

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

# Professional Communication

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|---|----------------------------|
| 1. a courteous, conscientious and generally businesslike manner in the workplace N  | A. marketing               |
| 2. establishing and maintaining a relationship between an organization and the public O   | B. interview               |
| 3. a paid communication which attempts to influence opinion J   | C. partial listening       |
| 4. process of planning, procing, promoting, selling and distributing goods or services which help to satisfy a market's needs and wants A | D. group discussion        |
| 5. the receiver hears only the content and not the feeling of the message I   | E. selective listening     |
| 6. listening for pleasure of recreation M   | F. empathic listening      |
| 7. used to enhance, participate and understand a relationship F   | G. nonverbal communication |
| 8. when the reciever pretends to listen but is thinking of other occurrences H  | H. false listening         |
| 9. reciever is physically hearing the words, but choosing not to acknowledge the words E  | I. deliberative listening  |
| 10. listening to another person with the best of intent but then becoming distracted C  | J. advertising             |
| 11. paying close attention to what is being said in order to fully understand the message P   | K. verbal communication    |
| 12. truly understanding a message when the mind is quiet and free of distractions L   | L. deep listening          |
| 13. is a formal meeting where a person is asked to communicate skills experiences and interests B   | M. appreciative listening  |
| 14. act of expressing thoughts through words K  | N. professional            |
| 15. postures, facial gestures and expressions sometimes done uniterntionally G  | O. public relations        |
| 16. gathering of people to exchange information, ideas and suggestions on specific subject D  | P. full listening          |