Across
2. To solve a problem you find a
8. Work done by one person or group that benefits another
9. Shows you understand others’ feelings
12. Good-natured tolerance of delay or incompetence
13. The act of giving hope or support to someone
14. A facial expression; usually shows pleasure
15. There is no I in
   SOLUTION

Down
1. Hear with intention
3. Lend a hand
4. Focus on the
5. Settlement of differences
6. Recognize with gratitude; be grateful for
7. Transfer of information
10. To receive input
11. Very concerned about the needs of others