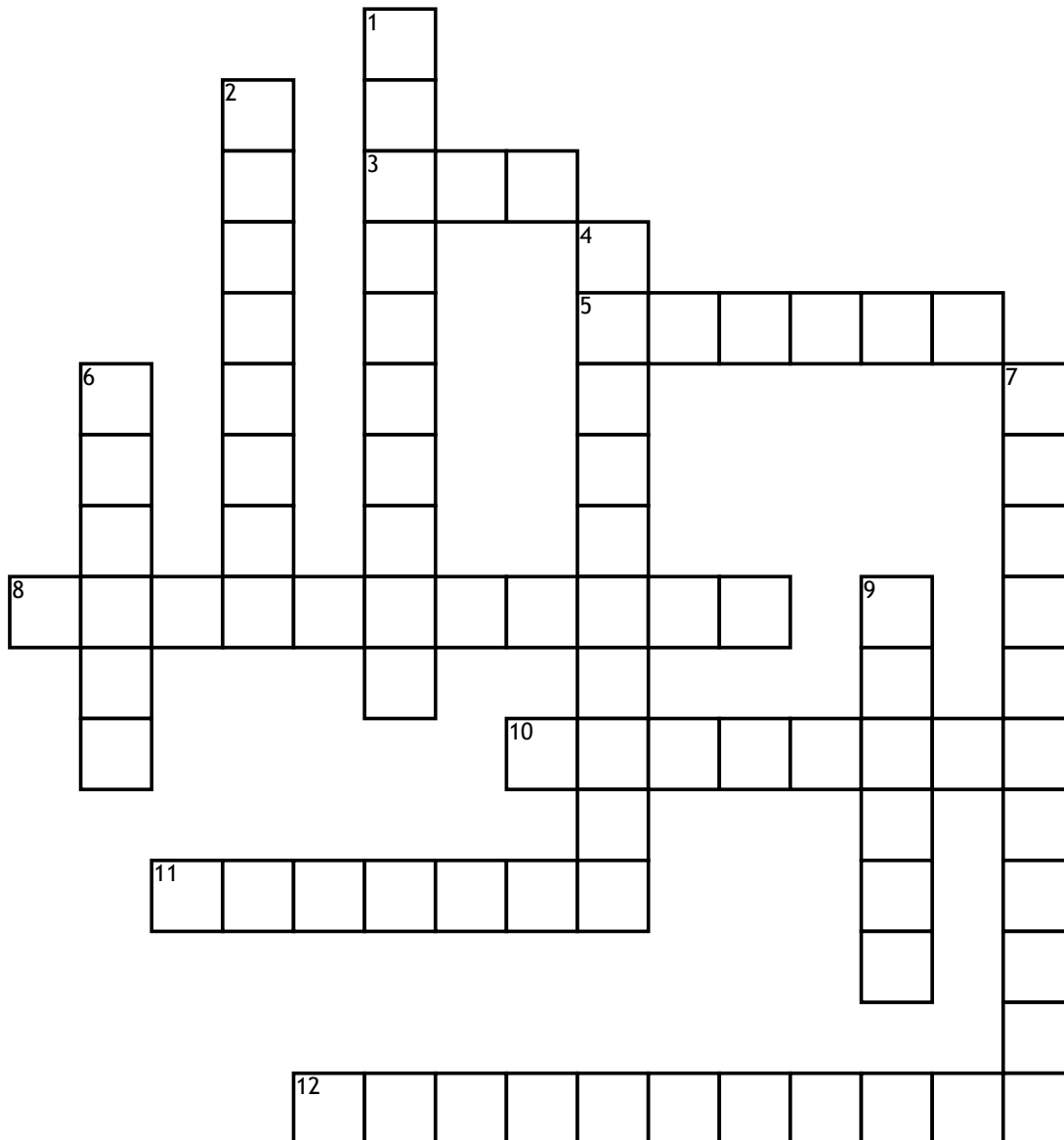


Managing Personal/Personnel Problems



Across

3. Which program is used for troubled employees.

5. This type of nurse often finds leadership unnecessary for their role.

8. The rate at which an individual misses work on an unplanned basis.

10. An example of an immediate termination of an employee.

11. Motivation and ____ are 2 factors that contribute uncooperative/unproductive employees.

12. ____ discipline allows an employee to clarify expectations of his/her role.

Down

1. Skills ____ are used for clinical incompetence.

2. These employees are typically defensive and emotional or tearful.

4. Creates a negative work environment, often nurse to nurse or provider to provider

6. The first step of punitive discipline includes what kind of reminder?

7. ____ discipline is a step-by-step process of increasing disciplinary measures

9. What is a primary sign of chemical dependency.