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Workplace Readiness Vocabulary

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| **Across**  **1.** Negotiates diplomatic solutions to interpersonal and workplace issues, solving a disagreement in a way that satisfies both sides.  **4.** Selects and uses appropriate devices, service, and applications.  **7.** Analyzes and resolves problems that arise in completing assigned tasks.  **9.** Selects the correct technology and safely uses technological resources to accomplish work responsibilities.  **10.** Uses computers for business-related tasks, file management techniques, and learns and uses different software/programs effectively.  **12.** A subclass of computer software that employs capabilities of a computer directly to a task that the user wishes to perform.  **14.** Follows safety guidelines and manages personal health.  **15.** Characterized by consistency, dependability, trustworthiness, and honesty.  **16.** Polite ways to behave.  **18.** Characterized by honesty and having high moral standards. Abides by workplace policies and laws and demonstrates honesty and reliability.  **19.** Dresses appropriately and use language and manners suitable for the workplace.  **20.** Comes to work every day on time, is willing to take direction, and is motivated to accomplish the task at hand.  **21.** Prepares to apply for a job and to seek promotion. | **Down**  **2.** Contributes new ideas and work with initiative.  **3.** Contributes to the success of the team, assist other,and requests help when needed.  **5.** Works well with all customers and coworkers.  **6.** Recognizes that education never ends. Continually acquires new industry- related information and skills and improves professional skills.  **8.** Uses the internet appropriately on the job and only for tasks related to the job at hand.  **11.** Identifies and addresses the needs of all customers, providing helpful, courteous, and knowledgeable service. Uses appropriate interpersonal skills in dealing with difficult customers.  **13.** Skilled in dealing with sensitive matters or people; sensitive to others regardless of ones own opinions or beliefs.  **17.** The ability to start something without having to be prompted or directed. Takes time to think about how to get a task done with little or no help. Characterized as a self-stater. |