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Business Leadership

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| **Across****3.** Jobs that have little or no contact with the public are referred to as\_\_\_\_\_\_\_\_\_\_\_**8.** A style of leadership in which the leader entrusts decision-making to an employee of a group of employees. The leader is still responsible for their decisions.**9.** The flow of information back to the learner so that actual performance can be compared with planned performance.**12.** Workers with a \_\_\_\_\_\_\_\_\_\_\_\_ attitude are unpleasant, indifferent and rarely smile.**13.** Communicating your needs to others confidently without animosity is being \_\_\_\_\_\_\_\_\_\_\_\_\_.**14.** a person's usual or principal work or business, esp. as a means of earning a living; vocation**17.** \_\_\_\_\_\_\_\_\_ skills are nontechnical, interpersonal skills**18.** a move to a better more responsible position at work**19.** When we act or react the same way often, it becomes a \_\_\_\_\_\_\_\_\_\_\_\_**20.** Those abilities that people develop and use with people, with ideas, and with things, hence, the division of interpersonal, cognitive, and technical skills.**21.** When placing a telephone call, always give the person enough time to answer by letting it ring at least \_\_\_\_\_\_\_ times.**22.** A style of leadership in which the leader tells the employees what needs to be done and how to perform it without getting their advice or ideas.**24.** Finding out who is calling before you put that person on hold is called \_\_\_\_\_\_\_\_\_\_\_\_\_**25.** Listening to constructive criticism from your supervisor is exercising \_\_\_\_\_\_\_\_\_\_\_\_ | **Down****1.** What is the most conventional and widely used filing system?**2.** a person who knows you well and writes a letter containing information about you, usually to a new employer**4.** Workers who can keep track of documents are said to have good \_\_\_\_\_\_\_\_ skills.**5.** When you perform your tasks without waiting for someone to tell you to get started, you are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**6.** Being on the job every day and arriving on time is an example of \_\_\_\_\_\_\_\_\_\_\_**7.**  A written list and description of your education and previous jobs**10.** a person who works for another in order to learn a trade**11.** The process of reaching logical conclusions, solving problems, analyzing factual information, and taking appropriate actions based on the conclusions.**15.** The sum total of an individual's personality traits and the link between a person's values and her behavior.**16.** A style of leadership in which the leader involves one or more employees in determining what to do and how to do it. The leader maintains final decision making authority.**23.** Assumptions and convictions that a person holds to be true regarding people, concepts, or things. |