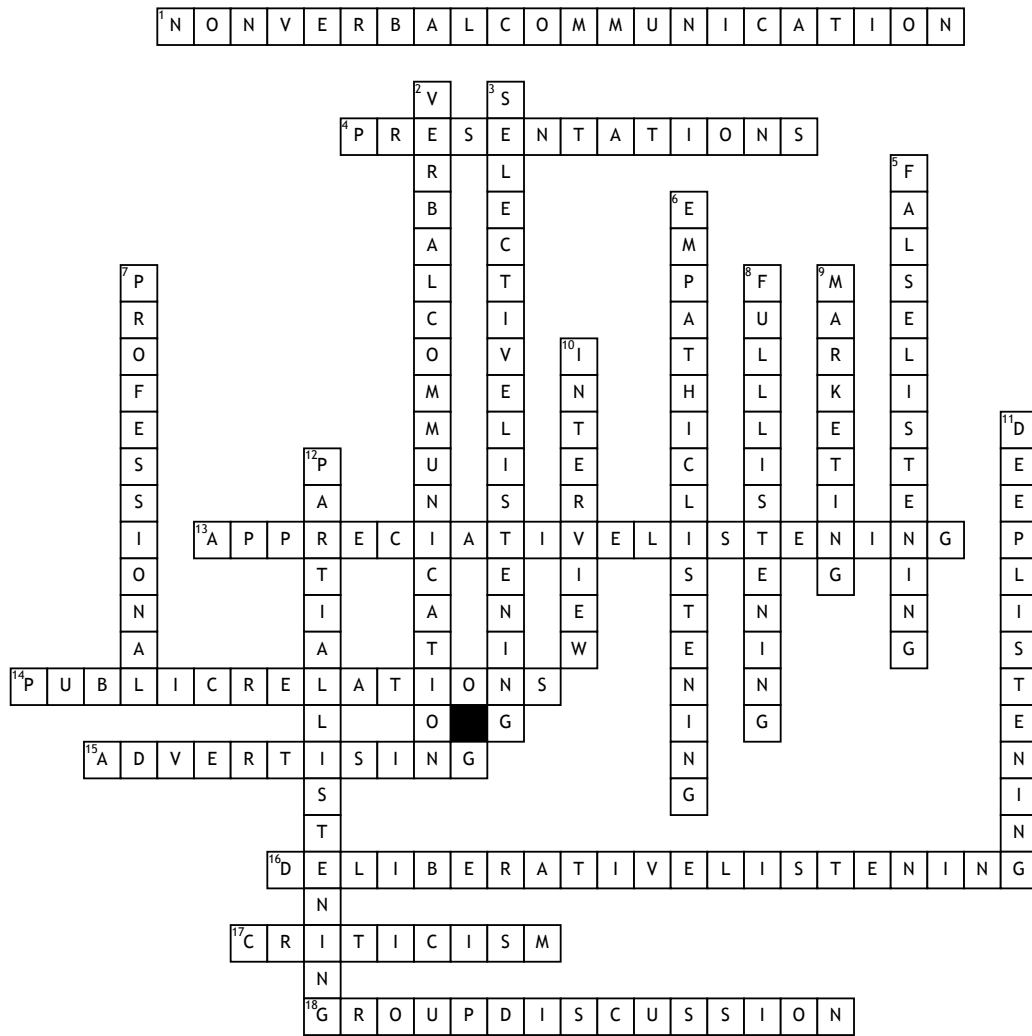


Name: \_\_\_\_\_ Date: \_\_\_\_\_

# 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

criticism  
advertising  
full listening  
appreciative listening  
public relations

false listening  
deep listening  
marketing  
empathic listening  
nonverbal communication

verbal communication  
group discussion  
partial listening  
interview

professional  
selective listening  
presentations  
deliberative listening