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| **Across**  **2.** This is a sign of physical stress  **7.** The fourth step in the SAFER model; teaching was to manage symptoms  **9.** This is a sign of cognitive stress  **11.** "\_\_\_\_\_\_\_\_\_\_\_\_" understanding; The third step of the SAFER model  **12.** "\_\_\_\_\_\_\_\_\_\_\_\_\_" stress is what can happen when a person experiences multiple critical incidents over a long period of time  **13.** What's said to CISM, stays with CISM  **14.** emotional shock following a stressful event or a physical injury | **Down**  **1.** the psychological quality that allows some people to be knocked down by the adversities of life and come back at least as strong as before  **3.** The first step in the SAFER model; help the person to feel safe  **4.** The second step of the SAFER model; listen to reactions of the event  **5.** This communication technique is used to identify the speaker’s feelings based on verbal and/or nonverbal cues  **6.** The last step of the SAFER model; provide follow up with the Doc  **8.** This is a sign of emotional stress  **10.** This communication technique promotes speech without saying a word |