Managing Perceptions

```
C  H  R  S  G  W  A  D  I  G  N  I  T  Y  D  H  Z
J  A  X  Q  C  K  S  F  I  J  E  G  A  N  A  M  A
E  L  R  R  E  U  S  N  O  I  T  P  E  C  R  E  P
K  E  P  E  C  W  A  U  J  Q  F  G  G  S  V  W  Q
P  B  L  O  T  N  E  I  T  A  P  K  O  I  X  S  Z
P  O  F  P  P  J  C  V  L  F  N  Q  N  V  V  C  Q
R  C  I  O  W  H  M  X  H  U  E  F  C  S  H  E  T
I  I  U  F  H  D  W  O  Y  P  O  Z  Y  L  B  Z  M
V  T  A  O  C  Y  R  T  Q  R  O  X  L  Y  N  A  G
A  E  X  T  R  O  H  N  M  M  A  I  E  B  T  F  O
C  H  T  N  X  J  K  E  R  S  S  Z  I  I  H  W  K
Y  T  L  C  Q  U  D  Z  D  T  E  H  M  P  L  A  I
D  A  G  D  E  W  S  D  E  G  L  E  N  S  M  X  M
Y  P  Z  S  Y  P  I  N  U  Y  L  Q  Q  Q  J  A  S
J  M  B  G  B  R  S  N  I  Y  Z  K  Z  J  A  K  X
E  E  G  J  E  N  U  E  J  O  Y  T  Z  M  H  C  P
D  F  G  N  Y  H  J  S  R  A  E  R  U  C  V  D  E
```

perceptions	empathetic	informed
dignity	respect	privacy
patient	timely	listen
manage	focus	care