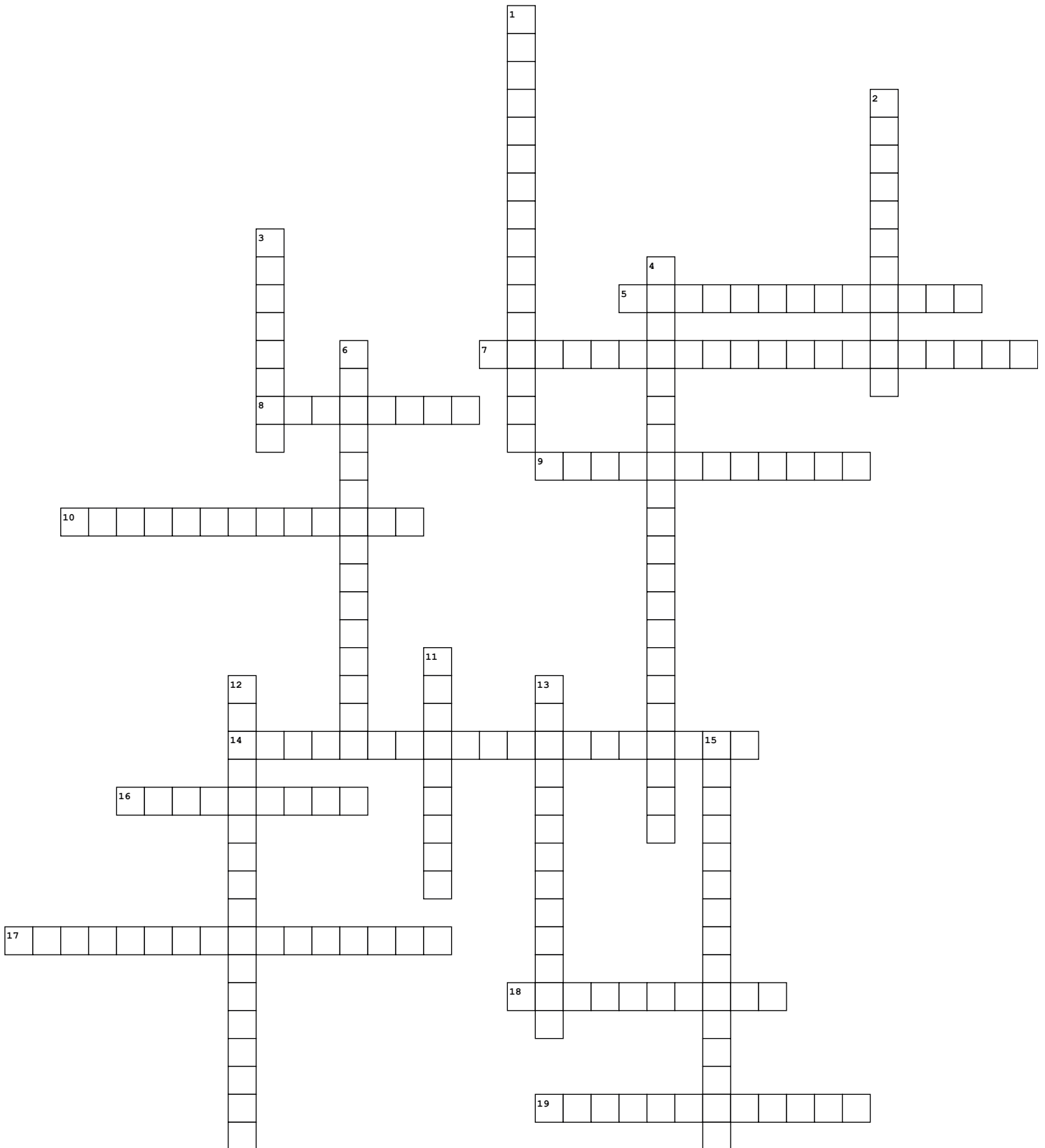


# Chapter 12: Managing Conflict



Across

Down

5. Seeks win-win solutions to conflict. It involves a high a degree of concern for both self and others, with the goal of solving.
7. The goal is to find a solution that satisfies the needs of everyone involved.
8. A contemptuous comment belittles and demeans.
9. Occurs when one person in a relationship withdraws from interaction, shutting down dialogue-and any chance of resolving the problem in a mutually satisfactory way.
10. Defensiveness Is a reaction that aims to protect one's presenting self by denying responsibility and counterattacking.
14. Both people use the same tactics.
16. Attacks on a person's character.
17. A directly aggressive communicator lashes out to attack the source displeasure.
18. To satisfy one anothers need, but only to a certain extent.
19. Partners both withdrawal from one another instead of facing each other.
1. Both partners treat one another with matching hostility, one threat and insult leads to another.
2. A win-lose approach to conflict that involves high concern for self and concern for others.
3. An expressed struggle between at least two interdependent parties who perceive incompatible goals.
4. The partners use different but many mutually reinforcing behaviors.
6. The dependence of two or more people in order to have communication.
11. Occurs when people ignore or stay away from conflict.
12. Occurs when a communicator expresses dissatisfaction in a disguised manner.
13. Occurs when we allow others to have their own way rather than asserting our own point of view.
15. Unacknowledged but very real repeating patterns of interlocking behavior.