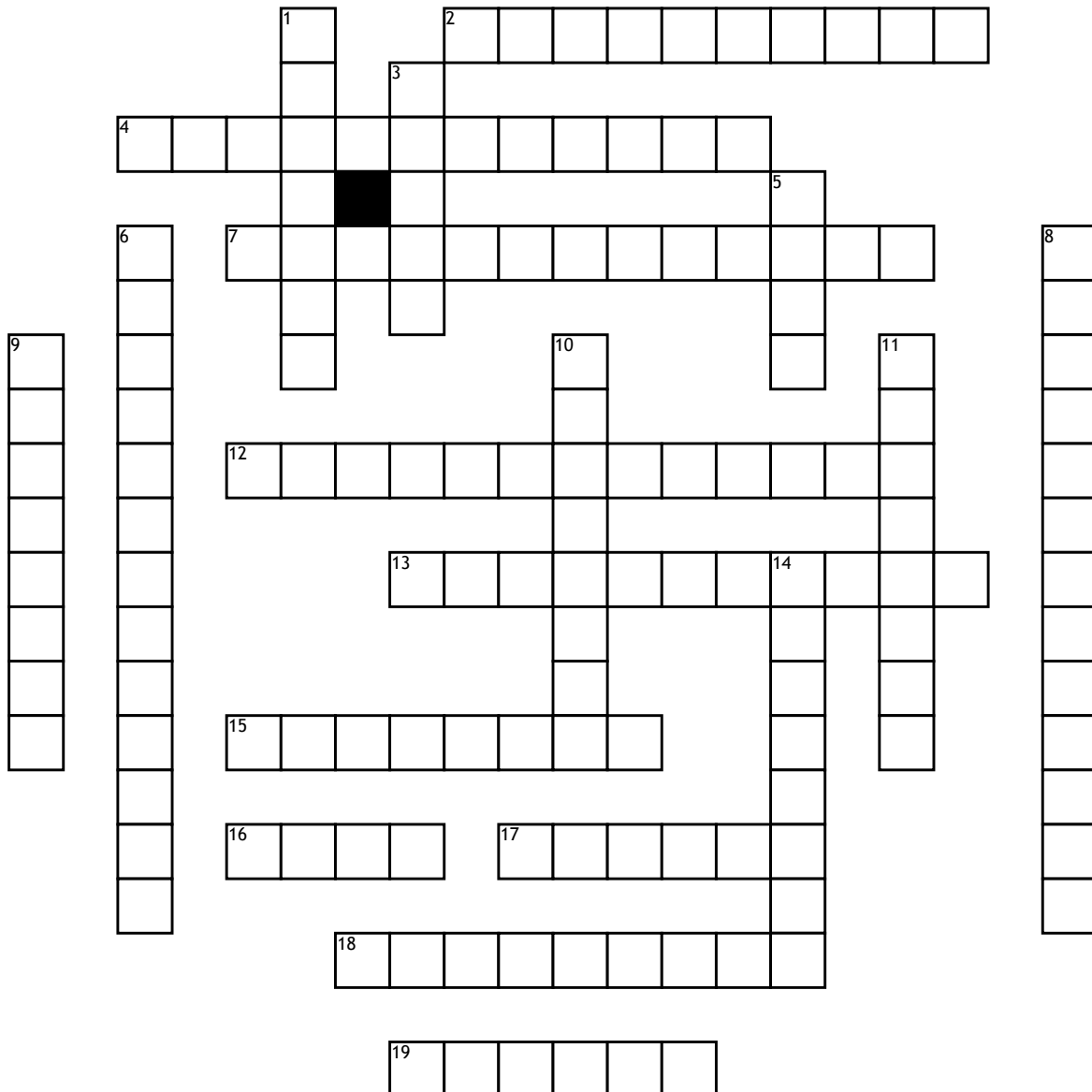


# Crossword Communication



**Across**

- 2. It's best to sit down with the other individual(s), treat each other equal and possibly come to an agreement that is fair and
- 4. It's important to look at as \_\_\_\_\_, so that positive outcomes can be reached
- 7. Communication through \_\_\_\_\_ (a method that can be used for better understanding of subject)
- 12. Additional development and \_\_\_\_\_ are positive outcomes of conflict resolution
- 13. As a nurse or aid, the ability to listen and speak at a professional level will allow the conversation process to flow \_\_\_\_\_ and efficiently.
- 15. Clients should not be aware of other cases personal or health information. This \_\_\_\_\_ HIPPA regulations

- 16. Wait for \_\_\_ (facial expressions, body language, vocal pitch/tone) for support to move forward in conversation or disapproval to refrain from conversation
- 17. Written reports should be professionally written with no slang or \_\_\_
- 18. Do not overuse hand movements. This can be offensive or \_\_\_\_\_
- 19. Communication Tips: Be open and \_\_\_\_\_

**Down**

- 1. Showing one another \_\_\_\_\_ & commitment towards a solution, even if one is NOT reached.
- 3. It's important to possess and improve communication skills because it can eliminate possibility of \_\_\_\_\_
- 5. Communication Tips: nod and \_\_\_\_\_ head to show understanding/listening

- 6. It's important to possess and improve communication skills because it can build positive \_\_\_\_\_
- 8. Limit the number of breaks between words and \_\_\_\_\_
- 9. Written reports should be legible and \_\_\_\_\_ to address minor concerns of clients CCMs
- 10. Conflict needs to be monitored and controlled in order to eliminate the risk of
- 11. is a struggle, disagreement, or argument between parties with divergent demands
- 14. Without proper management, conflict will always appear as negative and lead to \_\_\_\_\_