

# GLOSSARY

## MODULE FOUR: RESOLVING CONFLICTS

**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.