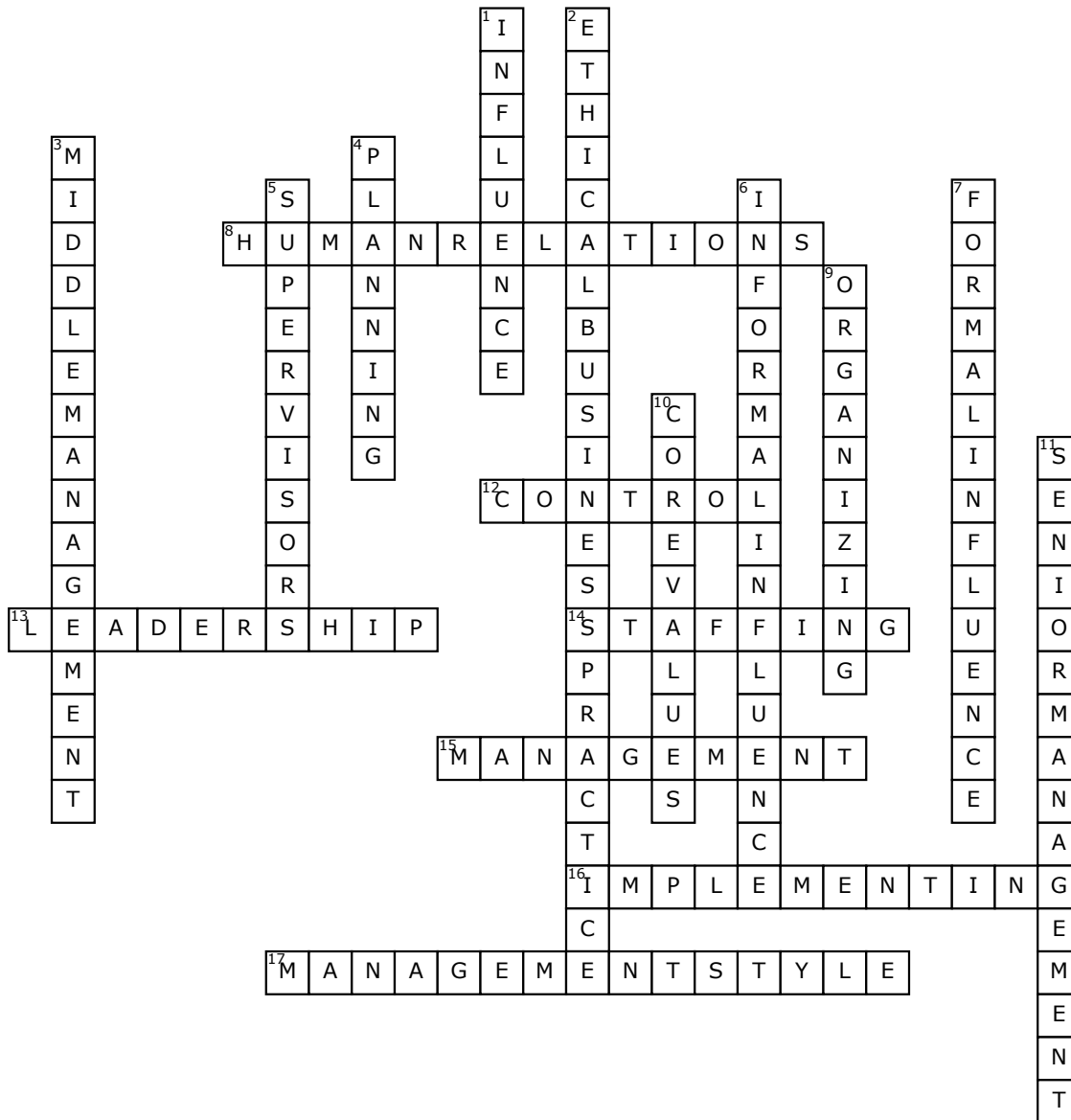


Management & Leadership



Across

- 8.** understanding and working well with people
12. – looking at a business activity, comparing it to what is supposed to be happening and addressing any problems that are found.
13. the action of leading a group of people or an organization.
14. Who, When, Where and What
15. the process of deciding how best to use a business's resources to produce goods or provide services.

16. putting a decision/ plan into effect

17. overall method of leadership used by a manager

Down

- 1.** an effect on the character, development, or behavior of someone or something, or the effect itself
2. study of proper business policies and practices regarding potentially controversial issues
3. Meeting Goals set by Senior Management
4. Goals & Actions

5. Lowest Level of Management

6. ability of a person to influence the behavior of others by means other than formal authority conferred by the organization through its rules and procedures

7. when someone has given influence due to an organization's structure.

9. All details

10. fundamental beliefs of a person or organization

11. Highest Level of Management