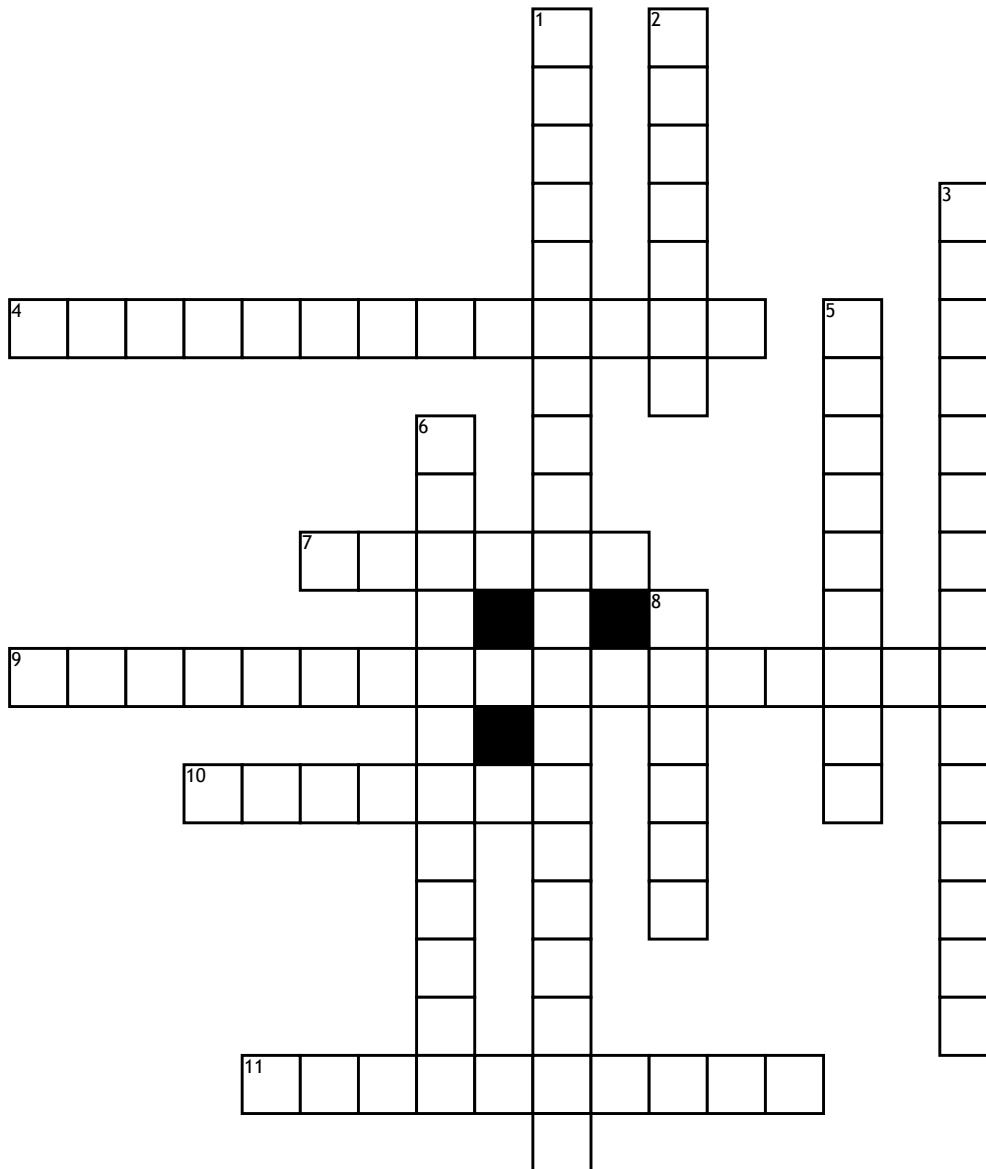


Name: \_\_\_\_\_

# Listening Skills



## Across

- 4. Means the same thing as assigning meeting
- 7. An active learning process
- 9. Questions that help determine who, what, why and how
- 10. The difference between two rates can be referred to as
- 11. Sending back verbal and non-verbal messages to message originator

## Down

- 1. What are the four characteristics of a good listener
- 2. First phase of the listening process
- 3. 24 hour physiological cycle
- 5. A listener focuses attention on specific sound or message being received
- 6. The difference between two rates can be referred to as
- 8. The ability to gain, store, retain, and recall information in the brain for a later application