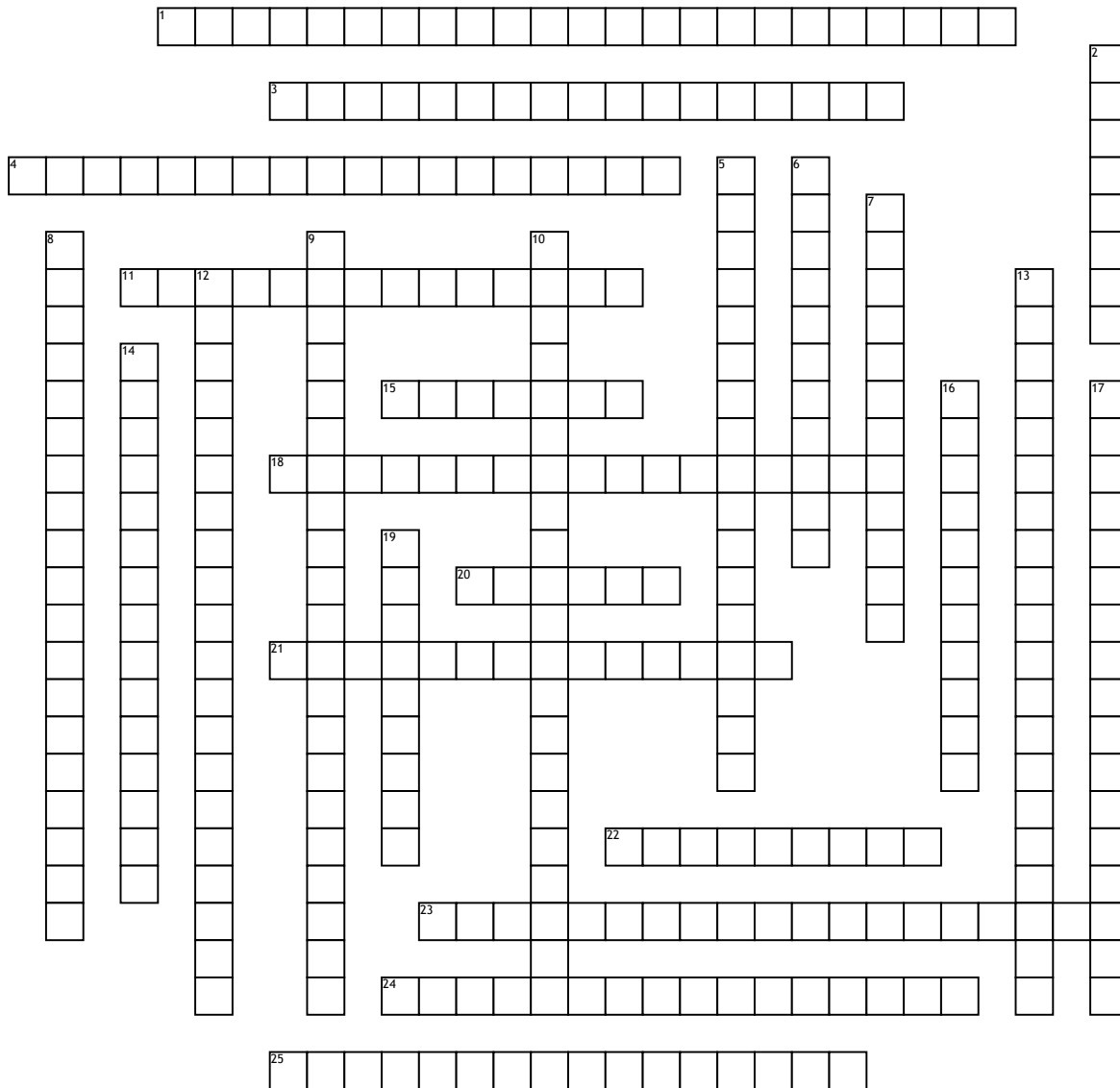


Foundations of Conflict Management



Across

1. a state where one person will achieve a personal goal when the other person achieves a personal goal

3. a tendency to defend one's position from a competitive stance

4. an individualized reaction to a word derived from one's personal association or experience with it

11. the idea that people make life choices based on a cost-benefit analysis of what better meets personal goals

15. a theory that holds one's personality and behavior are influenced by biological development as opposed to biological development

18. the literal dictionary definition of a word

20. a theory that holds one's personality and behavior are influenced by biological development rather than social development

21. issues that have potential for conflict that the parties do not yet perceive to be a problem

22. a style or tactic in response to conflict not to engage directly in conflict

23. conflict that moves toward destructive outcomes

24. "the characteristic processes and effects elicited by a given type of social relationship also tend to elicit that type of social relationship, and a typical effect tends to induce the other typical effects of that relationship"

25. in attribution theory, where one ascribes motivations for another's behavior to a personality or character trait when it actually results from a situational influence, or vice versa

Down

2. providing reasons to support an assertion or claim

5. communication represented by early theorists Shannon and Weaver as if communication were like a machine with discrete parts that functioned in preset sequences

6. a critical moment during an interaction when one choice of how to respond will set the tone for future interaction and possible change the direction of a relationship

7. in negotiation, a party's desired means of how an event should happen or a negotiation should proceed

8. Freud's psychological theory that behavior is motivated by both the conscious and subconscious mind where the id, ego, and superego are all vying for control

9. an internal struggle with competing personal goals

10. associated with cooperative and competitive tactics, and can be determined by the extent individuals feel valued by others

12. conflict that moves toward positive outcomes

13. situations where an individual's goals are somewhat cooperative and somewhat competitive

14. a state where one thing or person requires another thing or person to meet goals

16. theory developed by Lewin and others that suggests there are types of forces that drive conflict and forces that restrain conflict

17. when individuals feel threatened and react to others negatively

19. goals regarding the expression of self-worth, pride, or self-respect