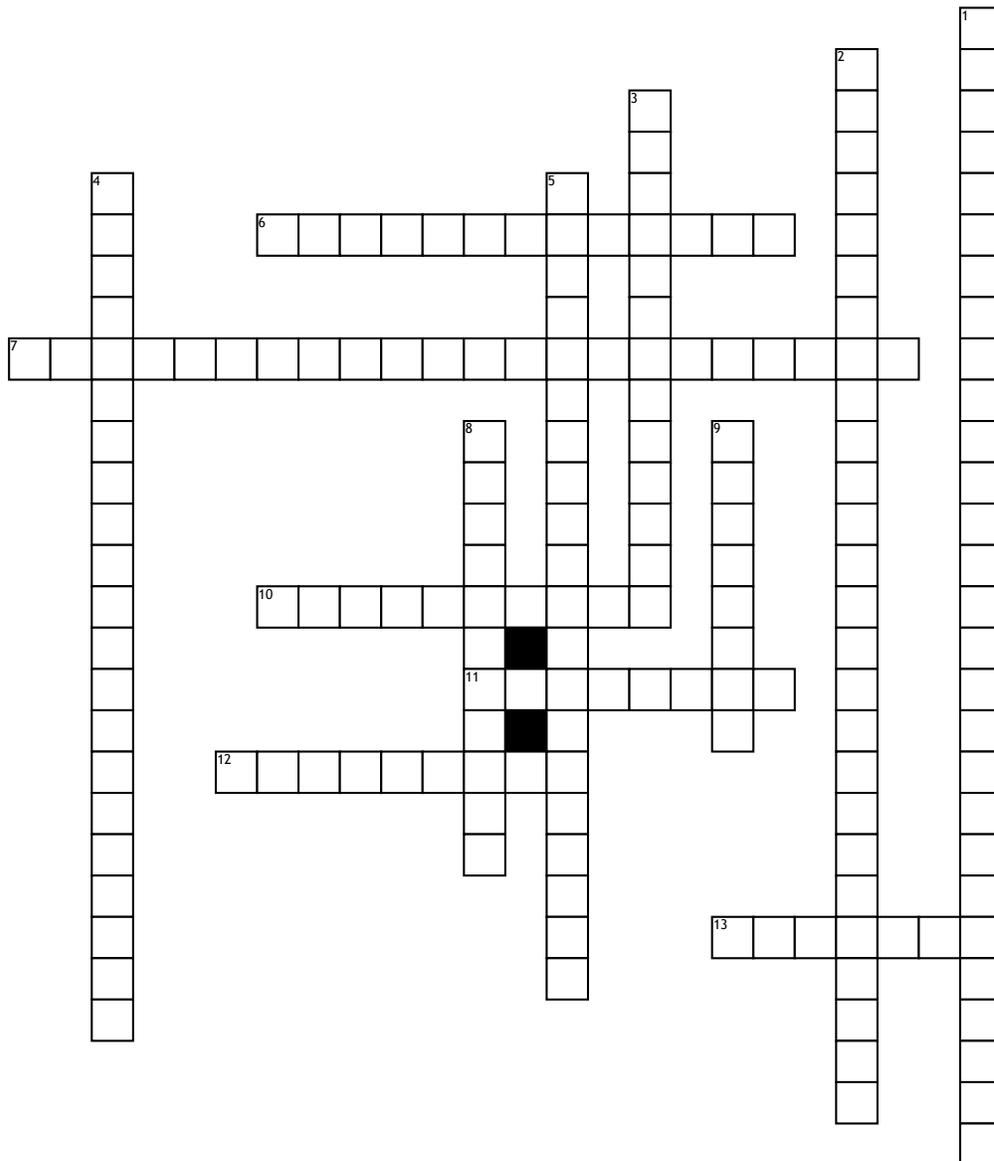


# Communication Business English



## Across

6. A group discussion technique used to generate as many ideas as possible to solve a problem.
7. Delivering messages by means other than speaking or writing.
10. How people consciously or unconsciously change messages.
11. A situation that develops when one person interferes with the achievement of another person's goal.

12. Informal communication system that develops among workers where messages travel quickly and are often subject to distortion.

13. Involves the shared values, beliefs, and behavior existing in an organization.

## Down

1. Consists of unofficial ways of sharing information in an organization.

2. Is composed of different levels of management with information flowing upward, downward, and across an organization.

3. What is the sharing of information which results in a high degree of understanding between the message sender and receiver?

4. A process a leader uses to involve all group members to solve a difficult problem that may create conflicts among members.

5. Refers to how information flows through a business.

8. What is anything that interferes with the sender's creating and delivering a message and the receiver's getting and interpreting a message?

9. What is receiver's response to a sender's message?