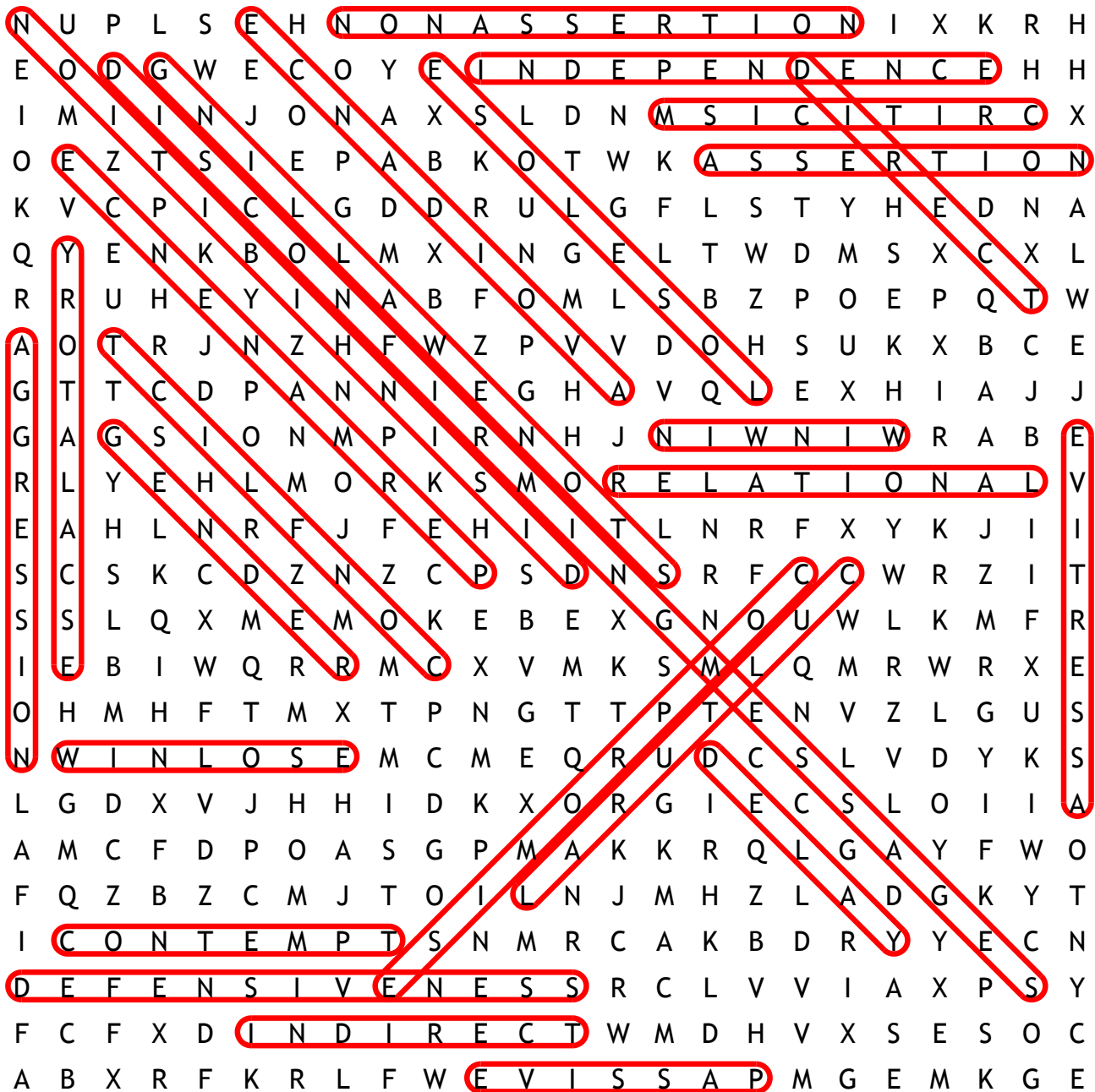


Name: _____

Date: _____

Managing conflict



Disconfirming messages

stonewalling

Aggression

Assertive

Win-Lose

Conflict

Direct

Disinhibition

independence

Escalatory

Assertion

Cultural

Win-Win

Delay

Non assertion

Compromise

Relational

avoidance

Indirect

Passive

Defensiveness

Permanence

Lose-Lose

criticism

Contempt

Gender