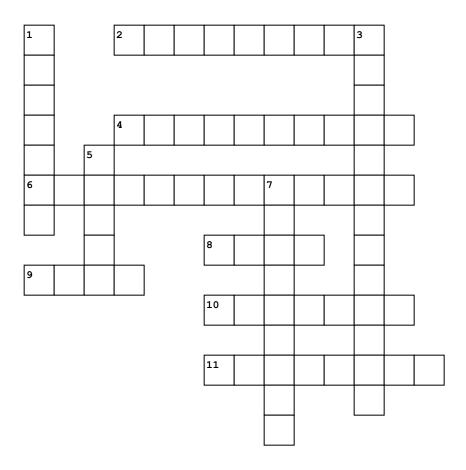
Check In Crossword 12Jul2019



Across

- 2. Reflects before making decision.
- **4.** An expression of courtesy or praise, usually in a generic mode such as "good job".
- **6.** The Five Feedback Basics include intent, specific behaviour, impact, situational awareness and
- **8.** Feedback is your _____ as a manager.
- **9.** The _____ gives us some insight into our preferences but our preferences need not equal our behaviours.
- **10.** In active listening, _____ must be managed first.
- **11.** Every exchange with someone could be an opportunity for ______.

Down

- 1. Thinks in the here and now.
- **3.** The parent, adult and child ego states and the interaction between them form the foundation of the _____ analysis theory.
- **5.** A persons views, thoughts, opinions and ideas on a specific topic but usually not information about the impact of someone's words, behaviours, or actions.
- 7. Speaks to clarify thoughts.