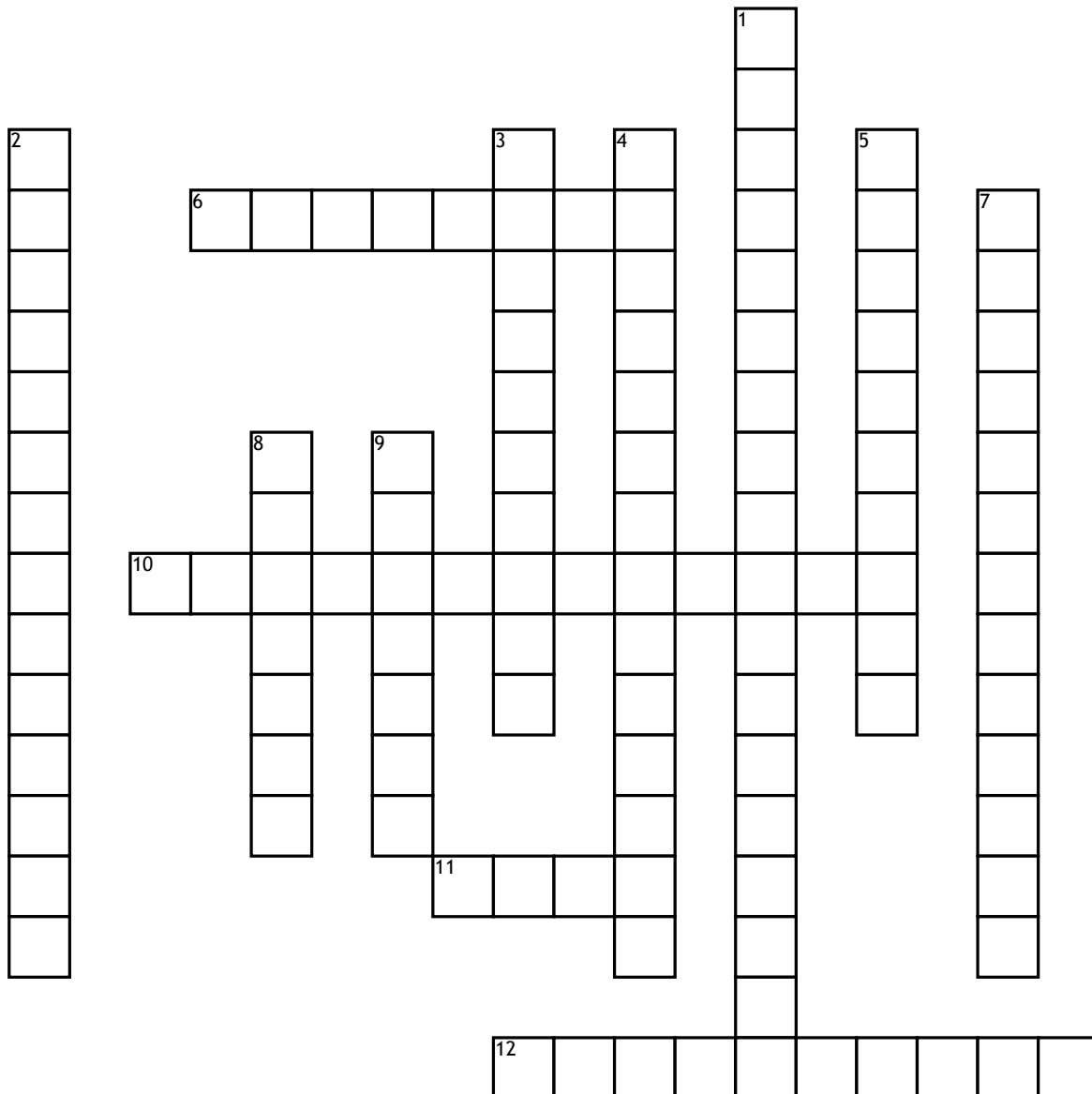


# Simmer Ch 4 HC Workers Characteristics



## Across

6. ability to be tolerant, understanding and control your temper indicates...
10. Being prompt to work, avoiding absences, completing tasks on time
11. The ability to do/say the kindest/most fitting thing in difficult situation
12. Using good judgement in what you say, protecting patient rights

## Down

1. Leader who makes minimal rules, group functions in an independent manner
2. Ability to begin or follow through with a task: determine what needs to be done
3. Enjoying your work and displaying a positive attitude
4. Being willing to be held accountable for your actions

5. Learning to work well with others
7. Exchange of info, thoughts, ideas, and feelings
8. able to identify with & understand a person's feelings, situation and motives
9. Being truthful and willing to admit mistakes so they can be corrected