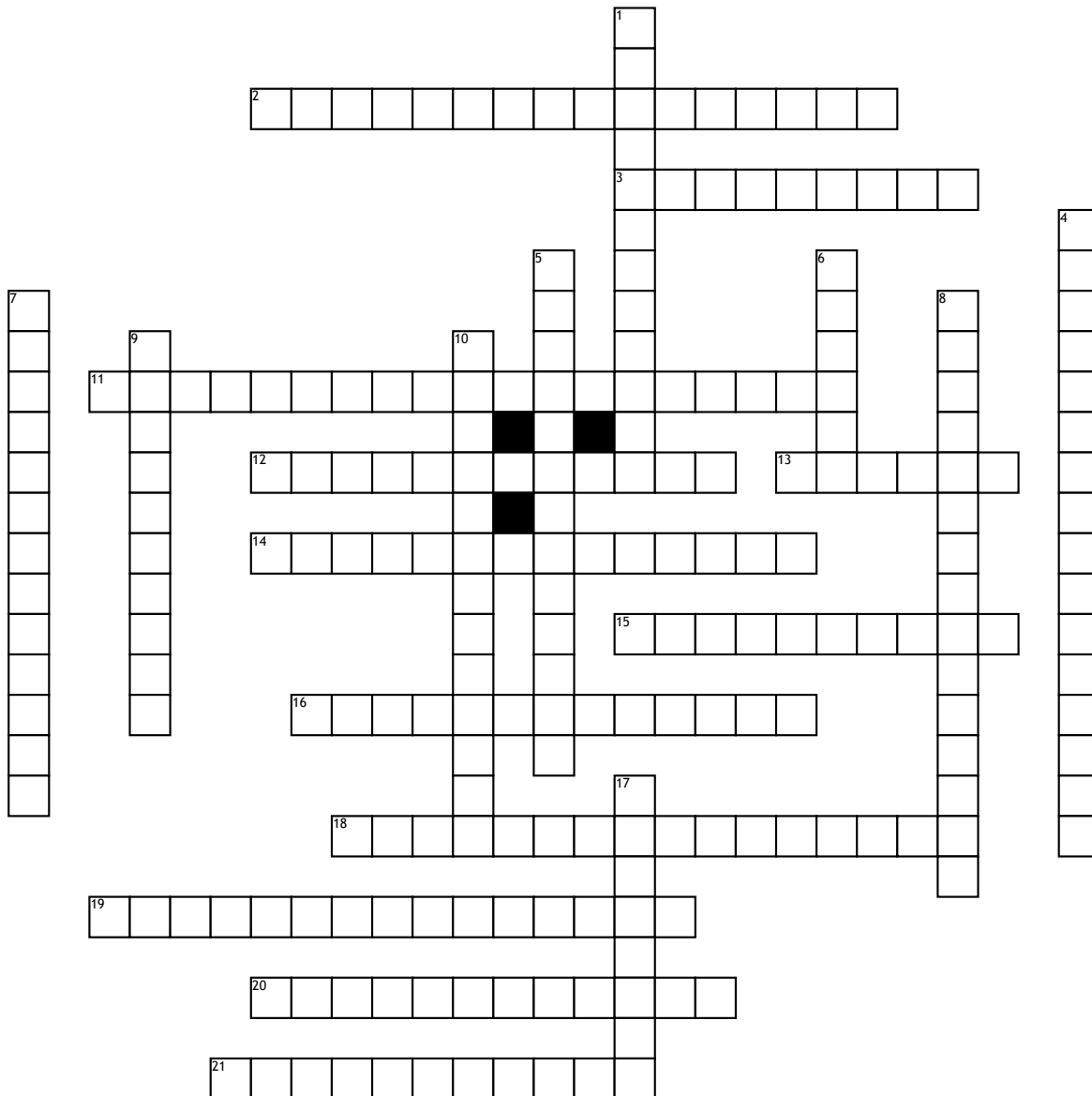


Nursing Management



Across

2. The expected outcomes and care strategies developed by the collaborative practice team.
3. A process of planning and controlling future operations by comparing actual results with planned expectations.
11. Describes the skills, abilities, and knowledge required to perform their jobs.
12. Focuses on improving process flow and eliminating waste.
13. Anyone who uses interpersonal skills to influence others to accomplish a specific goal.
14. Accepting ownership for the results or lack thereof.
15. Strategy to bridge the gap between an existing state and a desired state.

16. Considered the most effective means for resolving conflicts.
18. Process for empowering nurses in the practice setting.
19. Harassment between employees of equal rank
20. Compares an organization's data with similar organizations.
21. Helps relate current behavior, activities, or operations to the organization's or individual's long-range goals.

Down

1. Focuses on both task and relationship aspects of a group's functioning and is intended to increase efficiency and productivity.
4. The total number of distinct absence periods, regardless of their duration

5. Scheduling a set staff mix for every shift.
6. Process of making something different from what it was.
7. A complex, ongoing, dynamic process in which the participants simultaneously create shared meaning in an interaction.
8. Based on an individual's formal and informal links to influential or prestigious persons within and outside an area or organization.
9. Factors that initiate and direct behavior.
10. Error in which managers tend to overrate their staff's performance
17. Day-to-day process of helping employees improve their performance