

## Index

### A

affective conflict  
2.6: Managing Intercultural Conflict  
alternative dispute resolution (ADR)  
5.1: Negotiation I  
avoidance  
4.3: Conflict Management I  
Avoiding  
5.1: Negotiation I

### C

cognitive conflict  
2.6: Managing Intercultural Conflict  
Collaborating  
5.1: Negotiation I  
collaborative dialogue  
2.6: Managing Intercultural Conflict  
competitive vs. cooperative  
2.6: Managing Intercultural Conflict  
compliance  
4.6: Power and Influence  
Compromising  
5.1: Negotiation I  
conflict  
2.6: Managing Intercultural Conflict  
Conflict Management  
4.3: Conflict Management I  
conflict of interest  
2.6: Managing Intercultural Conflict

### D

destructive vs. productive  
2.6: Managing Intercultural Conflict  
direct vs.indirect approach  
2.6: Managing Intercultural Conflict  
distributive  
5.1: Negotiation I  
distributive conflict  
4.5: Conflict Management Strategies  
dyadic negotiation  
5.1: Negotiation I

### E

emotional expressiveness vs. restraint  
2.6: Managing Intercultural Conflict  
emotional intelligence  
3.2: Emotional Intelligence

### F

facework  
2.6: Managing Intercultural Conflict  
Federal Arbitration Act  
5.1: Negotiation I  
Forcing  
5.1: Negotiation I

### G

goal conflict  
2.6: Managing Intercultural Conflict  
group negotiation  
5.1: Negotiation I

### I

influence  
4.6: Power and Influence  
integrative  
5.1: Negotiation I  
integrative conflict  
4.5: Conflict Management Strategies  
internalization  
4.6: Power and Influence

### L

litigation  
5.1: Negotiation I

### M

mindful listening  
2.6: Managing Intercultural Conflict  
mindful reframing  
2.6: Managing Intercultural Conflict

### N

negotiation  
5.1: Negotiation I

### O

Organization Behavior and Human  
Decision Processes  
5.1: Negotiation I  
Outcome goals  
5.1: Negotiation I

### P

power  
4.6: Power and Influence

### R

Relational goals  
5.1: Negotiation I  
rhetorical communication  
4.6: Power and Influence

### S

savingface  
2.6: Managing Intercultural Conflict  
STLC conflict model  
4.5: Conflict Management Strategies

### U

Uniform Arbitration Act  
5.1: Negotiation I

### V

value conflict  
2.6: Managing Intercultural Conflict

### Y

Yielding  
5.1: Negotiation I