

## Managing Conflict

*These questions are designed to help you understand this chapter's concepts and express your understanding in your own words.*

*Please note that this exercise is for self-study, and your instructor will not be able to see the answer you have written.*

1. What is conflict? Describe the characteristics of interpersonal conflict.
2. Explain confirming messages and contrast them to disconfirming messages.
3. Describe five ways to create a positive communication climate according to the chapter's checklist.
4. Identify the five conflict communication styles. Which styles do you use most in conflict?
5. What are the four problem-solving approaches used in negotiations?
6. What factors do you need to consider to select the best problem-solving approach?
7. Explain some of the key differences between how men and women typically approach communication conflict. Provide an example of these differences from your personal life or television?
8. Briefly define individualistic versus collectivist cultures and how each culture approaches conflict differently.