

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.