

because of you and your contributions to the team. Good team members who are also good followers care about their colleagues, and they have a burning desire to succeed together. A good team member is committed to giving his or her all to making their team succeed.



REFLECTIONS ON INTERPERSONAL COMMUNICATION AND CONFLICT MANAGEMENT

In today's fast-paced, ever-changing, cell phone-addicted, text message-crazy, pay-at-the-pump, "don't have to talk to anyone unless I want to," action-packed world, it is easy to forget that communication is paramount in so many areas of your life. From building healthy and meaningful relationships with your fellow students, to talking to your instructors, to managing conflict, few tools will ever give you the power to effect change more than effective interpersonal communication skills.

By working to improve your interpersonal communication skills, your appreciation of diversity, and your conflict management abilities, you will begin to see how the relationships in your life begin to change and improve. Properly nourished and cultivated relationships will grow from superficial, insignificant encounters to powerful, meaningful bonds where trust, honesty, and maturity are commonplace.

Knowledge in Bloom



MANAGING CONFLICT IN INTERPERSONAL RELATIONSHIPS

Utilizes Levels 1–6 of the Taxonomy (See Bloom's Taxonomy at the front of this text)

Explanation: Read the following brief case study. After you have familiarized yourself with the situation, work through each level of Bloom's Taxonomy to discuss, analyze, and solve the conflict.

Case: Suzanne is a nice person. Most of the time, she is very affectionate and passionate toward me. She is supportive of my career, and most of the time we get along well. However, it seems that when something goes wrong or she gets angry or stressed, I am the person who receives the brunt of her aggression, regardless of the cause. She can become very verbally abusive sometimes, yelling, screaming,

cursing, and hurling insults. Sometimes, I just get the "silent treatment." On certain occasions, she has used personal and private information that I shared with her to hurt me or insult me. She has never physically abused me, but I sometimes worry that the verbal aggression may turn into physical aggression. I'm not sure what to do or what to make of this situation.

Procedure: Answer the following questions related to the case from each level of Bloom's Taxonomy. Be specific and use the information from this chapter, your own experiences, and outside research to aid in your responses.