

Chapter 7 Review Questions

Name \_\_\_\_\_

1. (page 304) Define conflict –  
\_\_\_\_\_  
\_\_\_\_\_
2. (page 305) Positive Effects of Conflict
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
  - c. \_\_\_\_\_
2. (page 306) Negative Effects of Conflict
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
3. Behavior Styles of conflict:
  - a. (page 307 - 308) Passive/nonassertive – \_\_\_\_\_
  - b. (page 309) Aggressive – \_\_\_\_\_
  - c. (page 310) Assertive – \_\_\_\_\_
4. (page 319) Strategies for Handling Conflict
  - a. Avoiding (lose-lose) - \_\_\_\_\_
  - b. Accommodating strategy (lose-win)- \_\_\_\_\_
  - c. Competing/forcing strategy (win-lose or maybe even lose-lose) – \_\_\_\_\_
  - d. Compromising strategy – (partial lose-lose) – \_\_\_\_\_
  - e. Collaborating strategy (win-win) – \_\_\_\_\_
5. (page 325) When conflicts cannot be resolved
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
  - c. \_\_\_\_\_
  - d. \_\_\_\_\_