



Glossary

A

Accommodation: This conflict resolution style results from a low concern for your own interests combined with a high concern for the interests of others. In this style, conflicts are avoided in order to maintain harmony. The outcome is “lose/win.” This strategy is generally used when the issue is more important to others than to you.

Active listening: A structured form of listening and responding that focuses the attention on the speaker.

Arbitrate: To use a legal technique to resolve disputes outside the courts.

B

Barriers: Factors that disrupt effective communication by blocking the message or the feedback.

Body language: Forms of communication using body movements or gestures instead of, or in addition to, sounds or words.

C

Close-ended questions: These are questions that can be answered, usually, by either yes or no.

Collaboration: This conflict resolution style results from a high concern for your own interests combined with a high concern for the interests of others. It is sometimes regarded as the best approach for managing conflict. The objective of collaboration is to reach consensus. The outcome is “win/win.” This approach helps build commitment and reduce bad feelings.

Communication: Passing information and understanding between people using words, sounds, signals, behaviors, and body language.

Communication process: The way a message is formed, transferred, received, and confirmed from a sender to a receiver through a communication method.

Competency: A degree of knowledge or ability in a specific subject area or skill set.

Competition: This conflict resolution style results from a high concern for your own interests combined with less concern for the interests of others. When it is used, you assert your own position and needs without being willing to accept the other person's position. The outcome is "win/lose." It is generally used when basic rights are at stake or to set a precedent.

Compromise: This conflict resolution style results from a high concern for your own interests combined with a moderate concern for the interests of others. In a compromise, both sides accept each other's position, but concede some of their needs as well. It is used to avoid destructive power struggles or when time pressures exist. The outcome is "win some/lose some."

Conflict resolution: The process of attempting to resolve a dispute or disagreement.

Cultural competence (includes):

- Respecting, understanding, and accepting other people's cultures and diverse backgrounds
- Having the capacity to (1) value diversity, (2) conduct self-assessment, (3) manage the dynamics of difference, (4) acquire and institutionalize cultural knowledge, and (5) adapt to diversity and the cultural contexts of the communities you serve
- Incorporating the above capacities in all aspects of policy making, administration, practice, and service delivery
- Systematically involving consumers, key stakeholders, and communities

Cultural sensitivity: Knowing that cultural differences as well as similarities exist, without assigning some as being better or worse than others.

Culture: The patterns of human knowledge, belief, and behavior shared by a group of people.

Customs: A practice common to a group or habitual with an individual.

E

Educate: To provide schooling, information, or training for others.

Empathize: To understand, be aware of, be sensitive to, and vicariously experience the feelings, thoughts, and experience of another.

Empower: To promote the influence or self-actualization of others.

F

Facilitate: To make easier or help bring about a result. Also, to lead a meeting.

Feedback: Information transmitted to senders in response to their message or action.

J

Jargon: The technical terminology or characteristic idiom of a special activity or group.

M

Marketing: Being able to talk about the basic concepts of environmental health in a way that the people who receive environmental health services understand their value and importance.

Mediate: To act as intermediary agent in communication or to step in between parties in order to reconcile them.

Message: Information communicated in writing, in speech, or by signals.

Method: A means used to convey information from a sender to a receiver.

N

Negotiate: To arrange for or bring about through conference and compromise.

Nonverbal communication: The act of transferring information by way of body movements, gestures, or facial expressions instead of or in addition to sounds or words.

O

Open-ended questions: These are questions that can not be answered with yes or no. They invite unstructured, descriptive responses.

P

Paraphrasing: Restating a message or text to relay its meaning using other words. Paraphrasing is usually used to express or confirm understanding.

Prevention: The act of hindering or blocking some outcome.

R

Receiver: A person designated as the recipient of a message.

Reflecting: The act of mirroring or exhibiting another person's feelings or messages.

Reframe: To reconsider from the other person's, or a different, point of view.

Repeating: The act of saying or stating again.

S

Sender: A person who dispatches a message.

T

Teachable moment: An opportunity when an individual is more receptive to education or suggestions to change behavior. That moment is when the client will most value the environmental health message.

V

Values: An individual's accepted standards of right or wrong that evolve from experiences with the external world.