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professional communication

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| **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 |

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