

Items from Chapter 11 Lecture

Not found in textbook

Sources of Interpersonal Conflict

- Individual difference
- Scarcity of certain resources or rewards
- Rivalry
- Disagree over how to define a relationship
- Misinterpret another's intent

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Intensity Level of Conflict

- Low Intensity conflict
 - not out to destroy
 - devise strategy to control communication and permit them to find solution beneficial to all
- Medium Intensity conflict
 - each wants to win and winning is sufficient
- High Intensity conflict
 - one party aims to destroy or at least seriously debilitate the other
 - victory must be total

Not in textbook

What emotion do you feel when a conflict is arising?

ANGER



**A
N
G
E
R**

Not in textbook

Anger

- Defensive, emotional reaction
- Occurs when frustrated or attacked
- Get angry when
 - Stopped from reaching goals
 - Ideas rejected by others
 - You are rejected by others
 - When someone indicates you have no value, no worth

Anger is

- Destructive when:
 - Expressed in a way that creates
 - Dislike
 - Hatred
 - Frustration
 - Desire for revenge on part of other person
 - Repressed and held inside
- Constructive when:
 - Feel more
 - Energy
 - Motivation
 - Challenge
 - Excitement
 - Other person feels:
 - Friendship
 - Gratitude
 - Goodwill
 - Concern

Anger when NOT managed constructively

- Can make us impulsive
- Can decrease our information processing capacity
- Can create a sense of righteousness