

GLOSSARY

MODULE SEVEN: RESOLVING CONFLICTS

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.