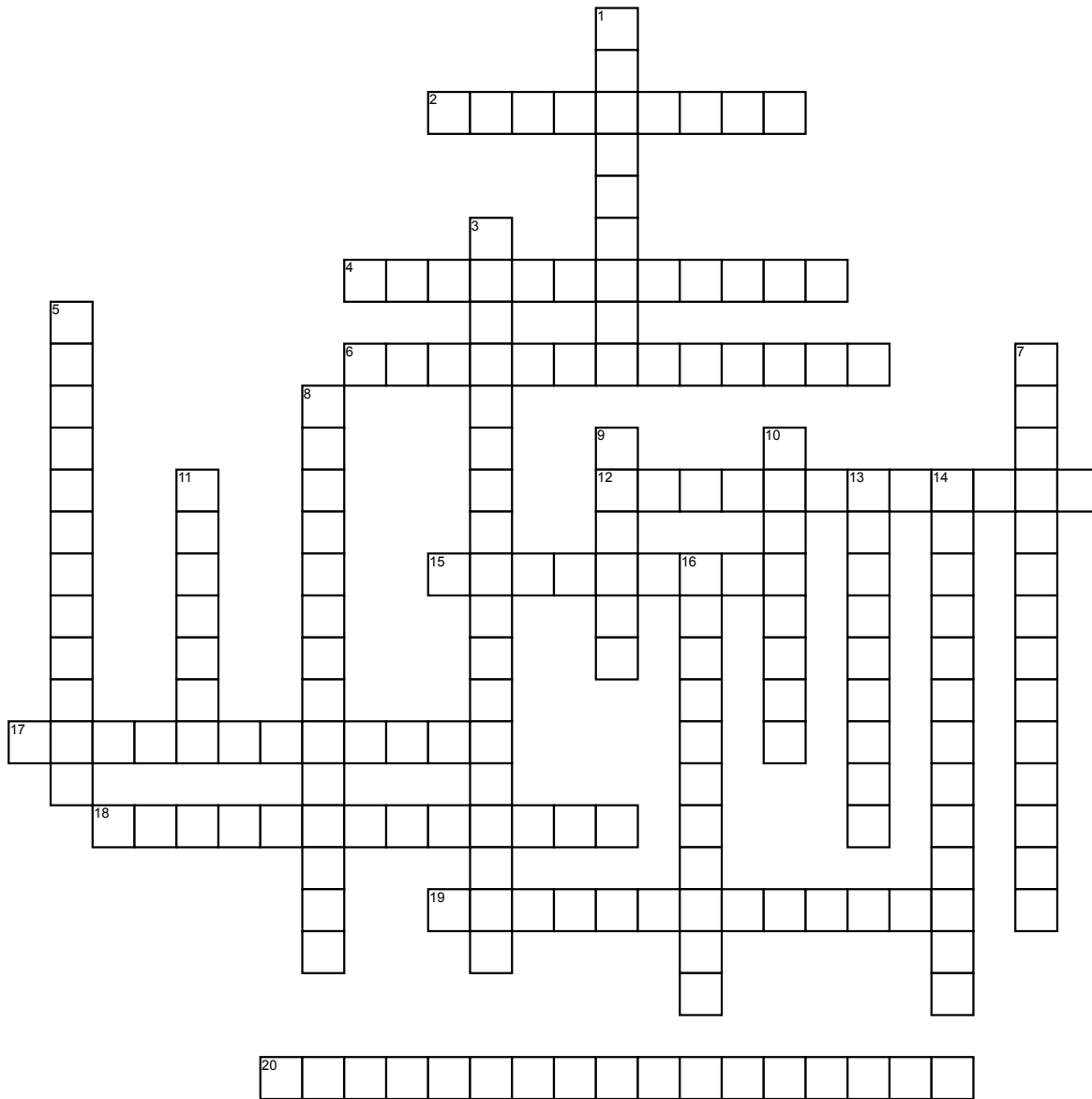


Leadership Skills



Across

- 2.** Telling someone what you think he or she wants to hear.
- 4.** An example of this is, a coach tells you that you are not putting in enough effort and you respond "the drill is stupid!"
- 6.** A type of conflict. Conflict between two or more individuals, where each holds an opposing view.
- 12.** A type of conflict. When people are in opposition to one another.
- 15.** A process in which a neutral third party (a mediator) helps the participants resolve their conflict.
- 17.** An example of this is, you tell someone "I am happy to see you" but your arms are crossed and you have an angry expression.

18. This sometimes involves making personal sacrifices, often at the expense of your own needs.

19. Sending a message to a receiver. The message must be completely understood in order to be effective.

20. This is often the outcome from poor communication in a group.

Down

1. Whenever someone judges another person based on race, religion, colour, gender, or sexual orientation.

3. We tend to hear and see selectively to reinforce our personal perspectives.

5. A process in which a neutral third party listens to all sides of a dispute and then makes a final judgment

7. A type of conflict. When a conflict stems from a difficult situation or problem.

8. Person's ability to effectively allocate his time and resources in order to achieve personal objective.

9. Direction of communication. Flows from a lower to a higher level in the organization.

10. Direction of communication. Leaders communication to their followers. Or coaches instructing their athletes.

11. Direction of communication. Among members at the same organization level.

13. Example; walking out of a group meeting because you don't agree with the discussion.

14. A type of conflict. Internal conflict, or having to make a tough decision all on your own.

16. An overwhelming array of data.