

Not in Chapter 11

Sources of Interpersonal Conflict

Intensity Levels of Conflict

Anger

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

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What emotion do you feel when a conflict is arising?

ANGER

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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

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| <ul style="list-style-type: none"> • Destructive when: <ul style="list-style-type: none"> – Expressed in a way that creates <ul style="list-style-type: none"> • Dislike • Hatred • Frustration • Desire for revenge on part of other person – Repressed and held inside | <ul style="list-style-type: none"> • Constructive when: <ul style="list-style-type: none"> – Feel more <ul style="list-style-type: none"> • Energy • Motivation • Challenge • Excitement – Other person feels: <ul style="list-style-type: none"> • Friendship • Gratitude • Goodwill • Concern |
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Anger when NOT managed constructively

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