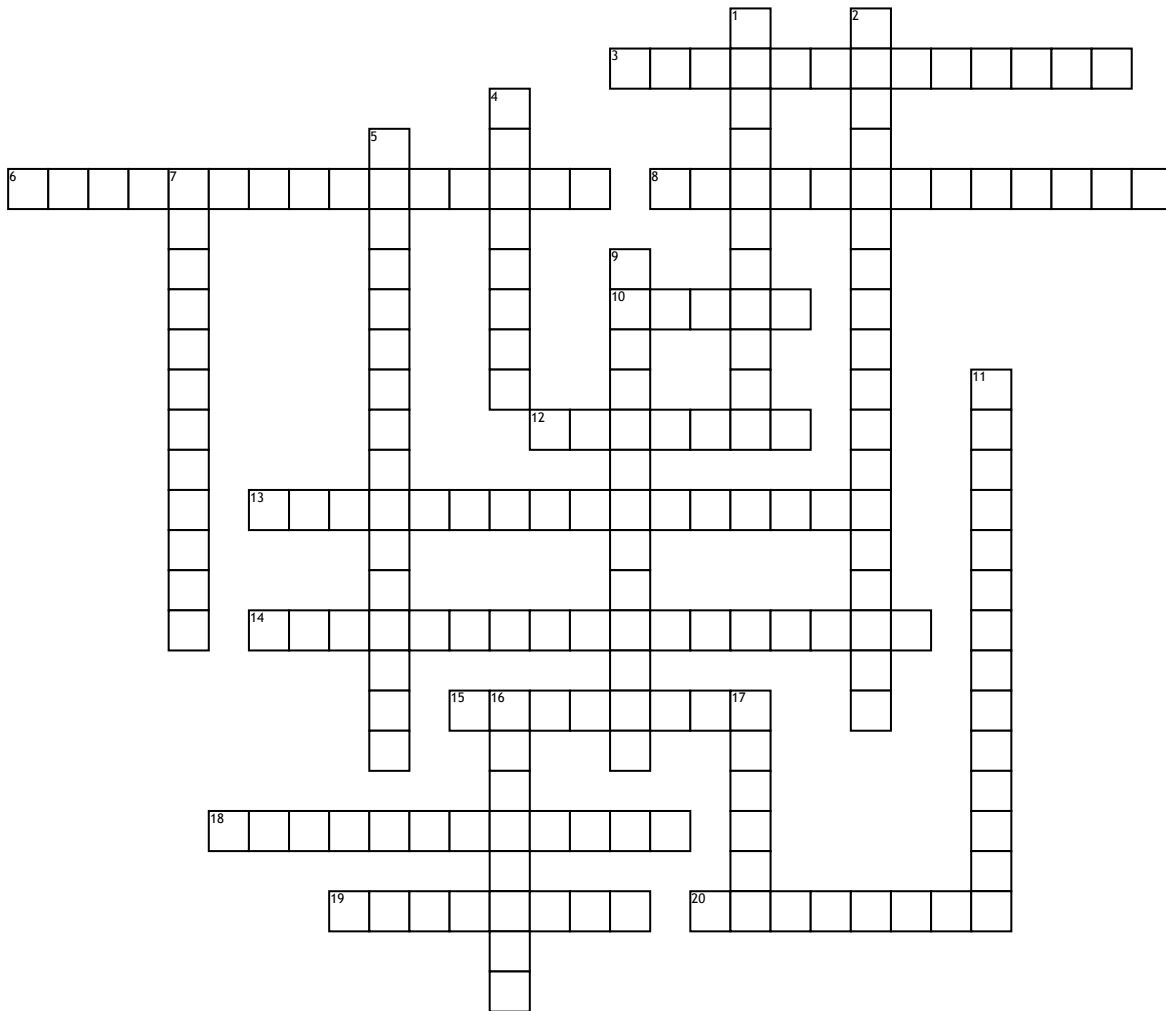


Chapter One



Across

- 3. Communication between two or few people
- 6. The tangible environment in which communication takes place
- 8. Created when the speaker and listener have different meaning systems
- 10. Anything that interferes with your receiving a message
- 12. The medium through which the message passes
- 13. Changes in your attitudes, beliefs, and emotions

14. Help you improve your communication in a wide range of forms

- 15. Signals transmitted from source to receiver
- 18. Computer-mediated communication that does not take place in real time
- 19. Listener
- 20. The act of receiving messages

Down

1. A message that refers to another message

- 2. Enable you to build friendships, work with colleagues, and interact with family
- 4. Messages sent back to the speaker reacting to what is said
- 5. Changes in your thinking
- 7. Communication that proceeds through questions and answers
- 9. Communication with oneself
- 11. Communication between speaker and audience
- 16. The act of producing messages
- 17. Speaker