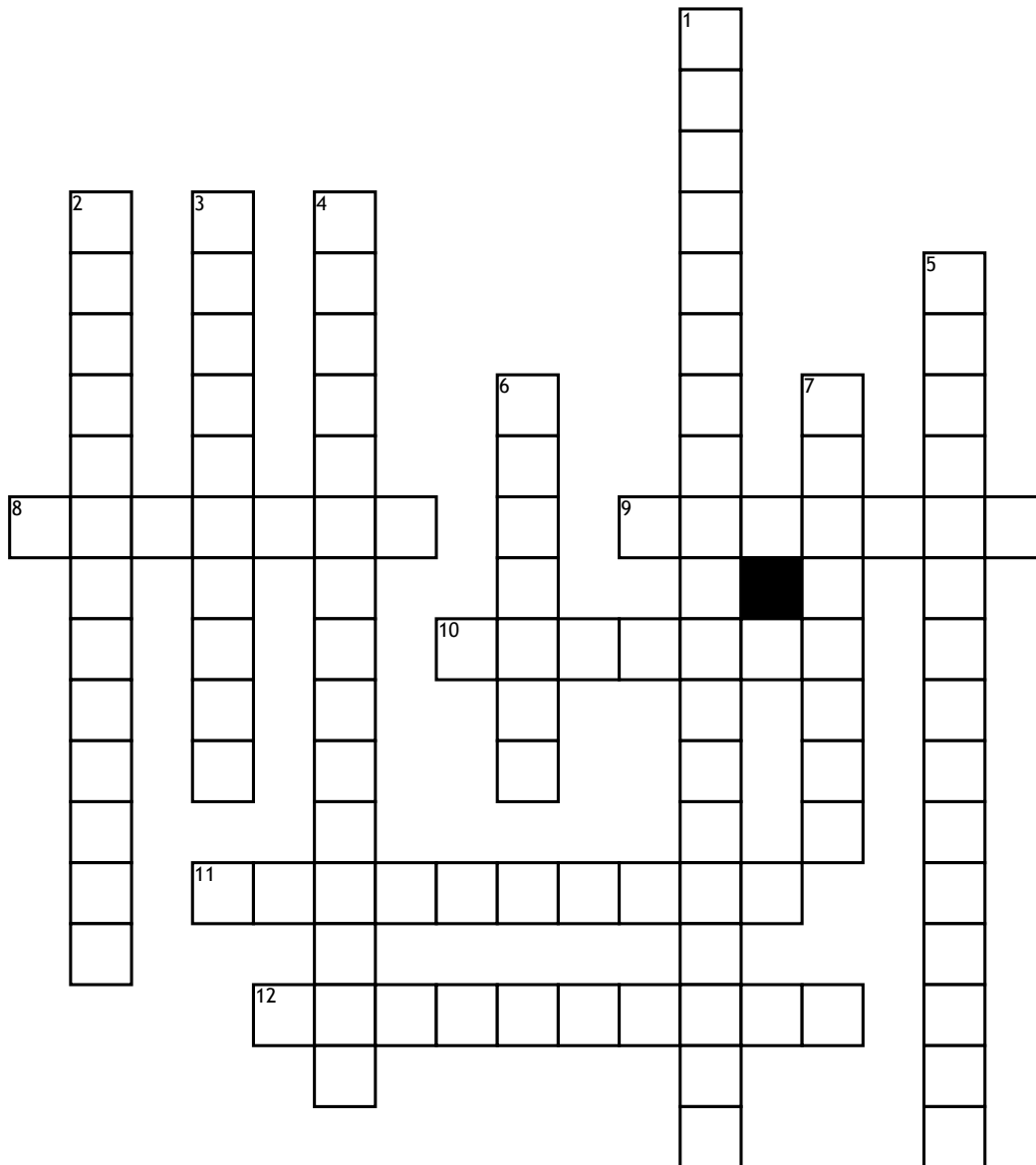


Influential Skills



Across

8. free from tension and anxiety

9. an advantage or profit gained from something

10. build a relationship

11. To be in mental or emotional harmony with (another person)

12. To put forth effort toward some task or goal

Down

1. give the impression you're meeting someone half way

2. the indirect ability to understand and share the feelings of another

3. asking the right questions

4. listen and show you are listening

5. a question that prompts or encourages the answer wanted.

6. mirror other person's body language

7. twisting the receiver's idea