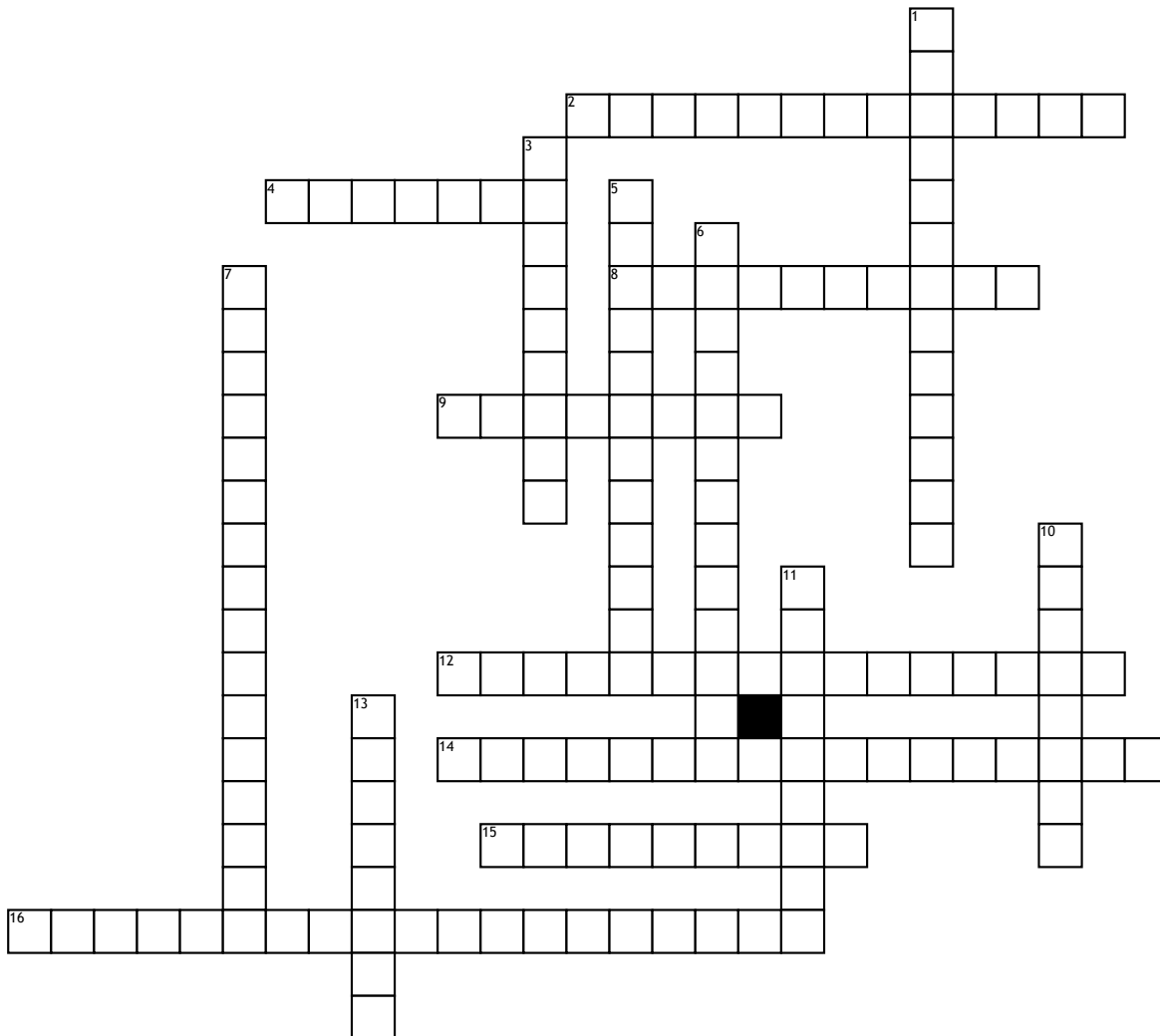


Communication



Across

2. Repeating words, phrases, or sentences several times.
 4. Allows the client to regain composure or collect thoughts and is a way of showing respect and concern for what the client has to say.
 8. Attempts to verify the nurse's perception of feeling conveyed by either verbal or nonverbal message of the client.
 9. Puts the client on the defensive--demands an answer
 12. Minimizes the client's feelings and concerns.

14. Client cannot be selective and describes in lengthy, great detail
 15. vocally repeating last word heard

16. Expresses opinions or interjects the nurse's values of right and wrong on the client's actions.

Down

1. Clears up any possible misunderstanding and assures message intended is message received.
 3. Client coins new words and definitions

5. Seemingly says that the nurse's values are correct and devalues the client's actions
 6. Rapidly shifting between topics that are unrelated to each other.
 7. Continuous speech, shifting between loosely related topics
 10. Unconsciously blocking out information that results in loss of thought process
 11. Repeats to the client the content of interaction and serves as lead to encourage further discussion
 13. Helps the client concentrate on a specific issue.