Option B

The Ten Commandments of How to Get Along With People

1. Keep skid chains on your tongue...Always say less than you think. Cultivate a low, persuasive voice. How you say it often counts more than what you say.

2. Make promises sparingly and keep them faithfully, no matter what it costs.

3. Never let an opportunity pass to say a kind and encouraging word to or about somebody. Praise good work, regardless of who did it. If criticism is needed, criticize helpfully, never spitefully.

4. Be interested in others...Their pursuits, their work, their homes, and their families. Make merry with those who rejoice...with those who weep, mourn. Let everyone you meet however humble, feel that you regard him as a person of importance.

5. Be careful. Don't burden or depress those around you by dwelling on your minor aches and pains and small disappointments. Remember, everyone is carrying some kind of a load.

6. Keep an open mind. Discuss but don't argue. It is a mark of a superior mind to be able to disagree without being disagreeable.

7. Let your virtues speak for themselves. Refuse to talk of another person's vices. Discourage gossip. It is a waste of valuable time and can be extremely destructive.

8. Be careful of another's feelings. Wit and humor at the other person's expense are rarely worth it and may hurt when least expected.

9. Pay no attention to ill-natured remarks about you. Remember, the person who carried the message may not be the most accurate reporter in the world. Simply live so that nobody will believe them. Back-Biting is often the cause of disordered nerves and bad digestion.

10. Don't be too anxious about the credit due you. Do your best and be patient. Forget about yourself and let others remember. Success is much sweeter that way.

Option B

Conflict

Conflict is a di agreement or struggle between two people or groups with opposing viewpoints.

They occur in:

- Friendships
- Families
- The workplace/school
- Society
- Among nations

Role Expectations – the certain behavior people will look for from you.

Rights Issue—In general, rights are defined by laws—beyond this, the privileges that you claim are subject to their effect on others. In other words, you may feel you have certain rights, but at the same time someone else may claim a right that disagrees with yours—this is where conflict begins.

Value Violations—When you value something, it is important to you. Anyone who challenges your values is likely to encounter some resistance. The degree of conflict will depend on just how important the issue is to you.

Personality Clash—Similarities can make tow people highly compatible—or prone to conflict. Differences between people can have a bonding effect or a clashing impact.

Approaches to handling conflict

Negative

- Suppression—storing all feelings to avoid conflict.
- Tantrums—people who lose their tempers easily resort to this.

Positive

- Target the issue
- Tackle the issue
- Time discussions of the issue carefully
- Talk things over
- Trade places

Learn to compromise

Option B

Name _____ Date _____ Class Period _____

Chapter 8: Handling Conflict

Text Pages 110-121

CONFLICTING ACCOUNTS

Directions: Identify which of the basic causes of conflict below is depicted in the situations described in the numbered list. Write the letter of the appropriate cause in the blank to the left of each situation.

Causes of Conflict

A. Personality Clash
B. Rights Issue
C. Role Expectation
D. Value Violation

_____ 1. Kelly's mother likes the house kept neat and clean. Kelly likes to play with toys all over the house.

_____ 2. Tom thinks Jan should handle all the meal preparations since his mother always did. Jan feels this is a responsibility to be shared.

_____ 3. Mr. Jones enjoys peace and quiet in the neighborhood. New neighbors have moved in with a dog that is kept outside and barks constantly.

_____ 4. Jim likes fine detail and scheduled deadlines. His secretary works best with more flexible guidelines.

_____ 5. Marty thinks her steady boyfriend Peter should make all the decisions in what they do on dates. Peter feels pressured when faced with decisions affecting others.

_____ 6. Mr. Petro thinks his son Juan should begin now, during his senior year, to plan for college. Juan isn't interested in academics but thinks athletics is more important.

_____ 7. Susan expects Steve to take out the trash. Steve is too busy trying to get off to work to be bothered with household tasks.

_____ 8. Jennifer is a cheerleader, outgoing and cheerful all the time. Juan dislikes sitting by her on the bus because he would rather catch up on studying.

◆ Continued on next page ◆

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Directions: Using the positive approaches for resolving conflict in relationships discussed on pages 117-119 in the text, explain how you might solve the problems below.

9. Fran and Julio are trying to decide where to spend their first Christmas as a married couple. Both want to spend Christmas in their own childhood homes. Their parents live too far apart to visit both during the holiday. Both sets of parents are urging the couple to come "home" for Christmas.

10. Dawn wants a new vacuum cleaner, but Joe insists on using the money as a down payment on a sailboat. Sailing is Joe's favorite leisure activity. He has always dreamed of owning a sailboat. Dawn has borrowed her parents' vacuum cleaner regularly since they moved into their apartment nine months ago. Having a clean apartment is important to Dawn.

11. Janet and Frank have been married six months. Janet is extremely outgoing and loves to invite people to their home. Frank cherishes his leisure time and enjoys quiet evenings at home alone with Janet. He does not understand why social contact is so important to Janet.

12. Deciding where to go on family vacations is a real challenge for the Clark family. Mr. Clark likes outdoor activities and wants to avoid large crowds and cities. Mrs. Clark likes to go sight-seeing in large cities. Their children, Ashley, age ten, and Dale, age fifteen, have differing opinions on vacation activities. Ashley wants the excitement of amusement parks and shopping, while Dale would rather go fishing or white-water rafting.

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