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| **Across**  **1.** The action of leading a person or a group of people  **4.** Your beliefs, making your own choices  **9.** Expresses denial, disagreement or refusal  **11.** Customer who is directly connected to an organiztion  **12.** Deceiftfulness shown in someones character or behavior  **13.** Fully developed physically  **14.** Constructive quality or attribute  **15.** It's alwaysdoing what is right, not compromising your values  **16.** The use of persuasion, influence, or intimidation to make someone do something | **Down**  **2.** Someone who signs a check, pays our employer, and ultimately makes our paycheck possible  **3.** The way in which one acts or conducts oneself or others  **5.** A person who tells lies  **6.** Being truthful, not lying, cheating or stealing  **7.** Respecting your peers, doing what is right, adapting to the situation  **8.** The desire to do somethning especially something wrong or unwise  **10.** Settled way of thinking or feeling |