

## HIDDEN Skills and Concepts

Locate the concepts hiding in the puzzle below.

T C O N T R O L L I N G S A  
A P T E S A R H P A R A P P  
R E P O R T C A R D A C O P  
B O D Y L A N G U A G E N R  
G W O R D S T O S L O O T E  
N G H A Y E V I T P A D A C  
I N U G S A F N R M I G N I  
R I M N A S I I E C S T E A  
U N A L P N U C A E D A O T  
T O N C O R E R R N L P U E  
R S I S P Y S O E N T M S O  
U A R E A P A S S I V E T P  
N E M P A T H L M R I F F A  
R R E I G E N O T E C I O V  
N T A R P S T U D Y W O W T

Controlling	Nurturing	Adaptive
Spontaneous	Paraphrase	Defiant
Reasoning	Appreciate	Passive
Loyalty	PMCE	Report Card
Assure	Affirm	Tarp Study
Body Language	Voice Tone	Words
Core	Human	Tools

### Useless Facts....

☺ The blue whale is maintained by its blubber and can go up to half a year without eating.

## Answer Key Fun with Trivial

☺ How much time does the average person spend looking for something they have lost in a lifetime? One year

☺ What was the original flavor of life savers? Mint Flavor

### Scrambled Skills! Locate your Caring Responses...

♥ sauisrng Assuring

♥ arpcitpeae Appreciate

♥ pasraphrnaig Paraphrasing

♥ ainfrigm Affirming

♥ psiasve ilentsing Passive Listening

♥ ianocwedklge Acknowledge

♥ topsvei sloce Positive Close

♥ greaenmt rsoepnses Agreement Responses

♥ You can touch on the human level before business by using your *Caring Responses* during your customer interactions.