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Introduction to Professional Communication

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| **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 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 or in life **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 |