

Name \_\_\_\_\_

Period \_\_\_\_\_

## Vocabulary Conflict Resolution Student Worksheet

**1. Passive:**

**2. Aggressive:**

**3. Assertive:**

**4. Conflict:**

**5. Conflict Resolution:**

**6. Win-Win Conflict Resolution:**

**7. Perspective:**

## Vocabulary Conflict Resolution Teacher Key

**1. Assertiveness** is believing we have a right to have ideas and feelings. Assertiveness is standing up for our rights and still respecting the rights of others.

The most effective and healthiest form of communication is the assertive style. It's how we naturally express ourselves when our self-esteem is intact, giving us the confidence to communicate without games and manipulation.

When we are being assertive, we work hard to create mutually satisfying solutions. We communicate our needs clearly and forthrightly. We care about the relationship and strive for a win/win situation. We know our limits and refuse to be pushed beyond them just because someone else wants or needs something from us. Surprisingly, assertive is the style most people use least.

**2. Aggressive is:** When I take my own rights into account and not the other person's.

Aggressive communication always involves manipulation. We may attempt to make people do what we want by inducing guilt (hurt) or by using intimidation and control tactics (anger). Covert or overt, we simply want our needs met - and right now! Although there are a few arenas where aggressive behavior is called for (i.e., sports or war), it will never work in a relationship. Ironically, the more aggressive sports rely heavily on team members and rational coaching strategies. Even war might be avoided if we could learn to be more assertive and negotiate to solve our problems.

**3. Passive** can be defined as when I take the other person's rights into account and NOT my own.

Passive communication is based on compliance and hopes to avoid confrontation at all costs. In this mode we don't talk much, question even less, and actually do very little. We just don't want to rock the boat. Passives have learned that it is safer not to react and better to disappear than to stand up and be noticed.

**4. Conflict:** When two People disagree on an issue

**5. Conflict Resolution:** A communication skill that encourages a better understanding of the other person's point of view, helping to resolve conflicts in a positive way.

**6. Win-Win Conflict Resolution:** A belief that everyone can win by co-operation and avoiding competition and comparing.

**7. Perspective:** Looking at things from another angle or point of view.

