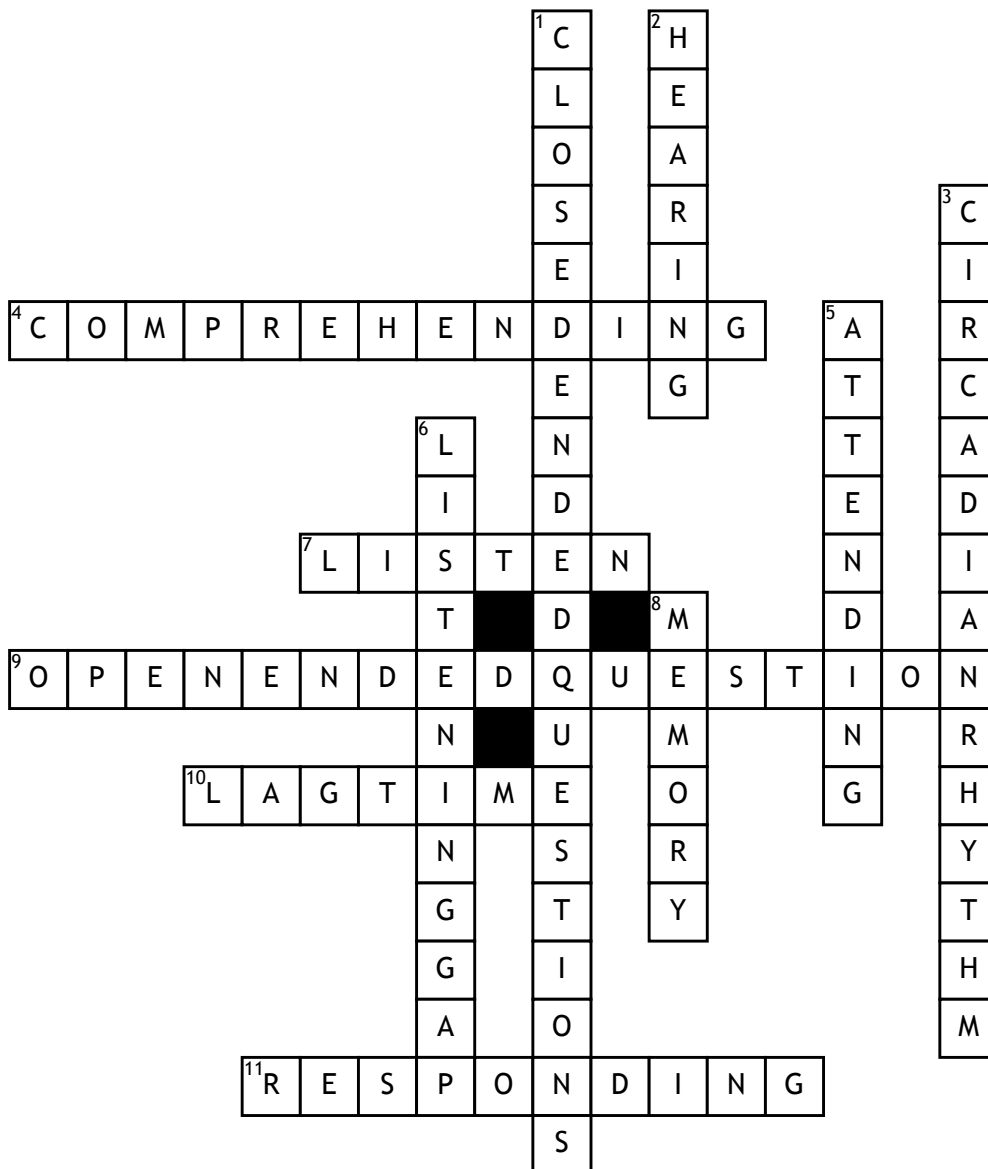


Name: _____

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