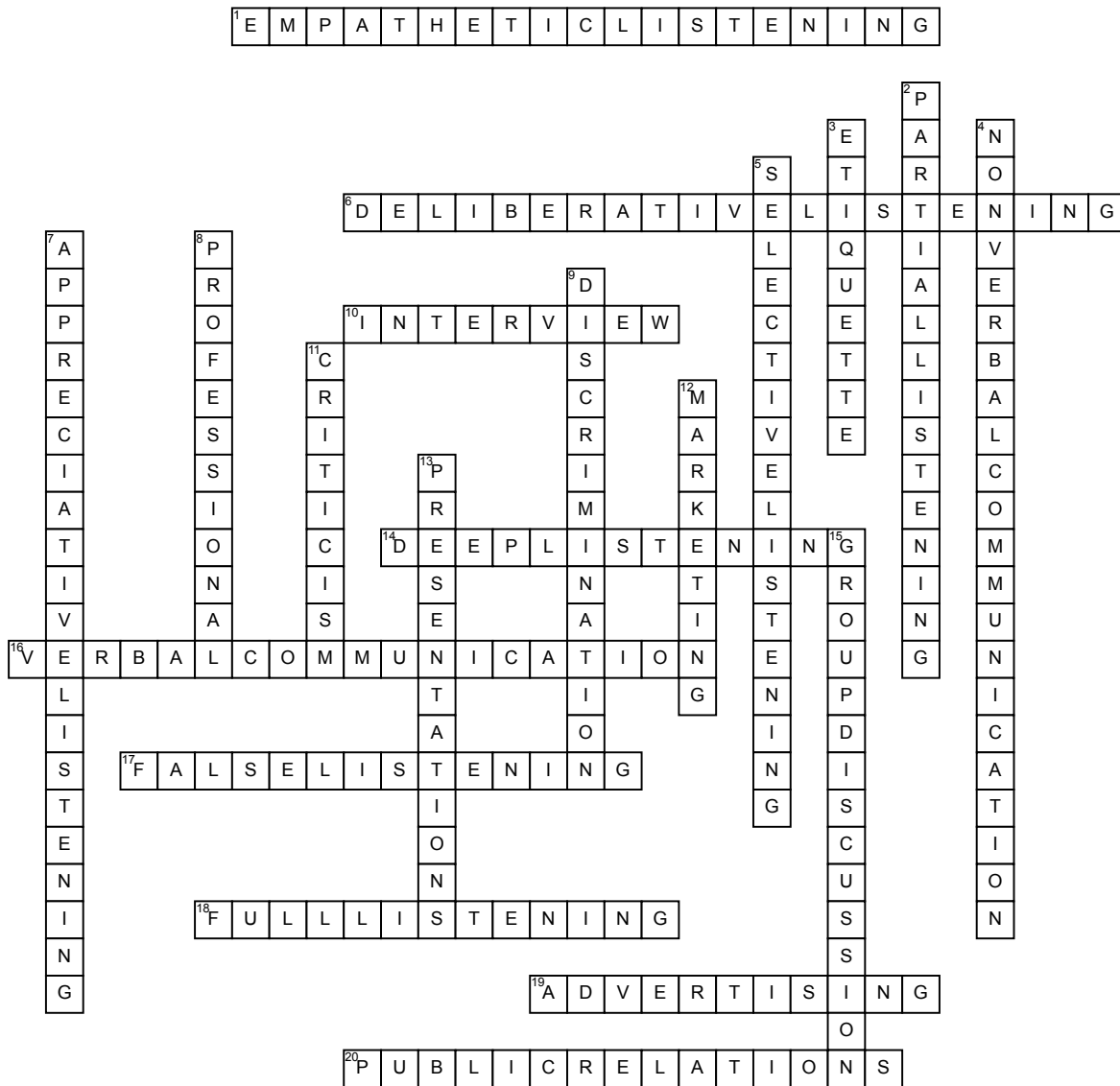


Introduction to Professional Communication



Across

1. used to enhance, participate and understanding a relationship
6. the receiver hears only the content and not the feeling of the message
10. is a formal meeting where a person is asked to communicate skills, experiences and interests
14. truly understanding a message when the mind is quiet and free of distractions
16. act of expressing thoughts through words
17. when the receiver pretends to listen but is thinking of other occurrences
18. paying close attention to what is being said in order to fully understand the message

19. a paid communication which attempts to influence opinion

20. establishing and maintaining a relationship between an organization and the public

Down

2. listening to another person with the best intent but then becoming distracted
3. generally accepted behaviors or manners required in social relations, a profession or in life
4. postures, facial gestures and expressions sometimes done unintentionally
5. receiver is physically hearing the words, but choosing not to acknowledge the words
7. listening for pleasure or recreation

8. a courteous, conscientious and generally businesslike manner in the workplace

9. unfair treatment of people on the basis of characteristics

11. act of analyzing, evaluating or judging

12. process of planning, pricing, promoting, selling and distributing goods or services which help to satisfy a market's needs and wants

13. ways to communicate and present ideas and information to an audience for a specific purpose

15. gathering of people to exchange information, ideas and suggestions on a specific subject