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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. |