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Professionalism Vocabulary

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| **Across****3.** to treat one another with dignity, and fairness, appreciating the diversity of our workforce and the uniqueness of each person **4.** – to speak up, without fear of retribution; to be accountable for one’s actions **8.**  being on time **12.** quality or state of being certain **13.** a set of moral principles, dealing with what is good and bad and with moral duty and obligation**14.** to build confidence through teamwork and open, candid communication **16.**  a person who has commanding authority or influence, someone who keeps members focused on a goal, makes sure everyone understands the goal/task, watches the timeline, sets a good example **17.** following a line of conduct as though it were a profession **19.** form used to grade the employee’s work **20.**  doing something on your own without being told or given special incentive  | **Down****1.**  individual’s attitude toward work and dedication to completing a job **2.** response or opinion of a customer or the receiver of a service **5.**  reflection of opinion, work ethic, initiative **6.**  to be truthful in all our endeavors, to be honest and forthright with one another, with our customers and our community **7.**  conducting oneself according to the highest standards of industry**9.**  cooperative or coordinated effort on the part of a group of persons acting together as a team or in the interests of a common cause **10.** to act or work with another or others, act together or in compliance**11.** treating the customer with utmost respect, listening to customer needs, providing the best product/service to meet customer needs **15.**  reliable, trustworthy, accountable, steady **18.**  to say what we mean, to deliver what we promise, and to stand for what is right  |