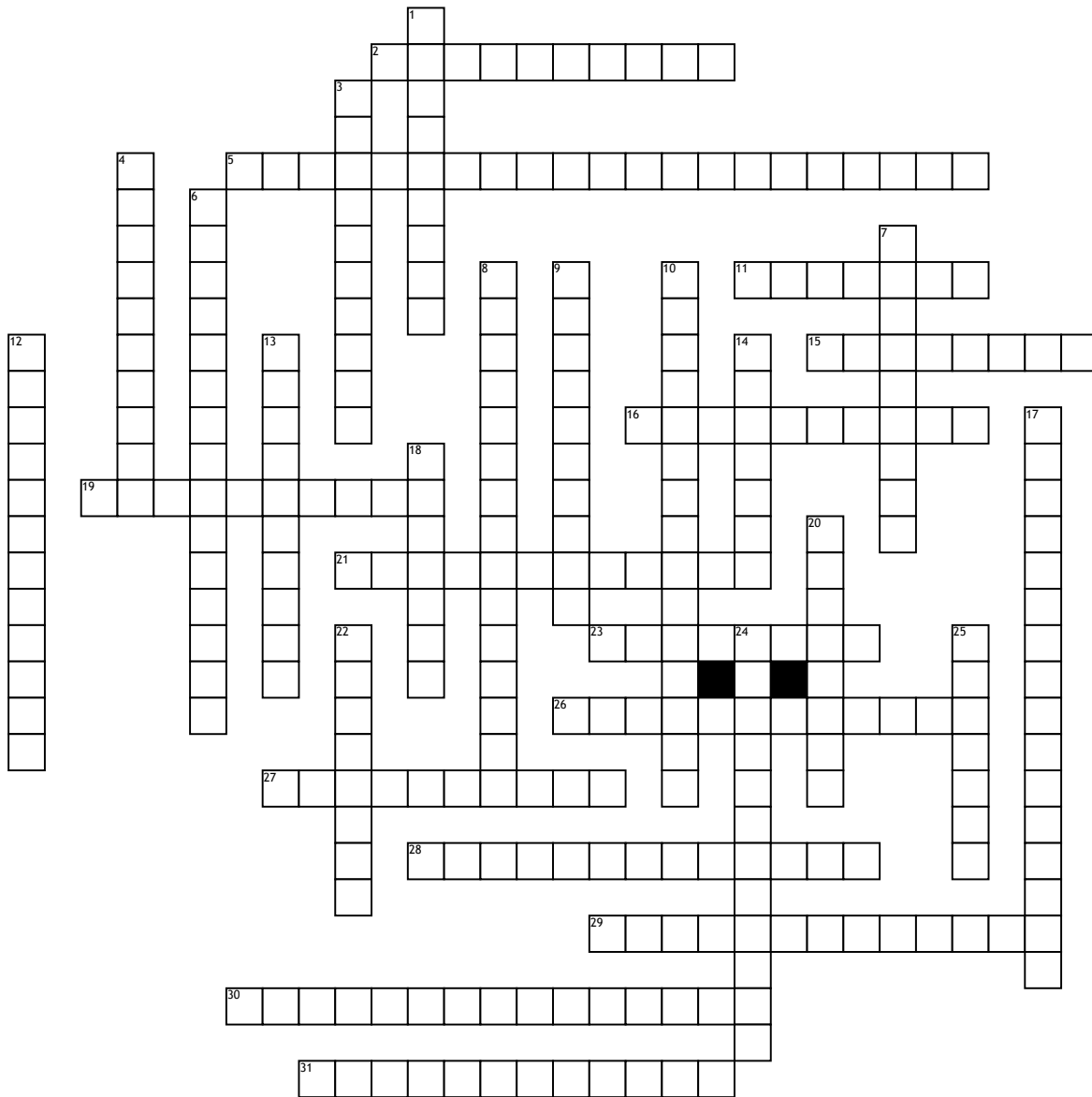


Call Center Crossword



Across

2. the action or process of changing
 5. the process of offering valid and well-reasoned opinions about the work of others
 11. the imparting or exchanging of information
 15. aesthetically pleasing
 16. the capacity to recover quickly from difficulties
 19. intense and eager enjoyment, interest, or approval
 21. the action or process of causing a group of people to work together
 23. information about reactions to a product, a person's performance of a task
 26. the quality of being affable
 27. the feeling or belief that one can rely on someone or something
 28. confident and forceful behavior

29. the action of conveying information or expressing one's thoughts & feelings

30. solve serious problems

31. the quality of being able to adjust to new conditions.

Down

1. a meeting of people face to face
 3. the action of solving a problem, dispute, or contentious matter
 4. the act or process of assigning or being assigned
 6. the process of finding solutions to difficult or complex issues
 7. take notice of and act on what someone says
 8. Commonly used to describe the balance that a working individual needs between time allocated for work and personal interests, family and social or leisure
 9. the action of leading a group of people or an organization

10. possession of a strong desire to be more successful than others

12. a speech or talk in which a new product, idea, or piece of work is shown and explained

13. the evaluation or estimation of the nature, quality, or ability of someone

14. the activity or skill of marking coherent words on paper

17. the objective analysis and evaluation of an issue in order to form a judgment

18. the ability to understand and share the feelings of another

20. give (someone) extra or private teaching
 22. knowledge or perception of a situation or fact

24. the process of communicating nonverbally through conscious or unconscious movements or gestures and

25. a disagreement, argument, or debate