CHAPTER 10 SELF-ASSESSMENT 2

Skill-Builder Word Scramble

Rearrange the words below to form communication tips from Chapter 10.

**Shared Vision and Dispersed Leadership**
A. HOLD ACCOUNTABLE PEOPLE
B. PYRAMID INVERT THE
C. DECISION PUSH THE LOWEST TO MAKING POSSIBLE LEVEL
D. BY RELATIONSHIPS LISTENING BUILD
E. CELEBRATE REMEMBER SUCCESSES TO

**Building Great Teams**
A. VALUES TEACH CULTURE AND THE
B. HIRE ALWAYS CAREFULLY
C. INTERNAL RECRUIT CONTINUALLY TALENT

**Two-Way Communication and Social Media**
A. TO MESSAGES KEY LINK SERVICES
B. EDUCATIONAL INTERACTIVE AND BE
C. A INTEGRATE RANGE CHANNELS OF
D. PEOPLE DURING CRISIS UPDATE
E. WORRIED FORGET DON’T WELL THE
F. RELATIONSHIPS MAINTAIN
G. MEDIA A DEVELOP SOCIAL POLICY

**Service Excellence**
A. TRUTH AND MOMENTS CREATE OF RECOGNIZE
B. MINDS THEIR BLOW
C. AND HONOR STORIES HEROES TELL
D. A FAILURES SERVICE USE SRINGBOARD AS