



**Across**

- 1 Instead of actively engaging to address a problem or issue with another person we hold back what we really think, often making us angry, judgmental and righteous. (pg 11)
- 2 Being firm in a closed-hearted way. It can be reflected in everything from word choice to tone of voice to facial expressions such as rolling eyes. (pg 8)
- 3 When we judge others without addressing the issues at hand it may lead to us categorizing them as incompetent, lazy or stupid and doing workarounds. (pg 8)
- 4 When we focus on others' mistakes or intentions and don't express our real views to them directly, but vent to colleagues or our boss. (pg 6)
- 5 Avoiding conflict, not listening, being guarded and being a bystander are all examples of \_\_\_\_\_ making bad.
- 6 Core semi-conscious fears are \_\_\_\_\_. They are very personal, vulnerable feelings that most people detest feeling. (pg 15)
- 7 Avoiding core self-worth fears is an example of an \_\_\_\_\_. (pg 15)
- 8 Not willing to be open and authentic, not bringing our full self (thoughts, feelings, observations) to the table, often because we feel threatened or scared. (pg 12)

**Down**

- 9 Nodding our heads and saying 'uh-huh' without truly being engaged and actively responding. (pg 11)
- 10 Rather than focusing on others' competencies, concluding they have self-serving intentions. (pg 10)
- 11 When we argue our point of view without questioning it and are not open to others' perspectives. (pg 9)
- 12 Interpersonal behavior that undermines the full potential of another person. (pg 3)
- 13 Repetitively aiming our criticism at a specific person. We typically do this with others, causing group think about another's motives or effectiveness (pg 7)
- 14 When it relates to other people we may think we're just watching, neither undermining nor supporting. Unfortunately by doing this we are making bad. (pgs 12/13)
- 15 Judging, targeting, being harsh, writing others off, being right, and assuming bad intentions are all examples of \_\_\_\_\_ making bad. (pg 6)
- 16 We make others bad because of the powerful \_\_\_\_\_ it gives us. (pg 14)