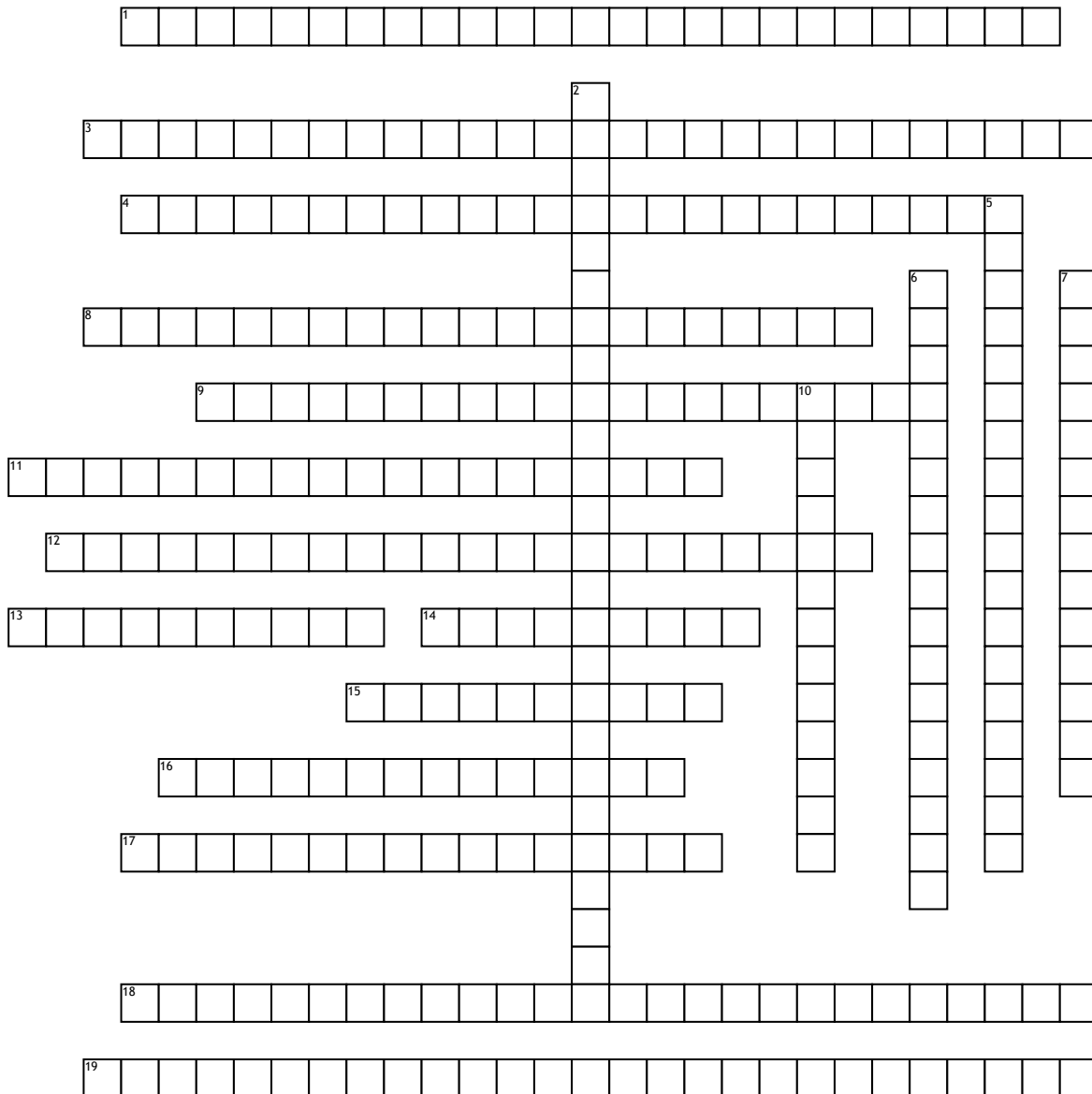


# CHAPTER 12 KEY TERMS



## Across

1. a leadership style in which the leader directs others, telling them what to do
3. a view that maintains that effective leadership is determined by the groups readiness to take on a task including its motivation and group members experience and knowledge
4. Problem solving approach in which teams collect information on the nature and scope from the problem facing them then systematically search for a solution
8. focuses on the behaviors that leaders use to influence others
9. Emotional tone established within a group
11. Disagreements about the groups task procedures and decision Opinion
12. assumes that all talented leaders share certain personal and physical characteristics

## Down

2. a leadership style in which the leader invites input from group members and encourages shared decision making
5. Occurs when a team focuses on generating as many ideas as possible to solve a define problem often integrated with step three the structured problem-solving process
6. Disagreements stemming from interpersonal gender or cultural differences between members power struggles or simply bad feelings
7. A written record of the discussion actions and decisions sent to everyone who attended and to anyone who did not attend but needs to know what happened
10. A structured written outline that guides communication among meetings participants by showing which topics will be discussed in what order and often for how long
13. The phenomenon that occurs when group members want to maintain harmony more than anything else and so avoid challenging one another ideas
14. What occurs when all group members support a given course of action on a decision
15. the ability to influence and direct others to meet group goals
16. The process of making choices Among alternatives
17. each group member having the capacity to influence and direct the groups in achieving its goals
18. Considers the type of communication behaviors that help a group work toward its goal
19. a leadership style in which the leader provides little direction or structure, leaving the group to maintain control of what happens