

Date: _____

[illegible]

4. An essential non-verbal communication technique, most commonly used with hands
8. The model on which the effectiveness of methods of communication is judged, developed by Richard Draht and Robert Lengel
9. A communication channel, that starts at a high level within the business and stems downward to lower levels
10. Inappropriate business communication can also be known as...
11. A barrier to effective communication, under the language 'category', starts with J....

1. Communication that occurs between people/employees of the same standing or level
2. Percentage of non-verbal communication that makes up total communication
3. An essential part of the communication process, outside the sender, receiver and message
5. First step in the POLC managerial role process
6. A common method of communication that most people use everyday, includes written communication
7. The most common reason for communicating, providing ...