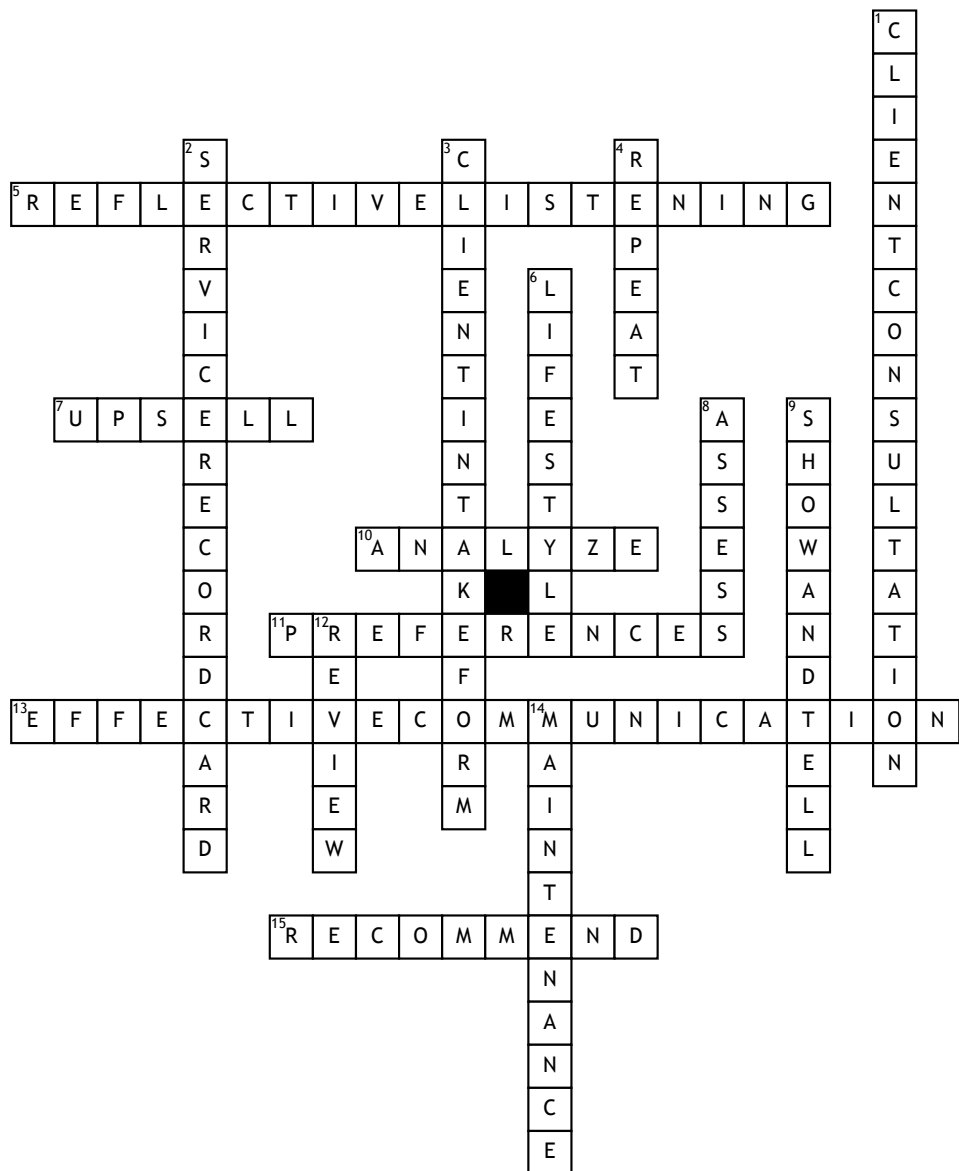


Period: _____

CH 3 COMMUNICATING FOR SUCCESS



Across

5. LISTENING TO A CLIENT AND THEN REPEATING IN YOUR OWN WORDS WHAT YOU THINK THE CLIENT IS TELLING YOU

7. _____ SERVICES

10. _____ THE CLIENTS CHARACTERISTICS

11. DISCOVER AND RATE THE CLIENT'S

13. THE ACT OF SHARING INFORMATION BETWEEN TWO PEOPLE SO THAT IT IS SUCCESSFULLY UNDERSTOOD

15. MAKE _____ AS PART OF THE NEEDS ASSESSMENT

Down

1. COMMUNICATION WITH A CLIENT THAT DETERMINES WHAT THE CLIENTS WANTS AND NEEDS ARE

2. CLIENTS PERMANENT PROGRESS RECORD OF SERVICES RECEIVED, RESULTS, FORMULATIONS, AND PRODUCTS PURCHASED OR USED

3. ALSO KNOWN AS CLIENT QUESTIONNAIRE, CONSULTATION CARD OR HEALTH HISTORY FORM

4. REVIEW THE CONSULTATION (STEP 10)

6. REVIEW THE CLIENT'S

8. PREFORM A NEEDS MENT

9. ENCOURAGE THE CLIENT TO DESCRIBE STYLES OR SERVICES THAT THEY LIKE

12. _____ THE INTAKE FORM

14. DISCUSS UPKEEP AND