

Name: _____

Date: _____

Business Communication

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

Effective Communication

Chain of Command

Communication

Listening

Response

E-mail

Communication Barriers

Relationships

Eye contact

Teamwork

Message

Verbal

Cultural Diversity

Interpersonal

Non Verbal

Receiver

Ethical

Sender