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