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Business Communications CH. 11

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| **Across**  **2.** In-person communication is the richest communication \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  **5.** Employers most want employees who can prioritize their work, work in teams, and exhibit a positive attitude in addition to displaying good workplace manners and other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ skills.  **8.** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, good business etiquette, developed soft skills, social intelligence, polish, and civility are desirable work place behaviors that are complemented by a positive online presence.  **10.** These costs are saved by the use of virtual meetings but require the attention to communication technology.  **12.** When criticizing, plan your \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  **14.** Should be confronted by experienced meeting leaders to move meetings along.  **15.** Professionalism means having integrity and being \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. | **Down**  **1.** The 4 phases of team \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are forming, storming, norming, and performing.  **3.** Behaviors that include having contempt for others, wasting the team's time, and withdrawing.  **4.** Teams that are a collaboration among remote coworkers connecting with technology  **6.** This must be correct to excel in face-to-face conversations.  **7.** Practice smartphone etiquette by being \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.  **9.** Having this on the job and online can put you ahead of others who lack polish.  **11.** Teams are popular because the \_\_\_\_\_\_\_\_\_\_\_\_ to better decisions  **13.** This friendly mail greeting should be prepared and messages should be responded to promptly. |