantive
14. _____ management is communication to hopefully move both party's views of the conflict closer together so that resolution or understanding can begin. N. Avoidance
15. This learning theory suggests that attitudes and behaviors are a result of their _____ environment. O. Face
16. These goals are influenced by tangible wants and needs. P. Argumentativeness
17. Goals that are influenced by how the individual wants the decisions to be made or the situation to be structured in their way is called? Q. Relationship
18. Goals that are perceived appropriate in a friendship from both sides are? R. Competitive

19. To fix or erase a negative image one placed on themselves is considered a _____ Goal? S. Reflexes
20. When we give others labels because of negative outcomes that occur but we don't know the reasons, we are using wrong _____? T. Defensive
21. A new goal that may be set as a result of working through a conflict. U. Evaluative
22. If Good conflict managers remember the past but are not focused on it. They are looking ahead believing in better outcomes focusing on the _____? V. Future