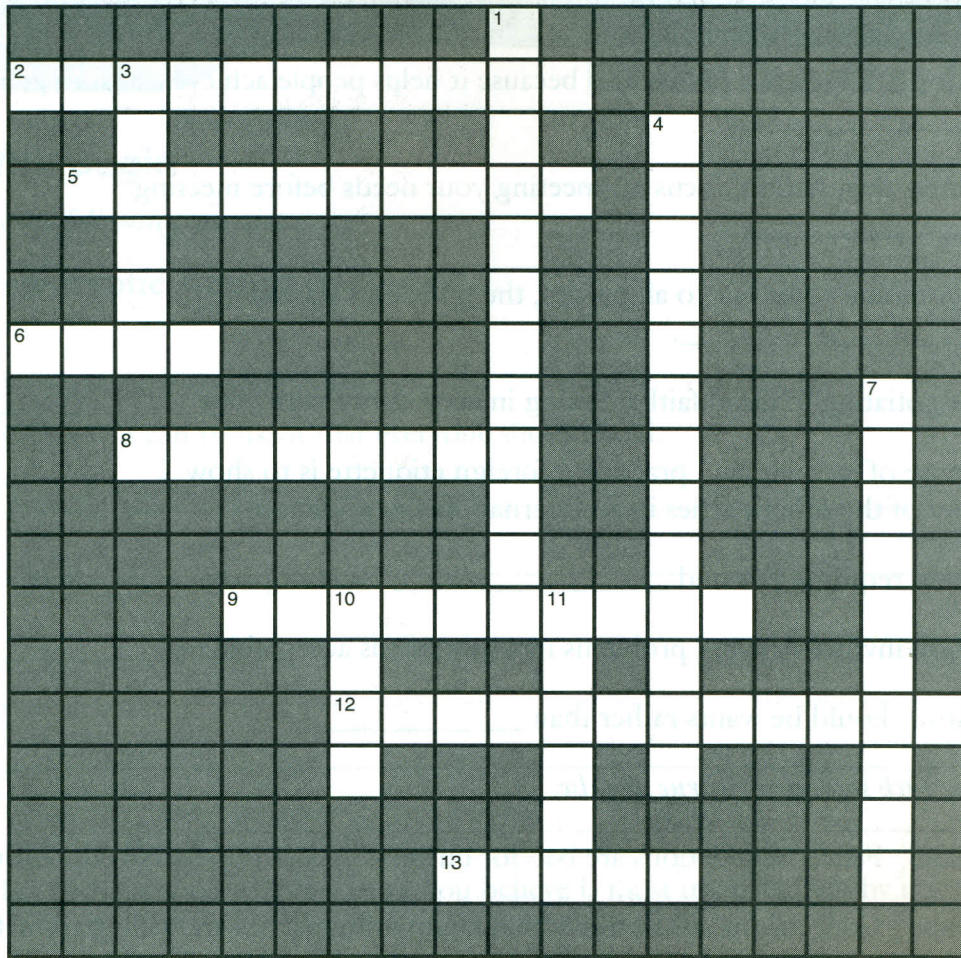


# Crossword



STUDY GUIDE 4.2

Use the clues below to solve the puzzle, which contains many vocabulary terms from Section 4.2.

**Across**

- 2. Process in which people use communication to reach an agreement or solve a problem
- 5. Agreement arrived at when everyone gives up something but gets something in return
- 6. Type of nonverbal language that can show if one is open to discussion
- 8. The role of this in public life can affect business negotiations

- 9. What you're willing to give up when working to reach an agreement
- 12. Beliefs you have about your future
- 13. Quality or way of doing something that you believe is important and worthwhile

common \_\_\_\_\_ to agree on

- 4. \_\_\_\_\_ negotiations involve people from different countries
- 7. \_\_\_\_\_ in good faith means parties resolve their differences to come to an agreement

**Down**

- 1. A negotiation can have short-term and long-term \_\_\_\_\_
- 3. In a negotiation, parties should look for

- 10. In a negotiation, you should focus on what you \_\_\_\_\_
- 11. Type of etiquette that considers customs, such as how to greet someone