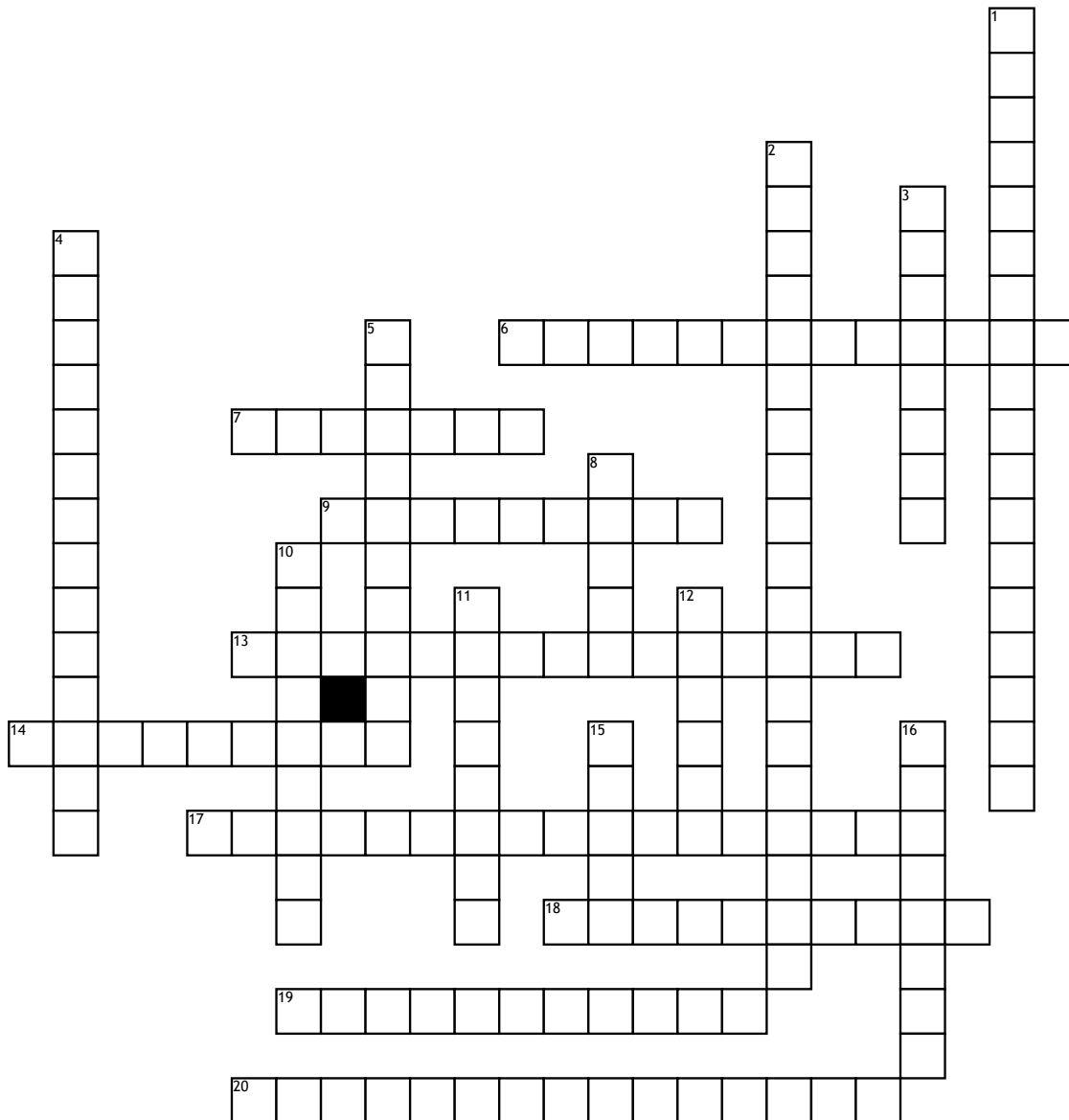


Name: \_\_\_\_\_

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

# Chapter 4



## Across

- 6. stage 2 of listening
- 7. sharing/ understanding
- 9. clarify additional details
- 13. thorough understanding and interaction
- 14. concerned with spoken messages
- 17. thinking logically and dispassionately
- 18. stage 5 of listening
- 19. stage 3 of listening

- 20. preserves speakers positive and negative face needs

## Down

- 1. verbal and nonverbal communication to let the speaker know youre listening
- 2. helps you enhance your relationships
- 3. on how the speaker would like their message viewed
- 4. on speakers verbal and nonverbal messages
- 5. stage 4 of listening

- 8. attention on central ideas

- 10. stage 1 of listening
- 11. speakers ideas in your own words
- 12. names and key concepts to yourself
- 15. relate new information with old
- 16. summarize what you hear