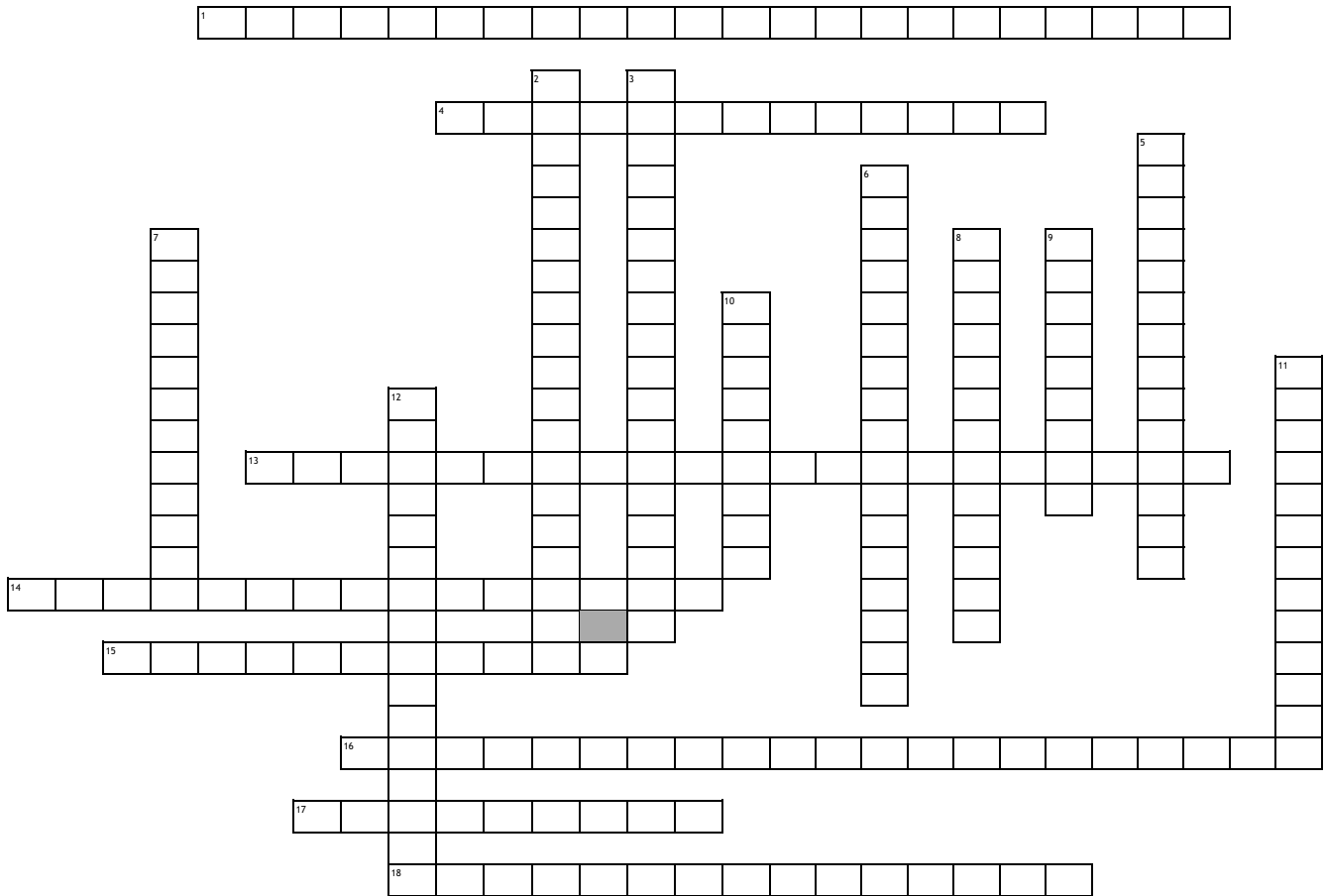


# professional communication



**Across**

- 1. postures, facial gestures and expressions sometimes done unintentionally
- 4. ways to communicate and present ideas and information to an audience for a specific purpose
- 13. listening for pleasure or recreation
- 14. establishing and maintaining a relationship between an organization and the public
- 15. a paid communication which attempts to influence opinion
- 16. the receiver hears only the content and not the feeling of the message
- 17. act of analyzing, evaluating or judging
- 18. gathering of people to exchange information, ideas and suggestions on a specific subject

**Down**

- 2. act of expressing thoughts through words
- 3. receiver is physically hearing the words, but choosing not to acknowledge the words
- 5. when the receiver pretends to listen but is thinking of other occurrences
- 6. used to enhance, participate and understand a relationship
- 7. a courteous, conscientious and generally businesslike manner in the workplace
- 8. paying close attention to what is being said in order to fully understand the message
- 9. process of planning, pricing, promoting, selling and distributing goods or services which help to satisfy a market's needs and wants
- 10. is a formal meeting where a person is asked to communicate skills, experiences and interests
- 11. truly understanding a message when the mind is quiet and free of distractions
- 12. listening to another person with the best of intent but then becoming distracted

**Word Bank**

- |                  |                      |                        |                         |
|------------------|----------------------|------------------------|-------------------------|
| false listening  | presentations        | deliberative listening | selective listening     |
| interview        | criticism            | advertising            | partial listening       |
| marketing        | deep listening       | full listening         | appreciative listening  |
| public relations | verbal communication | empathic listening     | nonverbal communication |
| group discussion | professional         |                        |                         |