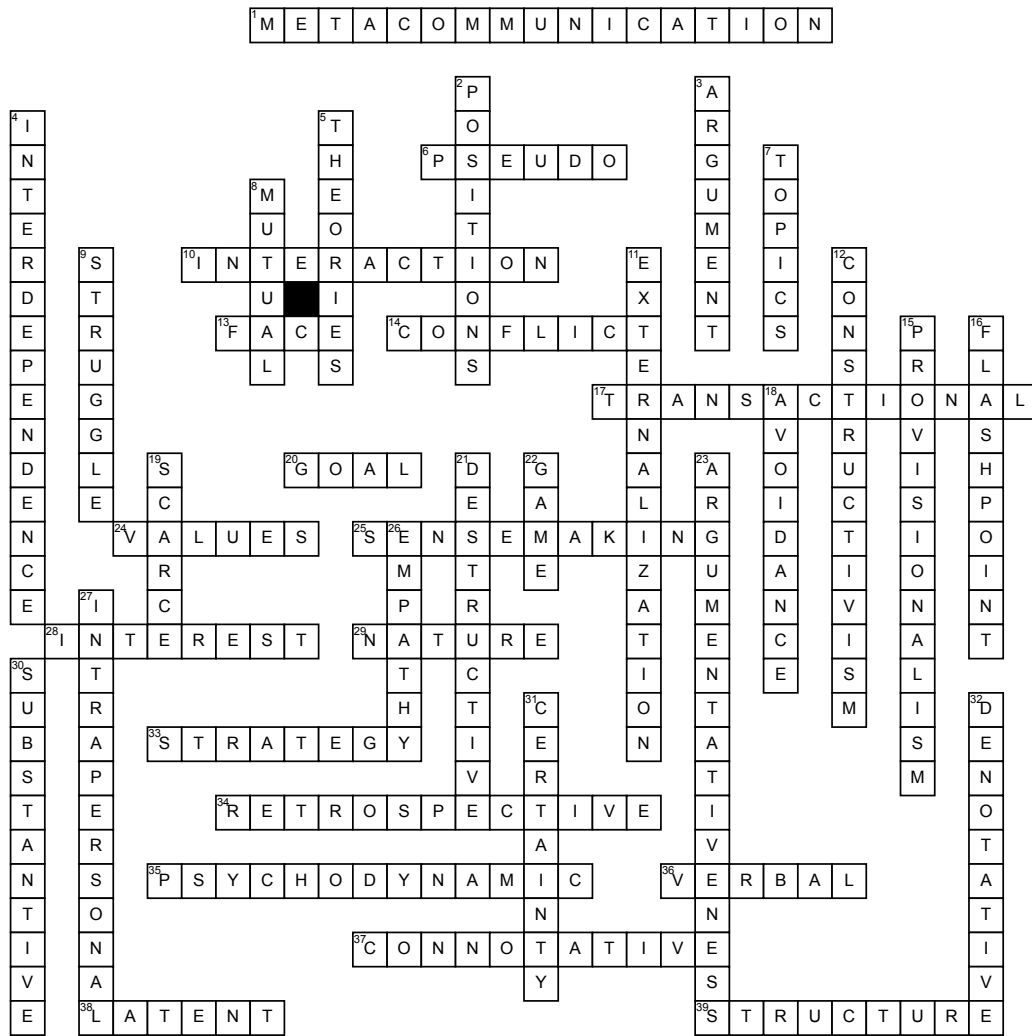


# Conflict Management



## Across

1. communication about communication
6. conflict caused by misinterpretation or misinformation
10. theories that focus on the communication between people in conflict
13. public or private image one holds about oneself
14. an inevitable & integral part of life
17. process allowing for simultaneous, ever-changing interactive flow of communication
20. the end or desired condition
24. deeply seated beliefs about right & wrong
25. how one weaves together various information to make sense of the world
28. a need that drives a goal
29. a theory where one's behavior is influenced by biological development
33. a manipulative tactic to gain an advantage
34. stated goals after a conflict has ended
35. a theory where behavior is motivated by the conscious & subconscious mind

36. aggression using name-calling, sneering tones & demeaning evaluative statements
  37. the meaning found through personal association
  38. conflict yet to be perceived as a problem
  39. conflicts that relate to the external framework when a conflict occurs
- Down**
2. demands, proposed solutions, or other fixed outcome statements
  3. providing reasons to support an assertion or claim
  4. when a person requires another person to meet goals
  5. tentative explanations for observed behaviors
  7. what conflicts are about
  8. gains where the needs of all parties can be met to some extent
  9. how conflict differs from casual disagreements
  11. behavior is caused by some situation outside one's control
  12. one creates meaning & interprets reality through a series of constructs
  15. being open to change & considering opposing views

16. the point that precipitates a conflict
18. tactic to not engage in conflict directly
19. resources that someone perceives to be limited in supply
21. conflict that moves towards destructive outcomes
22. a theory where outcomes of conflict are made by players through a rational process
23. a tendency to defend one's position from a competitive stance
26. showing interest in other's needs, goals, or values
27. conflict with an internal struggle of competing personal goals
30. goals factored around outcomes that can be built
31. one who approaches a conversation as if they have all the answers
32. the meaning found in a dictionary

## Word Bank

theories	sense-making	interest	flashpoint	empathy	interdependence
constructivism	psychodynamic	structure	metacommunication	destructive	connotative
strategy	mutual	goal	topics	retrospective	nature
provisionalism	avoidance	values	intrapersonal	verbal	substantive
conflict	externalization	pseudo	argument	positions	interaction
certainty	transactional	face	denotative	struggle	scarce
latent	game	argumentativeness			