

# 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.

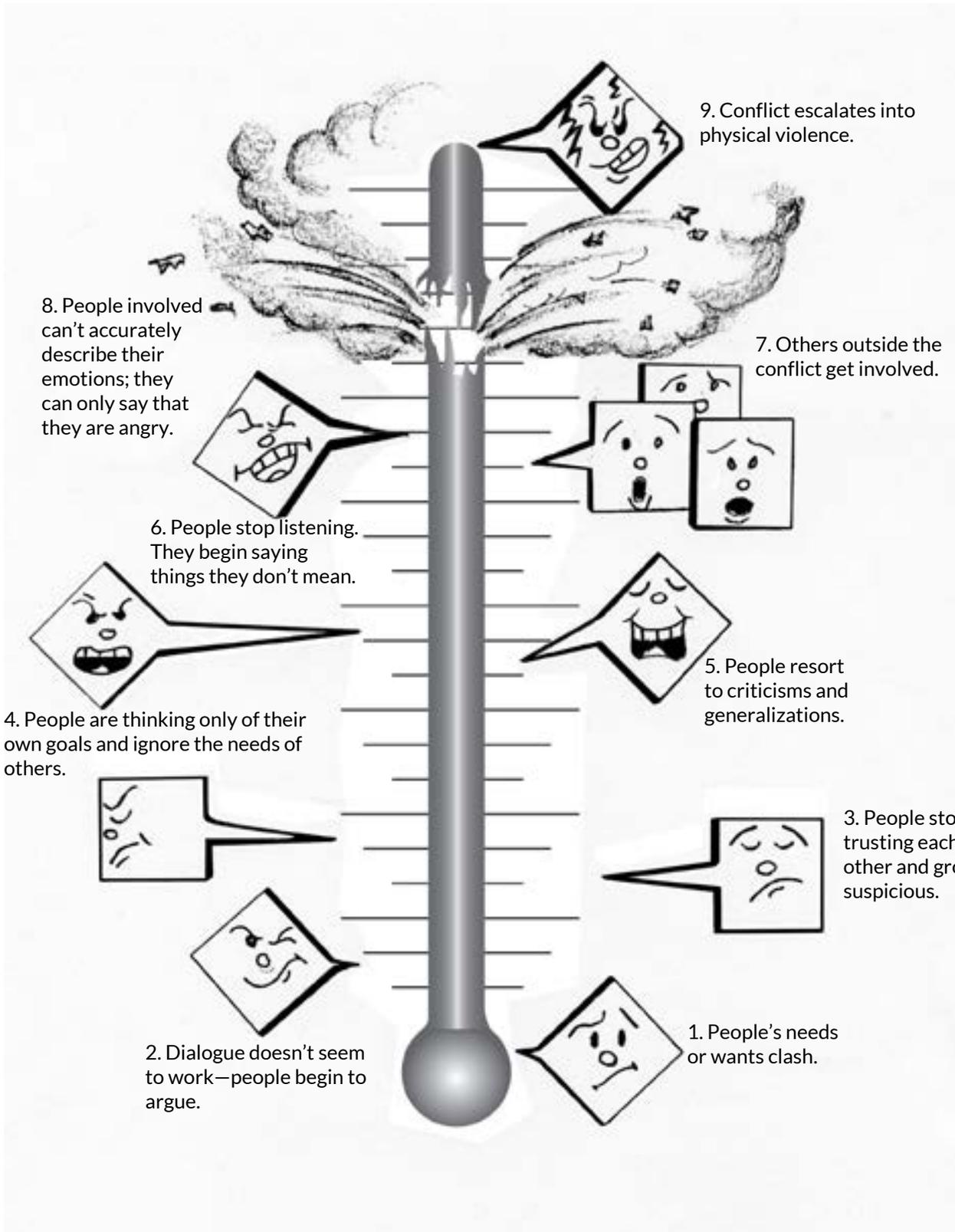
**stereotype:** 1. an oversimplified image or opinion. 2. a set of inaccurate, simplistic generalizations.

**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  
Horrified

## 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.*