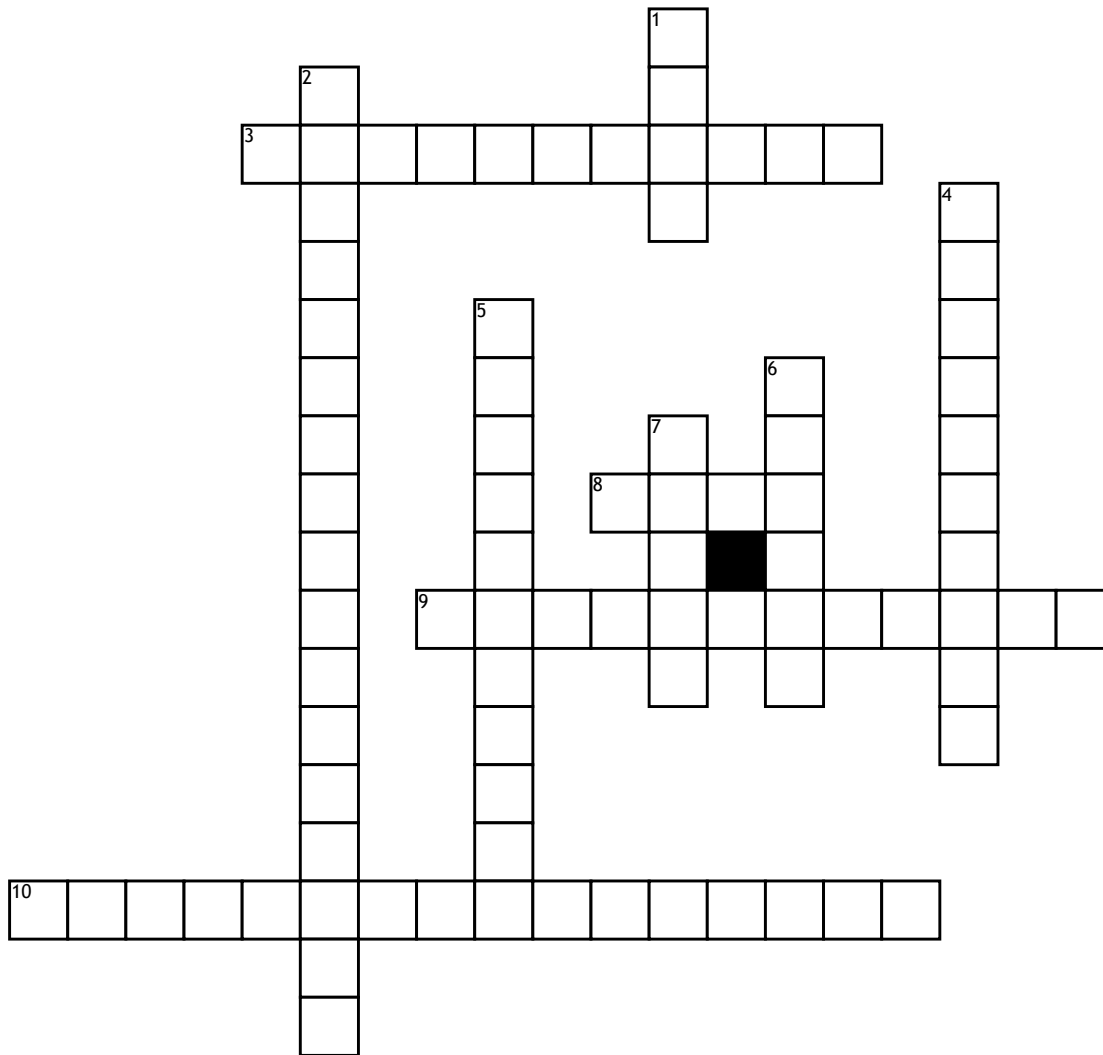


Conflict Management



Across

- 3. a relatively stable set of perceptions, values, attitudes and beliefs
- 8. the end or desired condition
- 9. one's view of oneself
- 10. a party reference for the depth or type of connection to another person

Down

- 1. the public or private image one holds about oneself

- 2. focusing discussion on the interaction process
- 4. the event that precipitates a conflict episode
- 5. technique that requires disputants to attend to the changes to be made in existing circumstances
- 6. deeply seated beliefs and core ideas about right and wrong
- 7. the general conversational area in which a conflict issue may be embedded