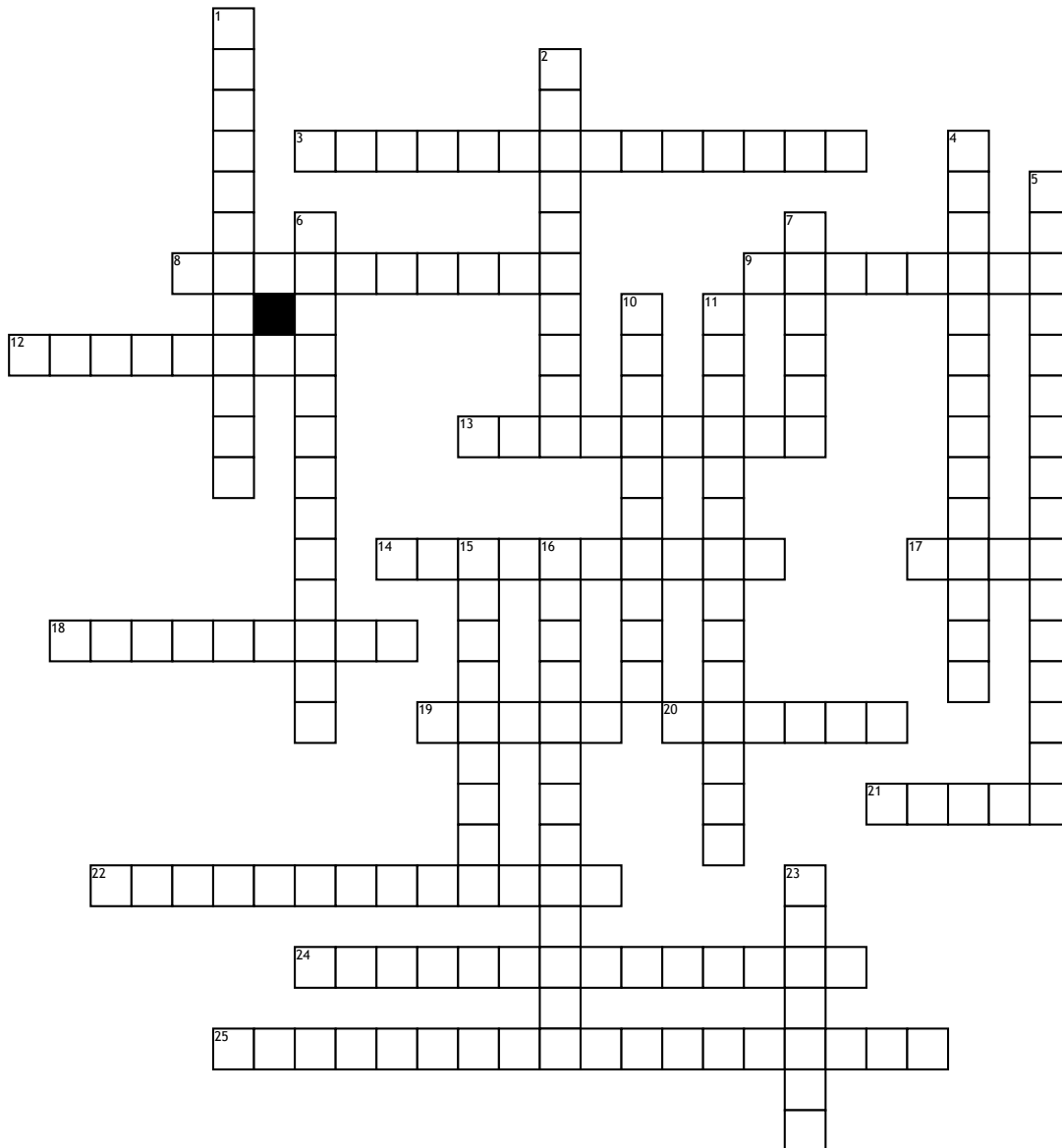


Name: _____

Date: _____

Business Leadership



Across

3. Jobs that have little or no contact with the public are referred to as _____.

8. A style of leadership in which the leader entrusts decision-making to an employee of a group of employees. The leader is still responsible for their decisions.

9. The flow of information back to the learner so that actual performance can be compared with planned performance.

12. Workers with a _____ attitude are unpleasant, indifferent and rarely smile.

13. Communicating your needs to others confidently without animosity is being _____.

14. a person's usual or principal work or business, esp. as a means of earning a living; vocation

17. _____ skills are nontechnical, interpersonal skills

18. a move to a better more responsible position at work

19. When we act or react the same way often, it becomes a _____.

20. Those abilities that people develop and use with people, with ideas, and with things, hence, the division of interpersonal, cognitive, and technical skills.

21. When placing a telephone call, always give the person enough time to answer by letting it ring at least _____ times.

22. A style of leadership in which the leader tells the employees what needs to be done and how to perform it without getting their advice or ideas.

24. Finding out who is calling before you put that person on hold is called _____.

25. Listening to constructive criticism from your supervisor is exercising _____.

Down

1. What is the most conventional and widely used filing system?

2. a person who knows you well and writes a letter containing information about you, usually to a new employer

4. Workers who can keep track of documents are said to have good _____ skills.

5. When you perform your tasks without waiting for someone to tell you to get started, you are _____.

6. Being on the job every day and arriving on time is an example of _____.

7. A written list and description of your education and previous jobs

10. a person who works for another in order to learn a trade

11. The process of reaching logical conclusions, solving problems, analyzing factual information, and taking appropriate actions based on the conclusions.

15. The sum total of an individual's personality traits and the link between a person's values and her behavior.

16. A style of leadership in which the leader involves one or more employees in determining what to do and how to do it. The leader maintains final decision making authority.

23. Assumptions and convictions that a person holds to be true regarding people, concepts, or things.