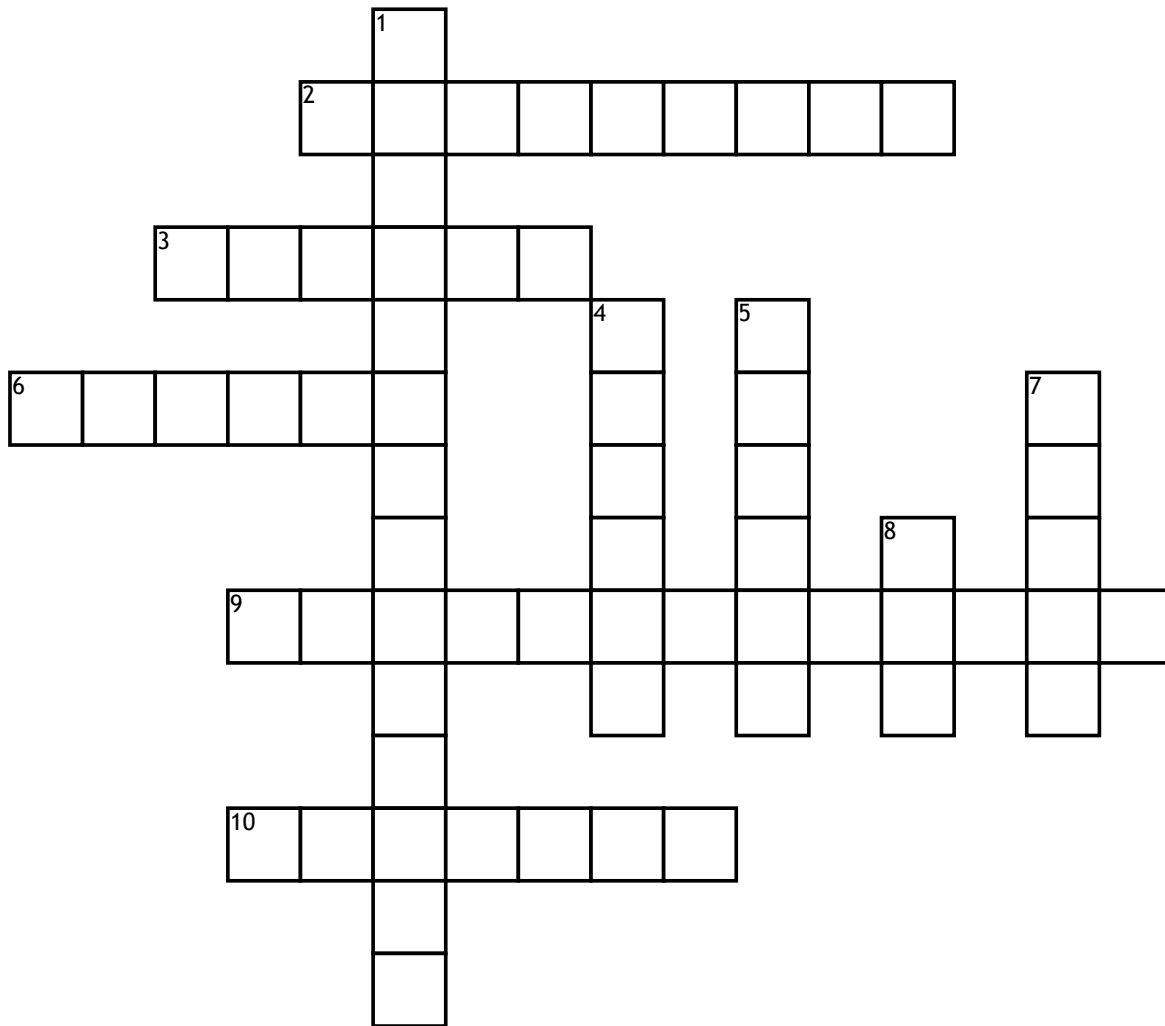


# Communicating with Employees



## Across

2. Body posture, facial expressions, and appearance are examples of \_\_\_\_\_ communication.
3. A learned state that affects behavior by moving an individual towards a goal is a \_\_\_\_\_.
6. Asking questions and paraphrasing are examples of \_\_\_\_\_ tactics.
9. The most effective interpersonal style of communication is \_\_\_\_\_.
10. When communicating change, \_\_\_\_\_ is the best policy.

## Down

1. This is used in professional conversation and is between 4 and 8 ft.
4. This defensive type of conversation aims to win and prove others wrong in the process.
5. \_\_\_\_\_ listening is "listening with a purpose."
7. Interpersonal communication is built on a foundation of \_\_\_\_\_, or the confidence in other employees that their intentions are good.
8. This level is considered a good listener because they are focused and involved in conversation.