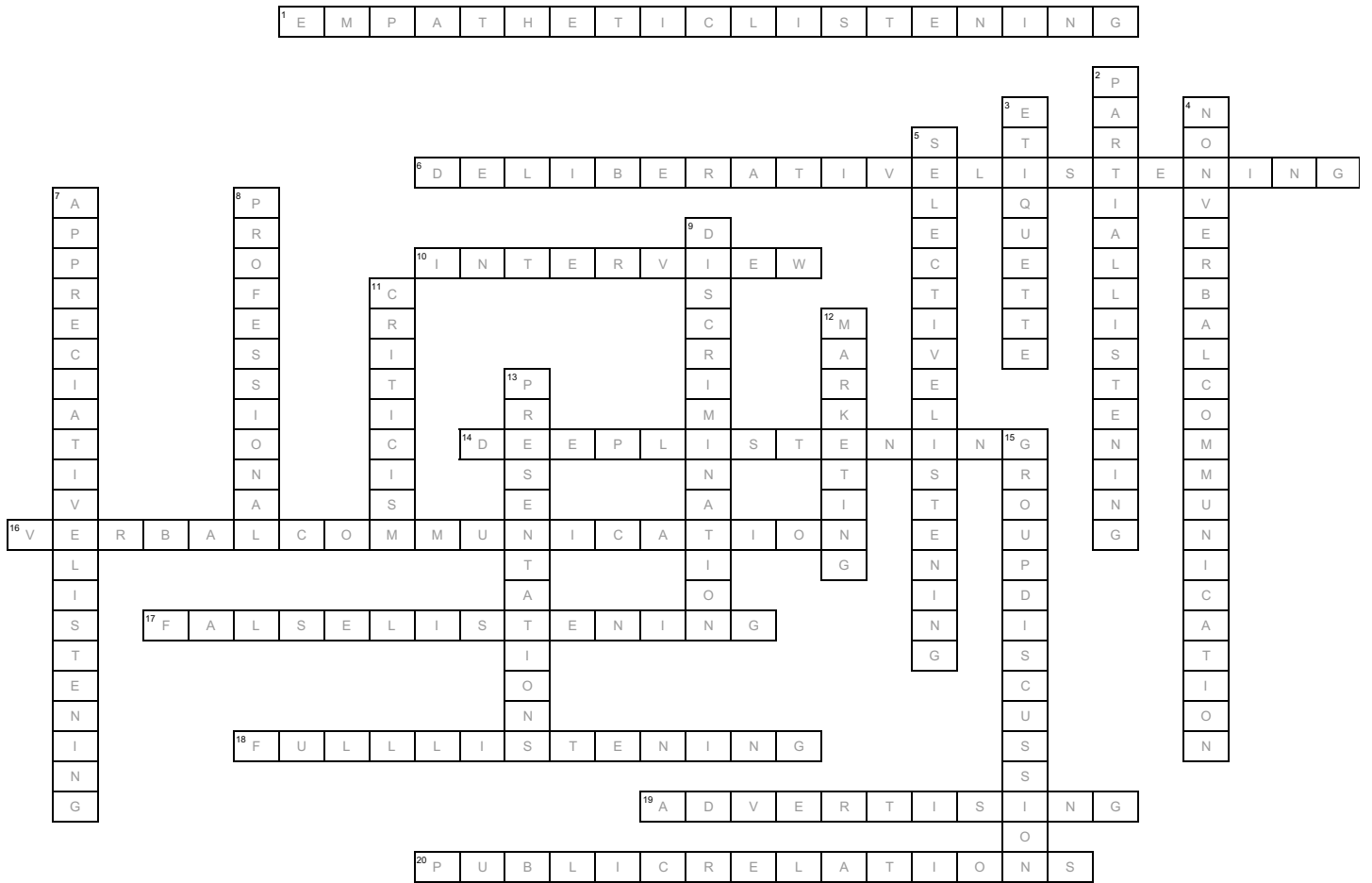


Introduction to Professional Communication



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 or in life 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
- 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 t