

GLOSSARY

assumption: something taken for granted or accepted as true without proof.

compromise: a settlement of differences in which each side gives up something; a middle course.

conflict: a state of disharmony between incompatible or opposed persons, ideas, or interests; a clash.

defuse: to make less dangerous, tense, or hostile.

empathize: to identify with and understand another's situation, feelings, and motives.

intervention: to come in or between to interrupt or alter an action.

mediator: a person who negotiates the disputes of others with their consent, for the purpose of reconciling differences.

negotiation: to meet with another or others in order to compare views and come to terms or reach a mutual agreement.

perception: insight, intuition, or knowledge gained by observation.

resolution: 1. a course of action determined or decided on. 2. an explanation, as of a problem or puzzle; a solution.

resolve: 1. to make a firm decision about. 2. to find a solution; solve.

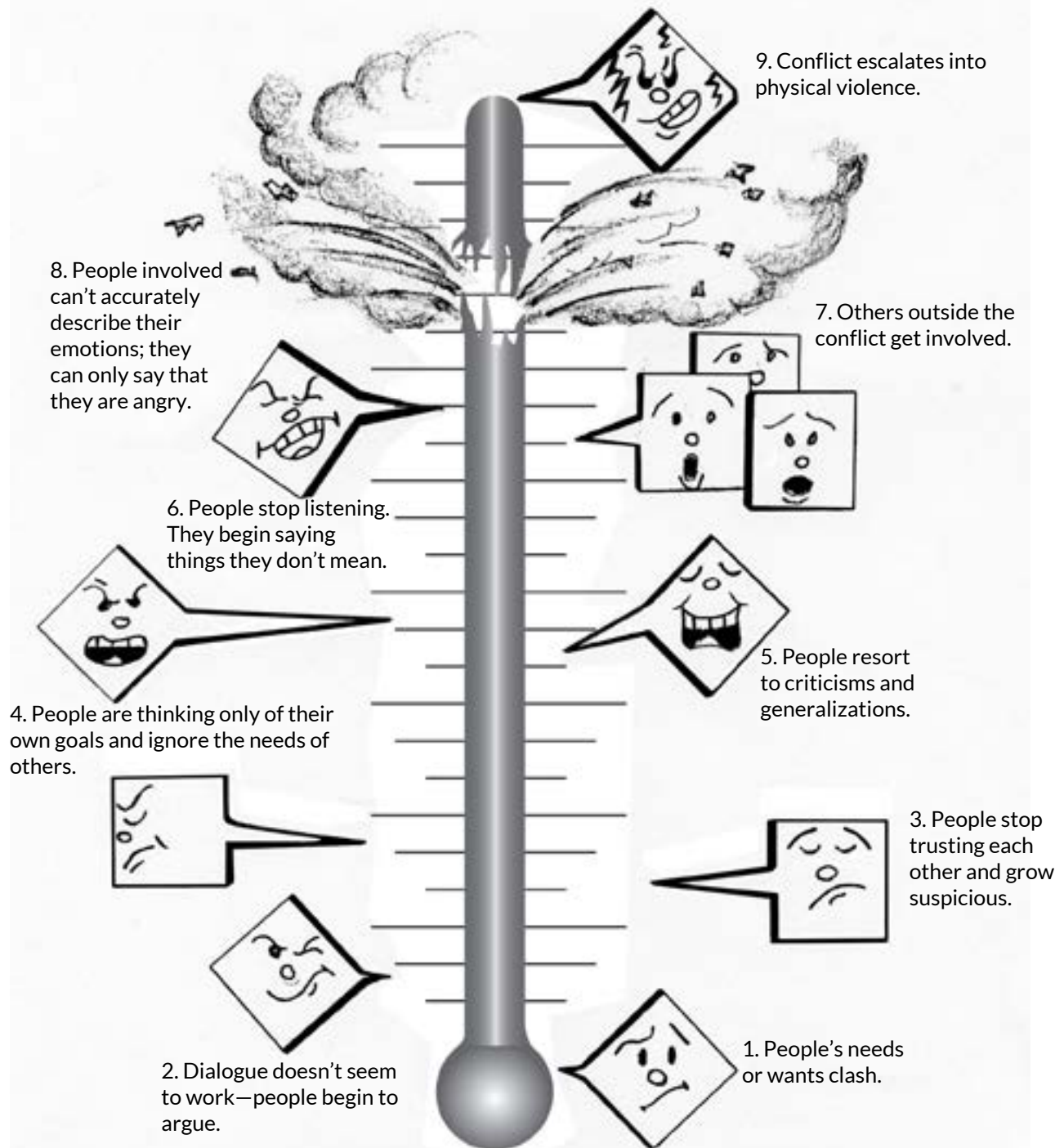
stereotype: 1. an oversimplified image or opinion. 2. a set of inaccurate, simplistic generalizations.

strategy: a plan of action to accomplish a specific or challenging goal.

tactful: sensitivity to what is proper and appropriate in dealing with others, including the ability to speak or act without offending.

tolerate: to recognize and respect the rights, beliefs, or practices of others.

THE STAGES OF CONFLICT



VOCABULARY OF FEELINGS

A

Afraid
Aggressive
Annoyed
Anxious
Apathetic
Apologetic
Apprehensive
Ashamed
Audacious

B

Bashful
Bold
Bored
Brave

C

Calm
Cautious
Cheerful
Comfortable
Competent
Confident
Confused
Curious
Cynical

D

Decisive
Depressed
Determined
Disappointed
Disapproving
Disgusted
Distressed

E

Ebullient
Ecstatic
Embarrassed
Energetic
Enraged
Enthusiastic
Envious
Excited
Exhausted

F

Friendly
Frightened
Frustrated

G

Grateful
Greedy
Guilty

H

Happy
Helpless
Hopeful
Horrorified

I

Impatient
Incompetent
Indecisive
Indifferent
Innocent
Insecure
Inspired
Insulted
Intimidated
Irritated

J

Jealous
Joyous

L

Lazy
Listless
Lonely

M

Marvelous
Mischievous
Miserable
Morose

N

Negative
Nervous

O

Oblivious
Optimistic
Overwhelmed

P

Paranoid
Peaceful
Perplexed
Petrified
Proud
Puzzled

R

Reckless
Regretful
Relaxed
Restless

S

Sad
Satisfied
Secure
Serene
Shocked
Shy
Silly
Skeptical
Sleepy
Sluggish
Smart
Stimulated
Stupefied
Subdued
Sullen
Suspicious
Surprised
Sympathetic

T

Tense
Tentative
Timid
Tranquil
Trusting

U

Uncomfortable
Undecided

W

Wary
Whimsical
Worried

Z

Zealous

I SAID...I MEANT

Brenda and Maria are yelling at each other...

BRENDA: "I went to the store because I had to buy milk for Shante."

MARIA: "I can't believe you did that! You're so stupid, leaving my baby sister by herself!"

BRENDA: "...but I asked Jeremy to watch her while I was out."

MARIA: "I don't even know why I trusted you to watch her anyway!"

BRENDA: "Fine! Take care of your own baby sister!"

.....

They meant...

BRENDA: "I went to the store because I had to buy milk for Shante."
I was worried because there wasn't any milk in the house for the baby.

MARIA: "I can't believe you did that! You're so stupid, leaving my baby sister by herself!"
It's so dangerous to leave a baby alone! I'm terrified that something could have happened to her!

BRENDA: "...but I asked Jeremy to watch her while I was out."
I'm stupid? What kind of sister takes care of her baby sister but doesn't have milk in the house?

MARIA: "I don't even know why I trusted you to watch her anyway!"
I had doubts about leaving Shante with her anyway. I remember the time she let her cry in the crib. I never said anything, but I was really annoyed.

BRENDA: "Fine! Take care of your own baby sister!"
And I was only doing her a favor! Forget it. I'll never help her out again.

WIN-WIN, MY NEEDS/YOUR NEEDS

GUIDELINES FOR CREATING WIN-WIN SITUATIONS

- ☐ Choose neutral territory for a meeting.
- ☐ Don't lie or exaggerate; build trust from the start.
- ☐ Use good nonverbal communication: make eye contact, use a nonthreatening posture, and stay focused.
- ☐ Try to find common ground.
- ☐ Be open-minded about other suggestions.
- ☐ Focus on the things that are most important to you and try to determine the things that are most important to the other person.
- ☐ Stay in the present; avoid bringing up past arguments.
- ☐ Set a time frame that both of you agree on.
- ☐ Commit to a solution and don't go back.

MY NEEDS/YOUR NEEDS

What is the problem? _____

What do both sides stand to lose? _____

What does person A want? Why? _____

What does person B want? Why? _____

What does person A need? _____

What does person B need? _____

Other factors for person A?* _____

Other factors for person B?* _____

**Other factors that motivate people may include a need to be in control, a need for money, and a need to feel recognized or loved.*