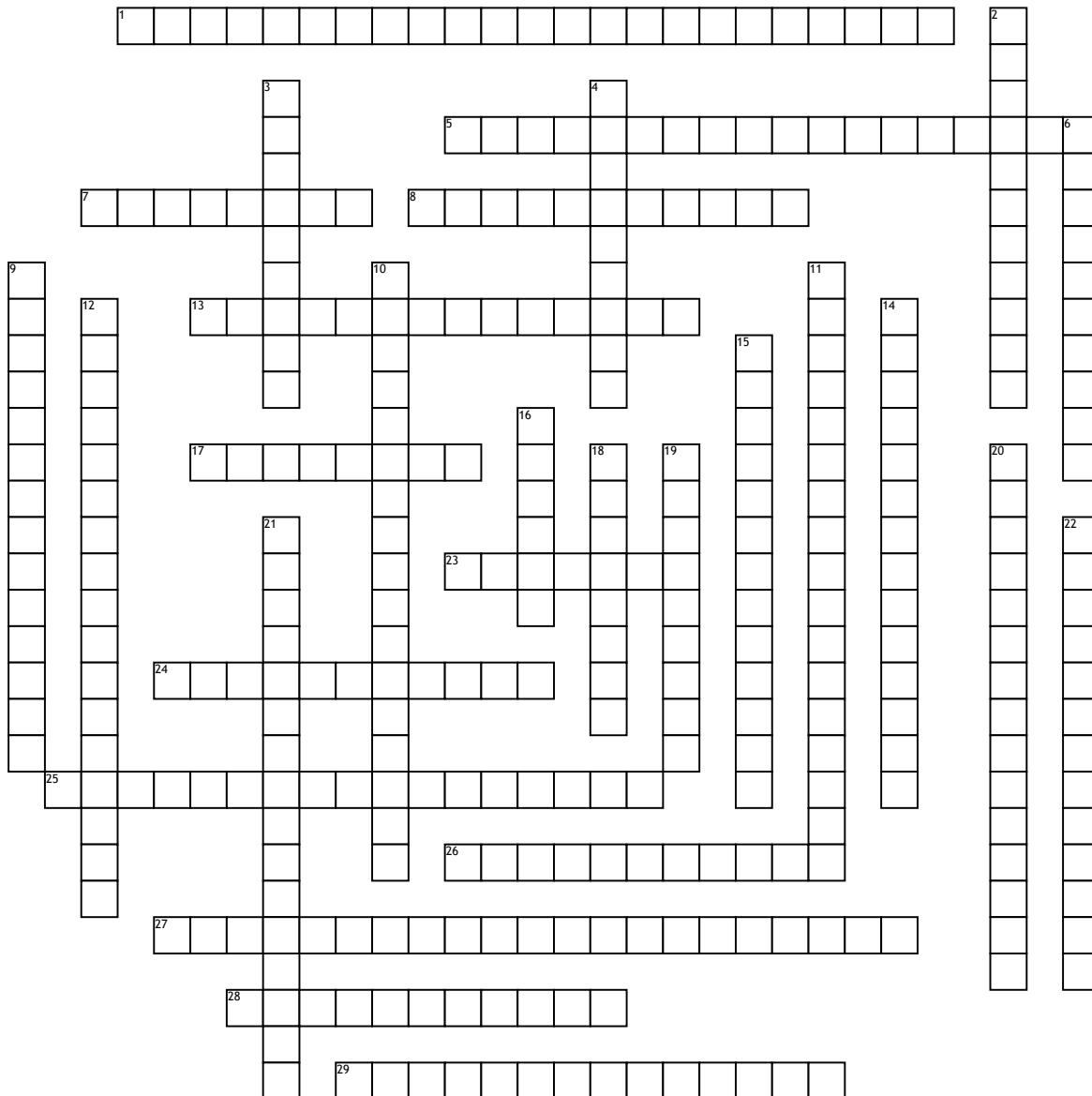


Foundations of Conflict Management



Across

1. A state where if one person achieves a goal, the other person will not.
5. An individualized reaction to a word derived from one's personal association or experience with it.
7. , A demand, proposed solution, or fixed outcome statement.
8. The view that through interest-based negotiations the needs of all parties can be met to some extent (also called cooperative, integrative, win-win, interest-based bargaining).
13. An interaction theory advanced by Delia and others, that holds individuals create meaning and interpret reality through a series of personal constructs or schemas.
17. A need that drives a goal.
23. A theory that holds one's personality and behavior are influenced by social development as opposed to biological development.
24. Claiming resources or credit for solutions; depleting value that previously existed.
25. The literal dictionary definition of a word.
26. Developed by Lewin and others; the theory suggests there are types of forces that drive conflict and forces that restrain conflict.
27. A struggle among a small number of interdependent people (usually two) arising from perceived interference with goal achievement.

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

29. Conflicts caused by misinterpretations and misinformation.

Down

2. A critical moment during an interaction when one choice of how to respond will set the tone for future interaction and possibly change the direction of a relationship.
3. A style or tactic in response to conflict not to engage directly in conflict.
4. An overarching set of beliefs about how the world works and one's place in it.
6. A theory that models the outcomes of conflict based on choices made by players through a rational process.
9. Issues that have potential for conflict that the parties do not yet perceive to be a problem.
10. A tendency to defend one's position from a competitive stance.
11. Explanations that focus on the communication that occurs between people in conflict rather than on an individual or internal processes.
12. The concept that people consistently make sense of the world by assigning meaning and motives to others' behaviors.
14. The idea that people make life choices based on a cost-benefit analysis of what better meets personal goals.

15. Using the decision-making process to create outcomes that add benefit to the individuals involved.

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

18. Providing reasons to support an assertion or claim.

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

20. A state where one thing or person requires another thing or person to meet goals.

21. 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.

22. A style or tactic of response to conflict by complying with the other's wishes.