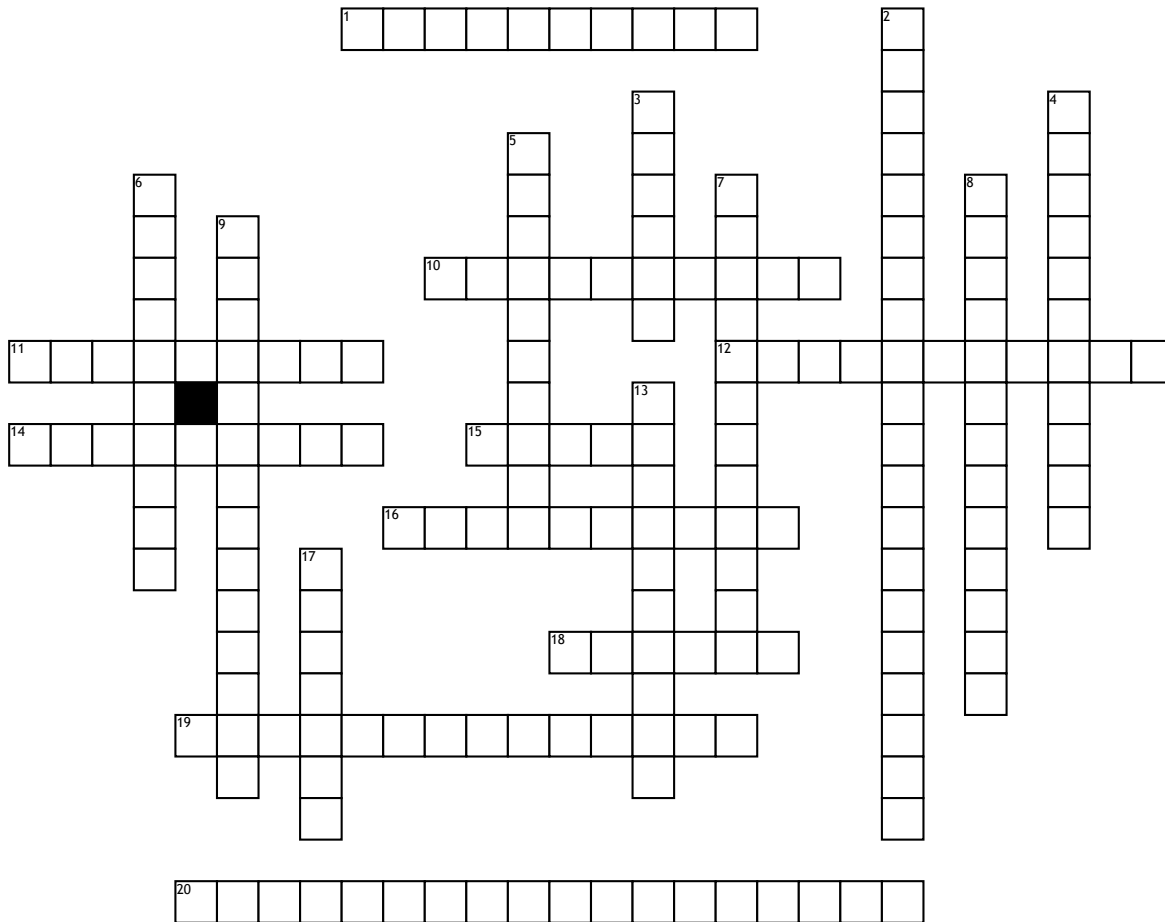


Name: \_\_\_\_\_

Date: \_\_\_\_\_

# COM-1010 Chapter 12



## Across

1. What problem-solving approach is when the team collects information on the nature and scope of the problem facing them?
10. What is it called when you avoid challenging one another's idea?
11. What type of conflict stems from interpersonal, gender, or cultural differences between members?
12. What view of leadership maintains that effective leadership is determined by the group's readiness to take on a task?
14. What is it called when all members support a given course of action?
15. What view of leadership focuses on the behaviors leaders use to influence others?
16. What view of leadership considers the types of communication behaviors that help a group work towards its goal?

18. What type of leadership is when each group member has the capacity to influence and direct the group in achieving its goals?
19. What is the process of making choices among alternatives?
20. What is it when a team focuses on generating as many ideas as possible to solve a defined problem?

## Down

2. What is the emotional tone established within a group?
3. What view of leadership assumes that all talented leaders share certain personal and physical characteristics?
4. What type of conflict revolves around disagreements about the group's tasks, procedures, or decision options?
5. What type of leadership style directs others, telling them what to do?
6. What is the ability to influence and direct others to meet group goals?

7. What type of leadership style is when the group maintains control over what happens?

8. What is a structured, written outline that guides communication among meeting participants by showing which topics will be discussed, in what order, and how long?
9. What is sending a written record of the discussion, actions, and decisions to everyone who needs to know what happened?
13. What leadership style are leaders who invite input from group members and encourage shared decision making?
17. When a group has a moderate degree of experience and motivation with fundraising, which style of leadership may be the right choice?