

Name: \_\_\_\_\_

**Human Relations in Organizations**

**Chapter Six: Dealing with Conflict**

Define Ego States and explain their importance in communication:

Identify and define the three types of Transactions in communication:

Define Life Positions:

Define Stroking:

Explain the differences between Passive, Aggressive, and Assertive Behavior:

Define Passive-Aggressive Behavior:

Identify tips you can use to help deal with the Anger of others through your emotional control to Prevent Violence:

Explain how Expectations factor into Communication Problems or Conflict:

Identify and define the five Conflict Management Styles:

Define Situational Conflict Management:

Define the XYZ Model in Conflict Resolution:

Why is it important to Apologize?

Briefly share your thoughts on how the material outlined in this chapter can impact your life: