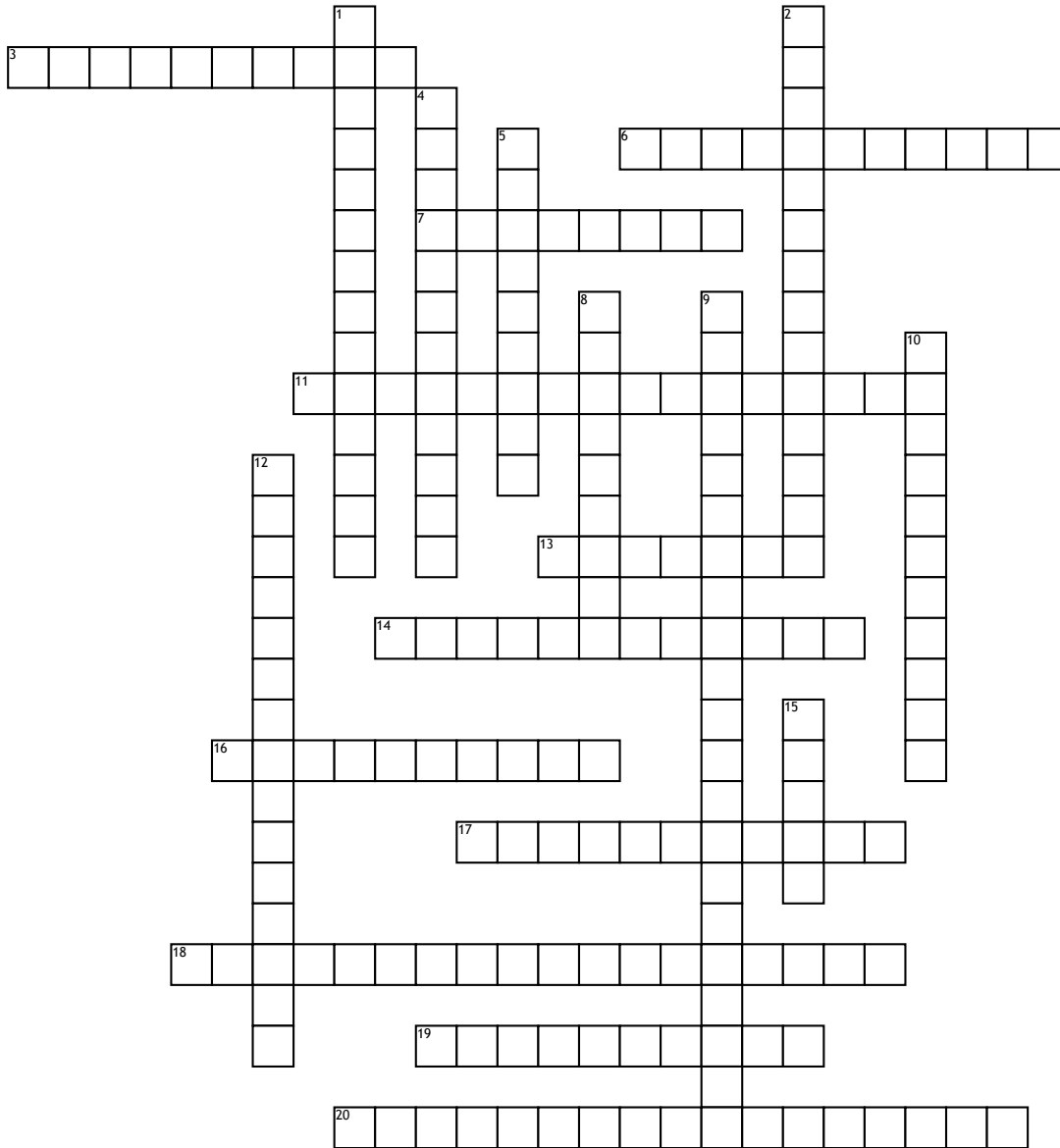


Name: \_\_\_\_\_

# Human relations



## Across

- 3. a person's feelings of confidence and worth as a person
- 6. a formal organization in which each person has specific duties and responsibilities and is assigned to only one supervisor
- 7. an evaluation of people, ideas, issues, situations, or objects
- 11. a position resulting from healthy self-esteem, optimism, extraversion, and personal control
- 13. to block off memories that may cause pain, embarrassment, or guilt
- 14. the confidence an individual has in his or her ability to deal with problems when they occur and to achieve goals

- 16. the ability to influence others to work toward the goals of an organization
- 17. the way you picture yourself
- 18. the level of communication with the least amount of self-disclosure, including niceties such as, "Have a nice day."
- 19. the force of the need or desire to act
- 20. communication characterized by complete openness and honest self-disclosure. It rarely happens

## Down

- 1. the process of letting other people know what you are really thinking and feeling
- 2. the skill or ability to work effectively through and with other people
- 4. a composite of four panes that shows you ways of relating to others
- 5. direct perception or insight
- 8. the way you would like to be or plan to become
- 9. the level of communication in which feelings are expressed honestly
- 10. positive self-image with high self-esteem
- 12. a way to describe the amount of actual conversation in cliché conversation
- 15. the ability of one person to influence another