Chapter 11

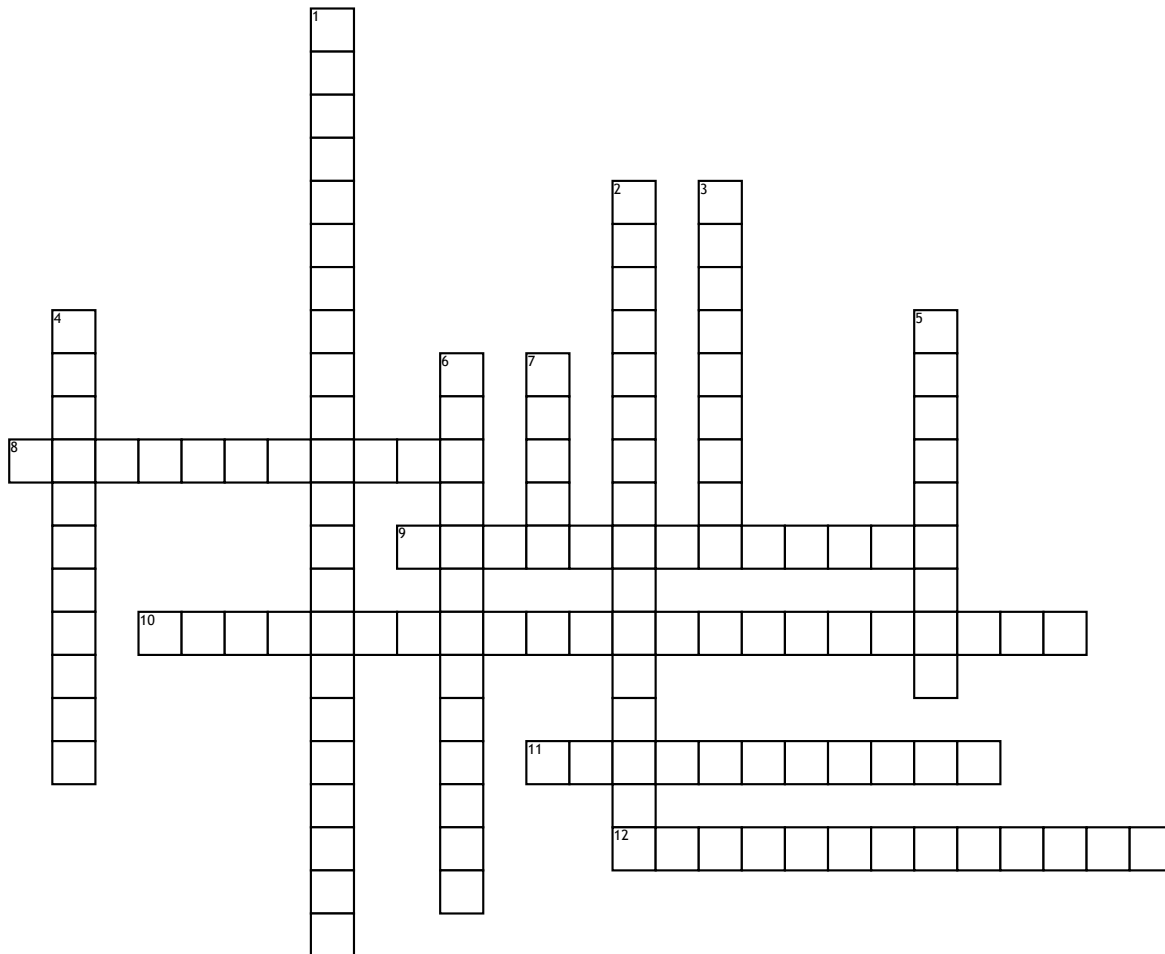**Across**

8. Power used to create motivation or to accomplish group goals

9. Power that is based on an agent's ability to cause an unpleasant experience for a target

10. The use of power and influence in organizations

11. Power based on an agents ability to control rewards that target wants

12. An elusive power that is based on interpersonal attraction

Down

1. Activities that other groups depend on in order to complete their tasks

2. Access to and control over important information

3. The process of affecting the thoughts, behavior and feelings of another person

4. Sharing power in such a way that individuals learn to believe in their ability to get the job done

5. The right to influence another person

6. Power used for personal gain

7. The ability to influence another person