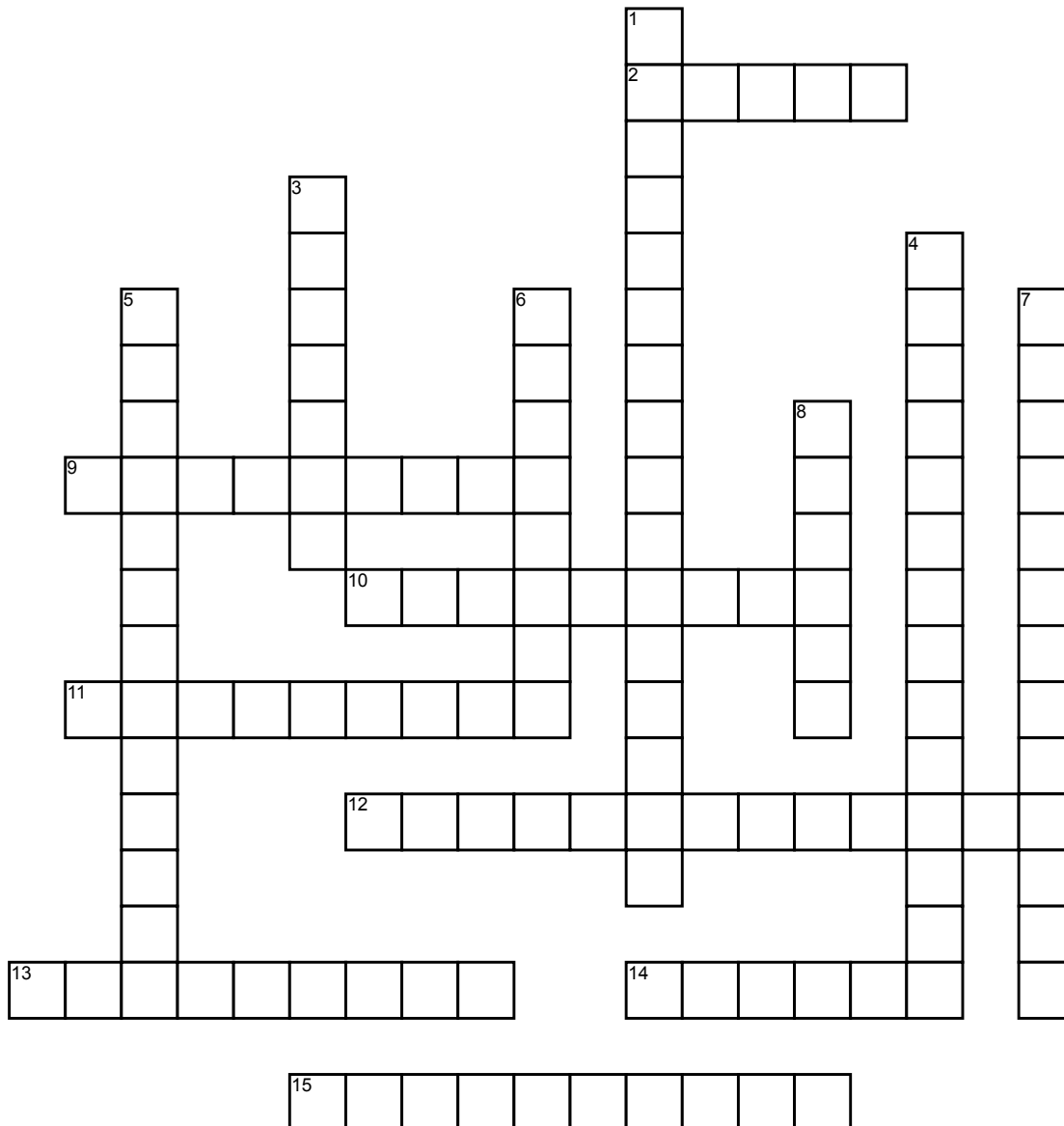


Leadership Skills Crossword Puzzle



Across

- 2.** The Decision-Making Model
9. A process in which a neutral third party helps the participants resolve their conflict without aggression or coercion
10. An extremely popular short-term solution that does not offer a permanent way of resolving the conflict
11. Whenever someone judges another person based on race, religion, color, gender, or sexual orientation, conflict is almost inevitable

- 12.** Sending a message to a receiver
13. When the sender of a message purposely communicates information that she or he thinks will be viewed favorably by the receiver
14. A direction of communication that flows from a lower to a higher level in the organization
15. When entire groups are in conflict with each other
Down
1. When a group does not use clear messages and clarification is needed to resolve the situation

- 3.** A direction of communication that exist among members at the same organizational level
4. When a conflict stems from a difficult situation or problem
5. Conflict between two or more individuals, where each holds an opposing view
6. A time to rest up and recharge
7. A communication barrier when individuals are feeling threatened, they tend to react in a manner that hinders their ability to understand any form of communication
8. A personal feeling that often brings out the worst in people