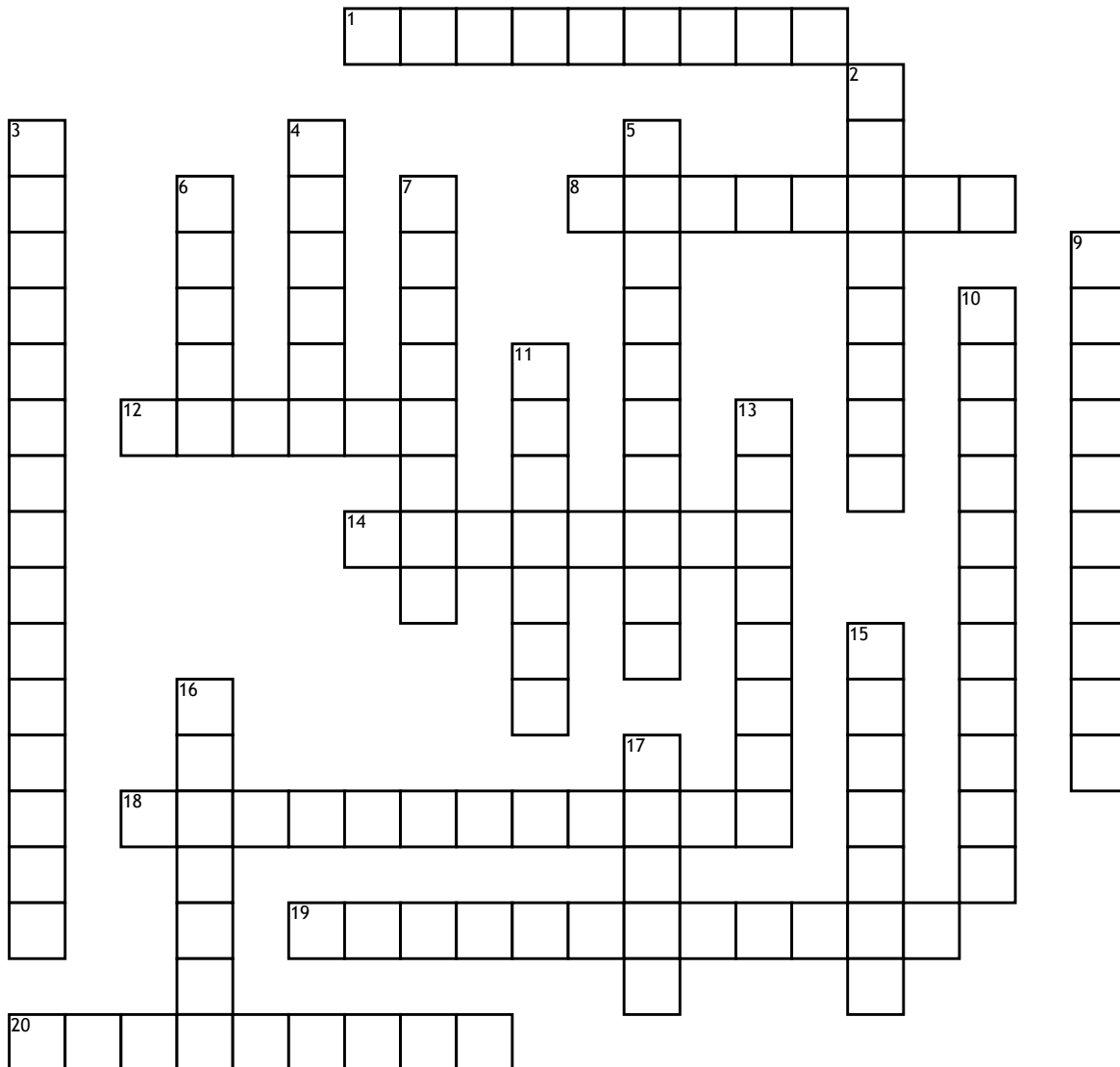


Name: _____

Date: _____

Communications Chapter 4 Crossword



Across

1. Is concerning with spoken messages.
8. The speaker's ideas in your own words.
12. Repetition of key names and concepts.
14. Summarizing the message in a easily retained form.
18. To clarify or to secure additional details or examples.
19. What to avoid when the speaker is speaking.
20. Focusing on the speaker's verbal and nonverbal messages

Down

2. The intake of the speakers knowledge and information.
3. They are designed to be supportive of the speaker's positive and negative faces.
4. New information to what you already know.
5. To little response says you aren't listening.
6. Relate new information with the old.
7. May signal discomfort and hence a lack of power.

9. To identify what is really important
10. Empowerment by the speaker.
11. Understanding what a person means and feels
13. Eye contact while talking or listening.
15. To help make others comfortable with you.
16. Comfortable that demonstrates attention.
17. Your attention on the central idea.