

Conflict and Support

Lifespan Communication Approach

Conflict Basics

“How has “conflict” been defined?”

“What are the defining qualities of “conflict”

- “ Depth (Minor-Lasting)
- “ Frequency (High-low)
- “ Intensity (Mild-Strong)
- “ Level of affect (Peripheral-Central)
- “ Length (short-term/long-term)

<p><u>Concept</u></p> <ol style="list-style-type: none">1. Topic2. Style3. Strategy4. Tactic	<p><u>Definition</u></p> <ol style="list-style-type: none">1. Content, substantive focus2. Preferred mode (avoid, smooth, force, compromise, confront—Killmann & Thomas)3. Plan for conflict approach4. Observable actions in conflict episodes	<p>Defining Elements</p>
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Measuring Conflict

“Tolerance for Disagreement—Teven, McCroskey, Richmond
“Face work and conflict—Oetzel et al.

Lifespan Communication & Positive Conflict

“Early childhood—“Temperament management”
“Middle childhood—Early forms of Negotiation
“Adolescence—Individuation, Power, and Negotiation
“Adulthood—negotiation
“Later adulthood—Temperament, complaint management

Support
Lifespan Communication Approach

Positive Approach To Supportive Communication

“ Well-being, Wellness, Health, Happiness (Positive Psychology)
“ Messages in service of well-being, wellness, health and happiness are positive communication (Socha & Pitts)

Social Support

“ Exchange of instrumental, social and informational resources to assist recipients to reach their goals.”
“ Direct effects model; Buffering model

Support & Health: A Lifespan Approach

“ 1. What messages are optimal at which points across the lifespan to maintain or improve well-being and happiness?
“ Do these messages change when we experience illness? How?

Measures- Social Support

- “ Academic support (Mazer & Thompson)
- “ Support of Intimate Relationships Rating Scale (Barry et al)
