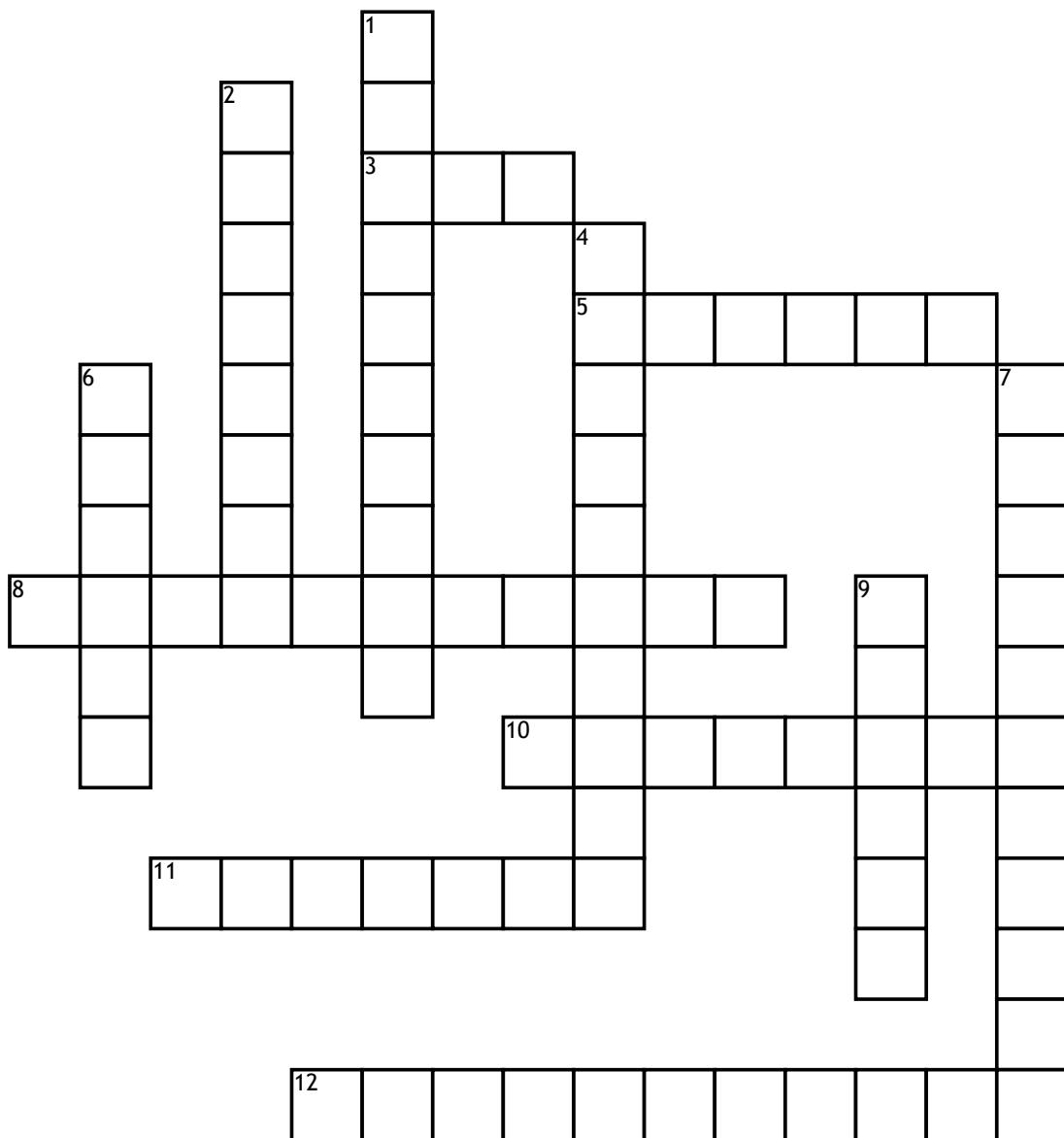


# Managing Personal/Personnel Problems



## 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.