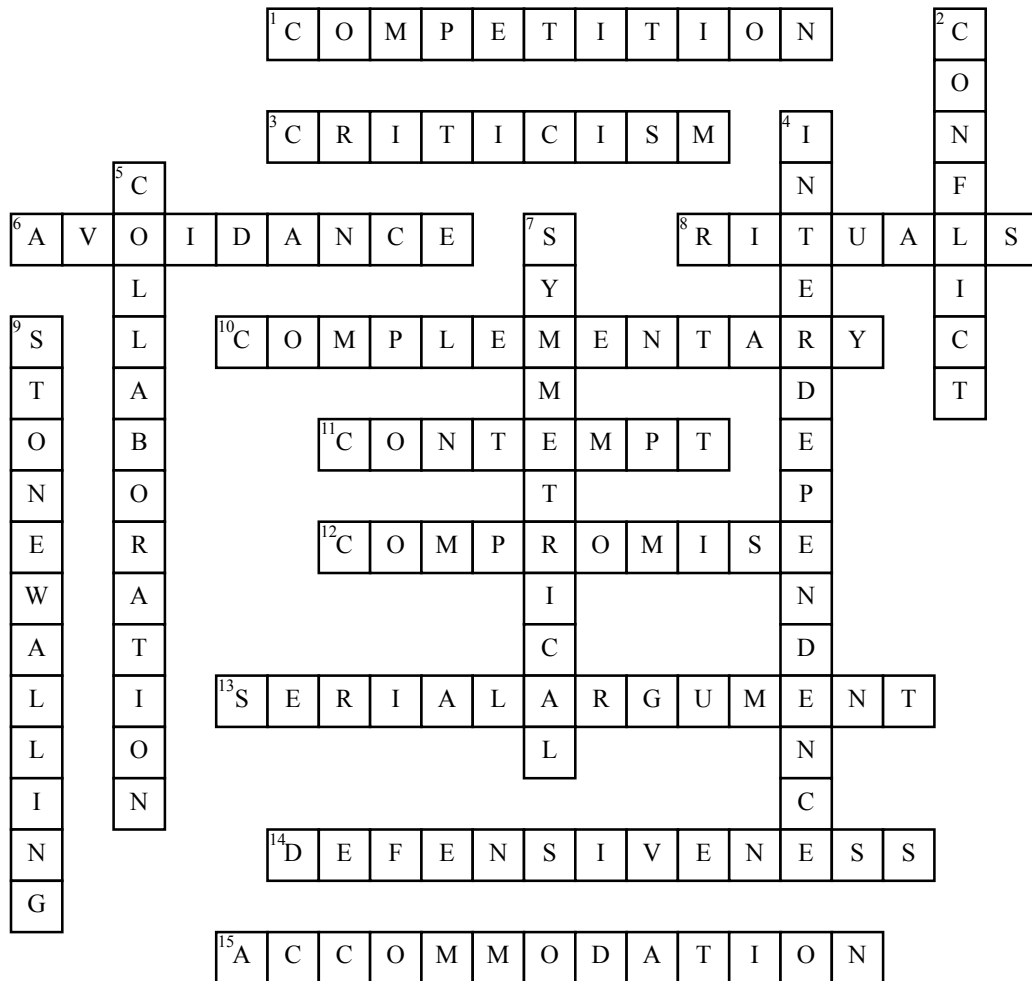


Name: _____

Chapter 11: Managing Conflict



Across

1. A Win-Lose situation?
3. What are attacks on a person character?
6. A lose-lose situation?
8. What type of conflict is unacknowledged but very real repeating patterns of interlocking behavior?
10. Which type of conflict style uses different but mutually reinforcing behaviors?

11. What is a contemptuous comment that belittles and demeans?
12. This gives both people some of what they want.
13. What is repetitive conflicts about the same issue?
14. What is a reaction that aims to protect ones presenting self by denying responsibility?
15. A Lose-Win Situation?

Down

2. What is an expressed struggle between at least two interdependent parties who perceive incompatible goals?
4. The welfare and satisfaction of one depends on the actions of others?
5. A Win-Win situation ?
7. Which type of conflict style uses both people in the same tactics?
9. What usually occurs when one person in a relationship withdraws from the interaction?

Word Bank

Accommodation	Collaboration	Defensiveness	Rituals	Contempt
Avoidance	Compromise	Competition	Complementary	Interdependence
Stonewalling	Criticism	Serial argument	Conflict	Symmetrical