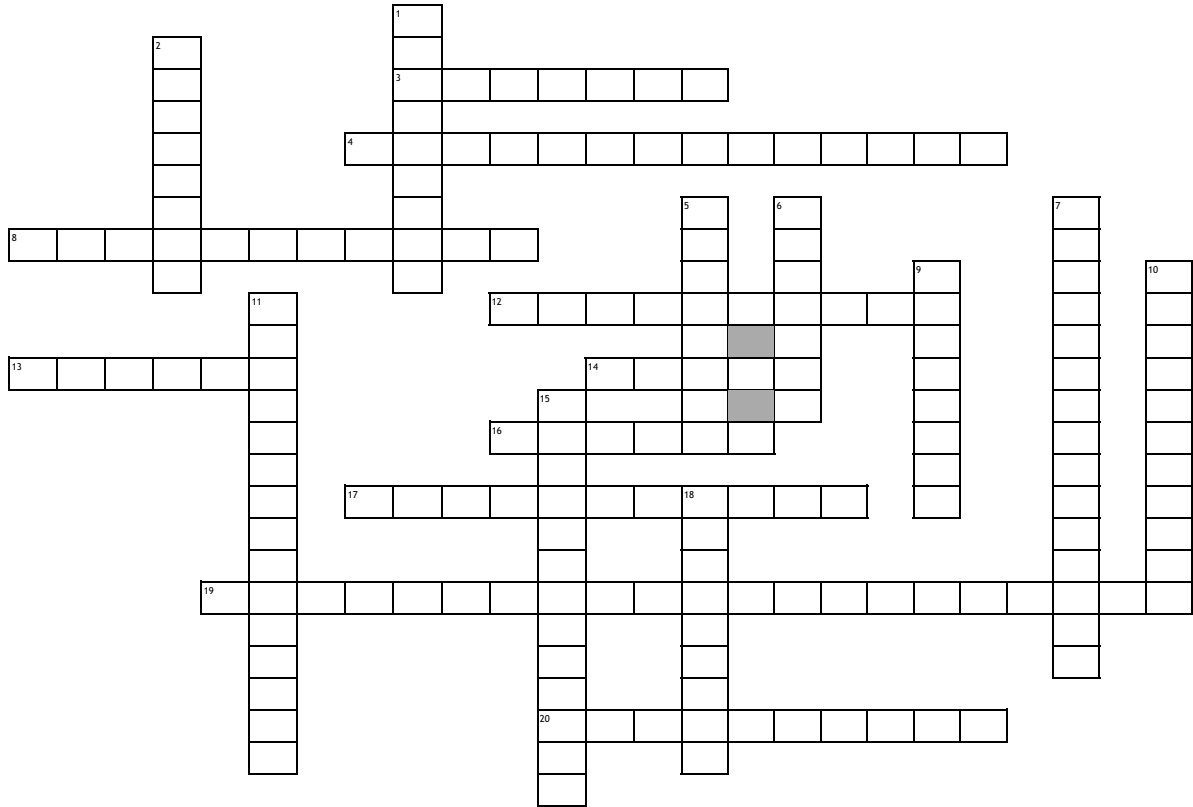


Professionalism Vocabulary



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