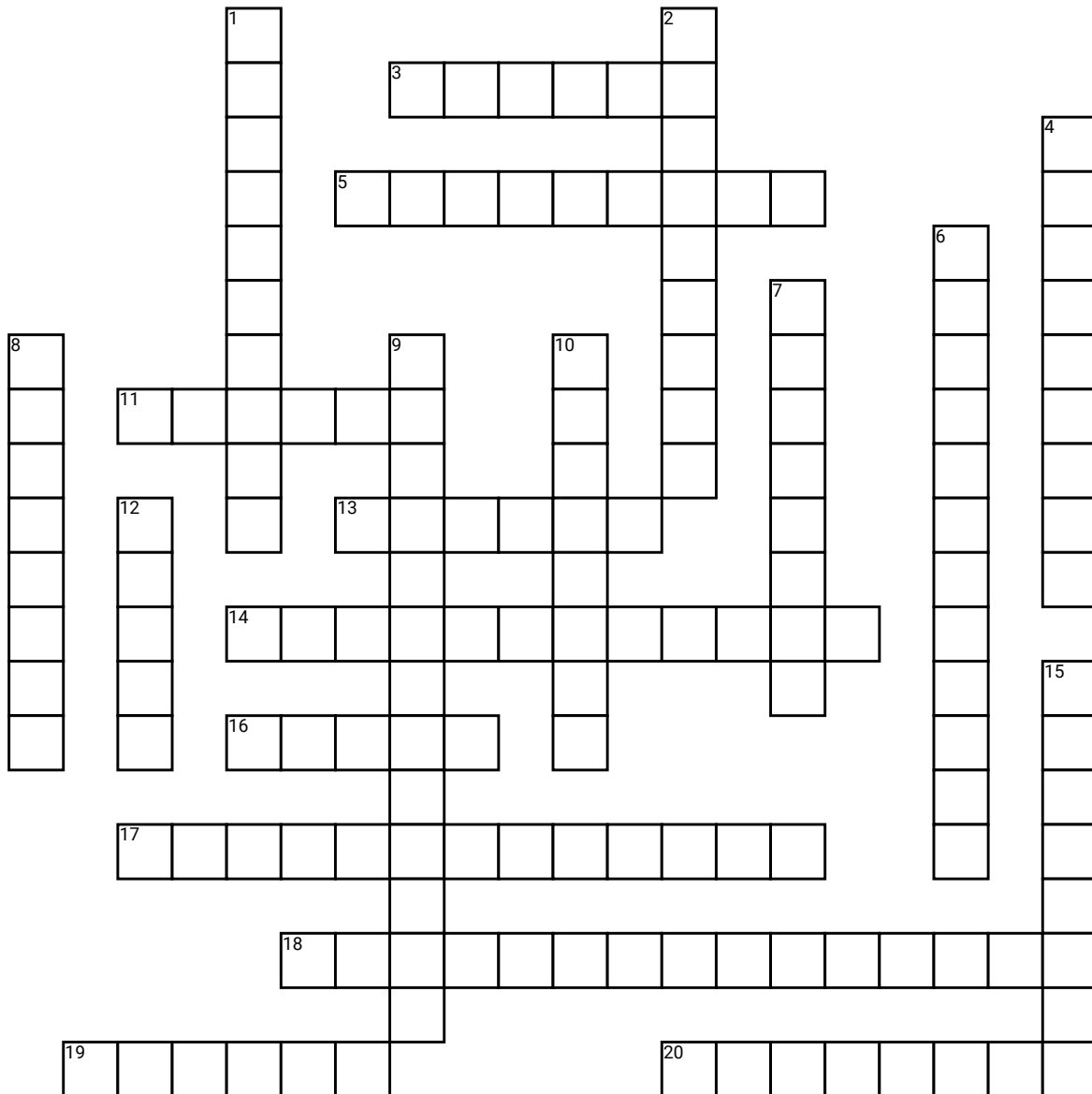


Leadership Skills Crossword Puzzle



Across

3. Intergroup conflict is when the _____ group is in conflict with each other

5. Telling someone what you think they want to hear is referred to as _____

11. Listening involves and _____ search for meaning

13. _____ has the power to become a barrier in effective communication

14. Conflict that involves emotions is called _____

16. Accommodation is when one of the conflicting parties make a decision to place the other persons needs _____ their own

17. When you send a message to a receiver it is called _____

18. Information overload results in _____

19. Avoidance of responsibility is when a person _____ complete their responsibilities

20. Individuals see and hear selectively to reinforce _____ perspectives

Down

1. _____ shortcuts effects decision making

2. A process in which a neutral third party helps resolve the issue

4. Active listening involves asking _____ to better understand how someone is feeling

6. Time management involves planning and _____

7. A verbal message that contradicts body language _____ communication

8. When leaders instruct athletes it is called _____ communication

9. This type of reaction hinders effective communication

10. Creating a balanced division of labour within a group is called _____ responsibility

12. The decision making model involves the _____ model

15. Intrapersonal conflict is also referred to as _____ conflict