

# GLOSSARY

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

**dynamics:** the forces producing or governing activity or movement.

**erupt:** to emerge violently from restraint or limits; explode.

**escalate:** to increase, enlarge, or intensify in a gradual manner.

**intolerance:** 1. incapacity or unwillingness to bear or endure. 2. to refuse to allow opposing beliefs.

**miscommunication:** failure to communicate caused by unclear speech or misunderstanding.

**misspeak:** 1. to speak or pronounce incorrectly. 2. to speak mistakenly, inappropriately, or rashly.

**mood:** a temporary state of mind or emotion in regard to a feeling.

**oppose:** 1. to be in conflict with. 2. to position so as to be facing or confronting something else.

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

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

**tolerance:** the ability or the tendency to recognize and respect the beliefs or practices of others.

**trait:** a distinctive or specific feature, as of a person's character; a quality; a characteristic.