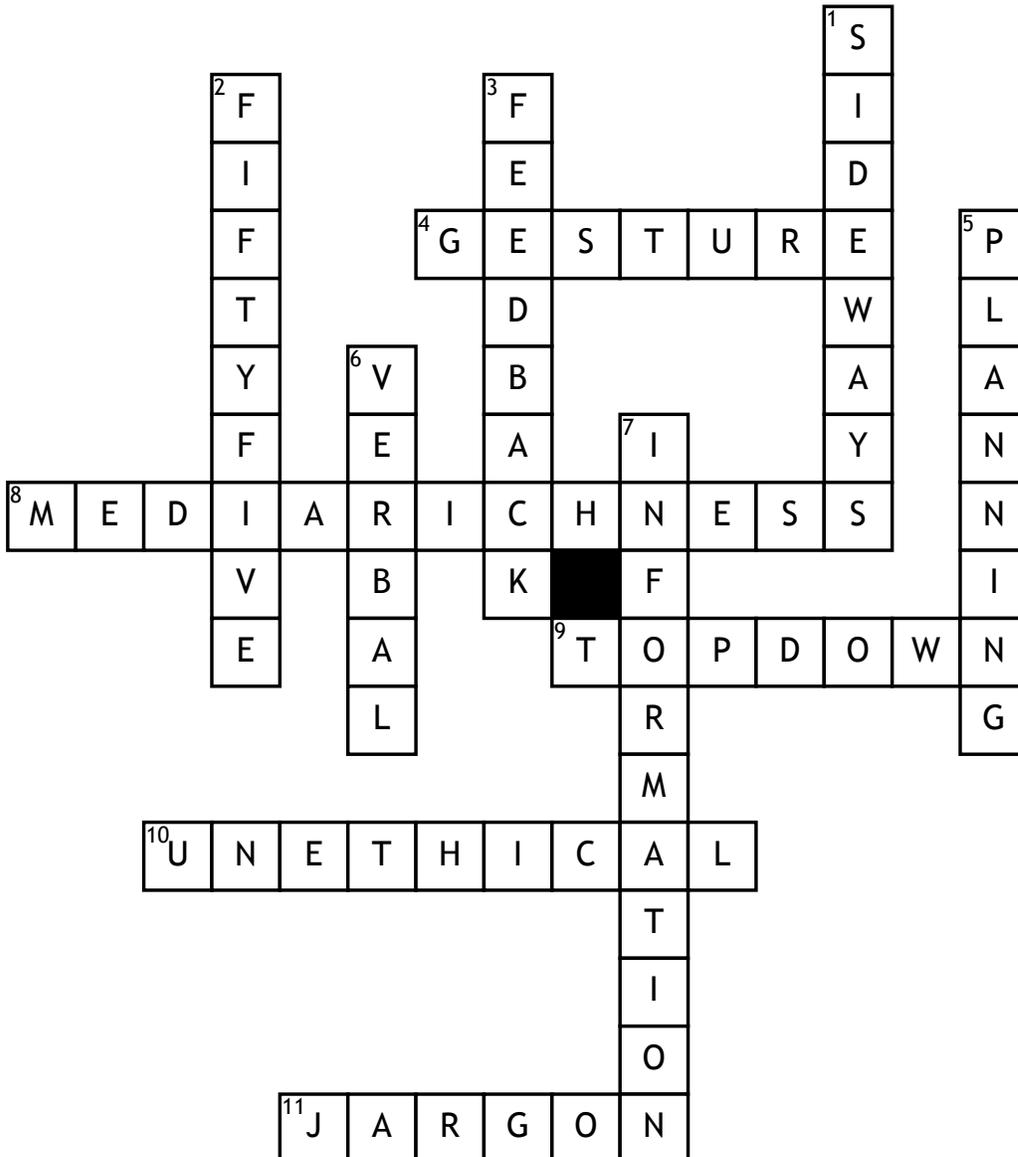


# Business Communication



**Across**

- 4. An essential non-verbal communication technique, most commonly used with hands
- 8. The model on which the effective of methods of communication is judged, developed by Richard Draft 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....

**Down**

- 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 ...