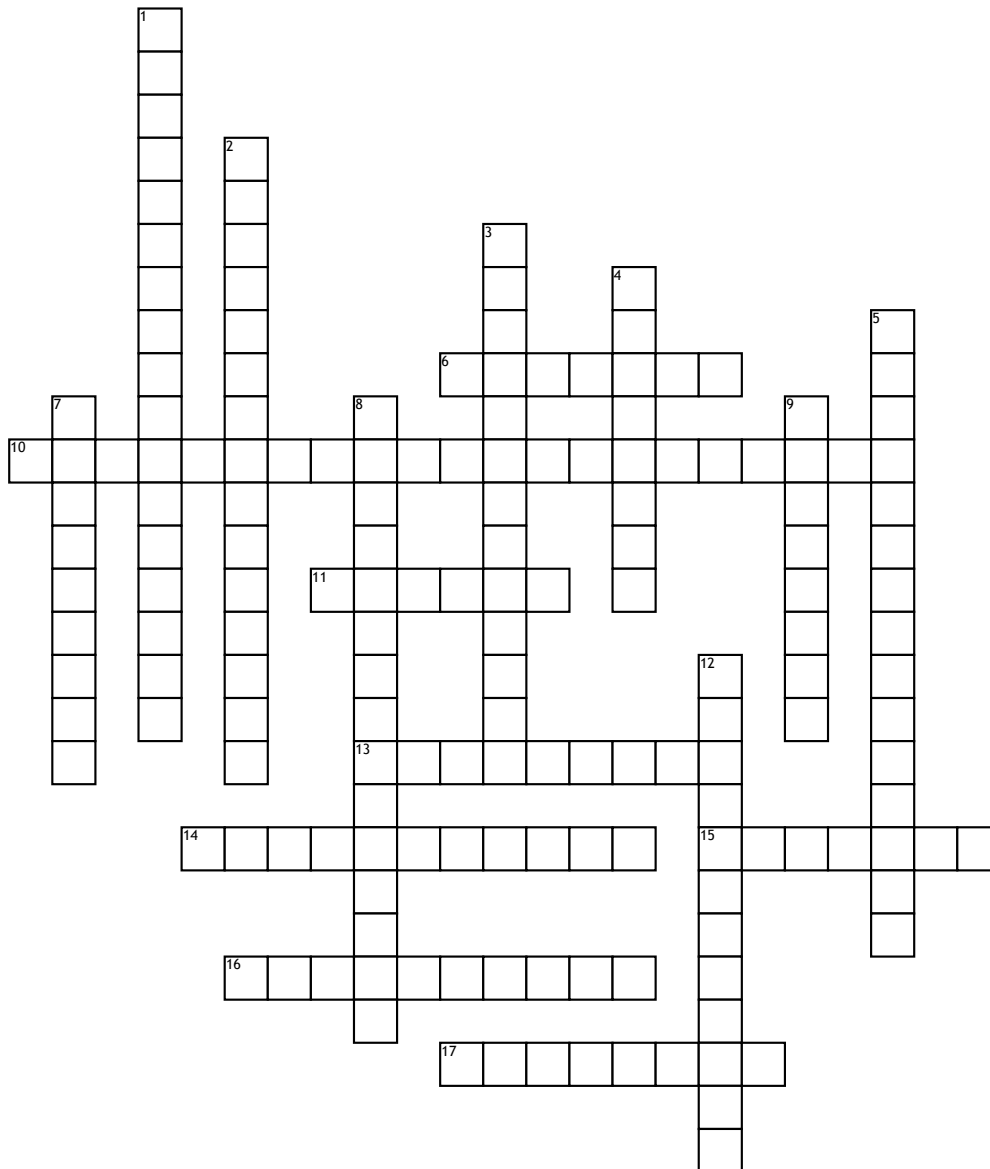


Communication and Customer Service



Across

6. Displaying conveyance of an objective awareness and understanding of the feelings, emotions, and behavior of patients; including trying to envision what it must be like to be in their shoes
 10. Rewarding of a desirable behavior
 11. Type of communication that uses spoken words to convey information
 13. Questions that lead to further explanation
 14. Type of communication that is purposeful use of verbal and nonverbal actions and interactions to build and maintain helping relationships with patients and families
 15. Questions that tend to lead the respondent into the desired answer
 16. Questions that have a limited number of possible responses

17. Communication that shares information within a business or organization

Down

1. Using technology to exchange information
 2. Using techniques that allow the receiver to fully understand the message being communicated
 3. The process of exchanging info via verbal and nonverbal methods
 4. Communication that shares info between a business or organization and the outside entity
 5. Providing quality attention and assistance to a consumer of a product or a service
 7. Communication gestures and acting that leave interpretation up to the receiver

8. Smile, behaviors, and appropriate judgement that represents the best qualities of a person in a specific profession

9. Info given in response to an action to reinforce or improve the behavior
 12. Method of communication that uses body movements, expressions, it positional changes to excited a person's feelings