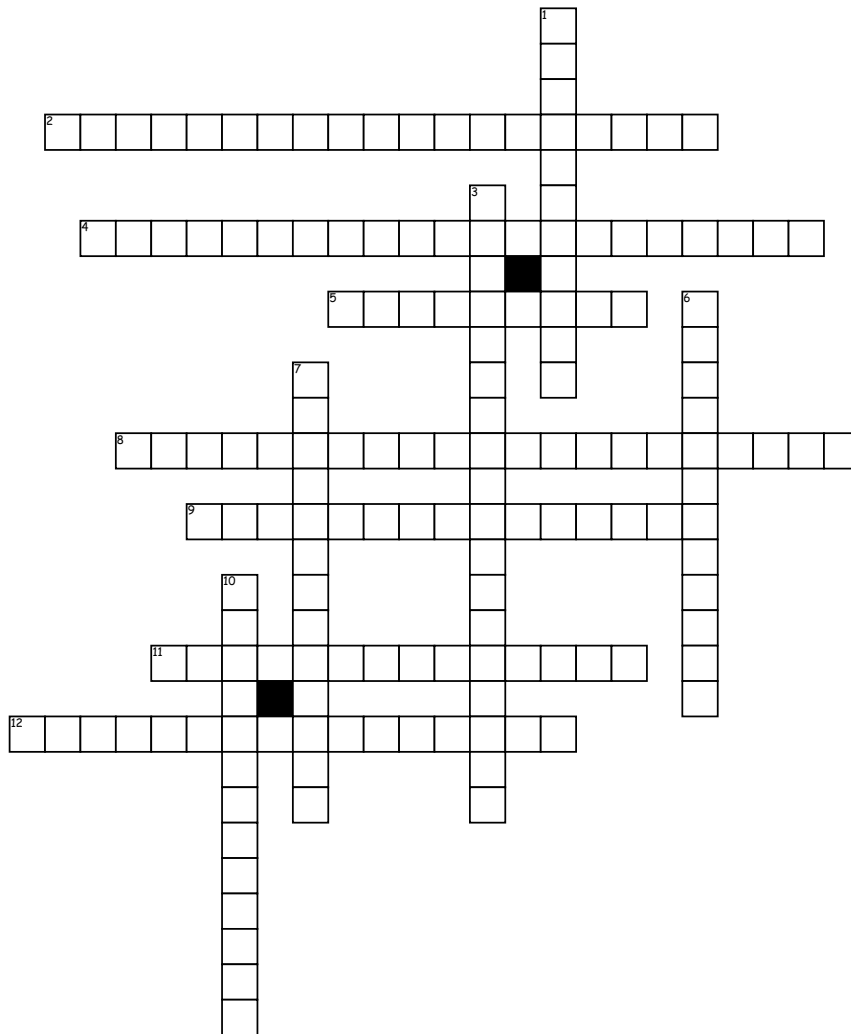


Name: _____

Date: _____

Professional Communication



Across

2. Used to enhance, participate and understand a relationship

4. Listening for pleasure or recreation

5. Process of planning, pricing, promoting, selling and distributing goods or services which help to satisfy a market's needs and wants

8. The receiver hears only the content and not the feeling of the message

9. Establishing and maintaining a relationship between an organization and the public

11. When the receiver pretends to listen but is thinking of other occurrences

12. Listening to another person with the best of intent but then becoming distracted

Down

1. A paid communication which attempts to influence opinion

3. Receiver is physically hearing the words, but choosing not to acknowledge the words

6. A courteous, conscientious and generally businesslike manner in the workplace

7. Truly understanding a message when the mind is quiet and free of distractions

10. Paying close attention to what is being said in order to fully understand the message

Word Bank

Empathetic Listening

Partial Listening

Full Listening

Marketing

Public Relations

Professional

Deliberative Listening

Advertising

Appreciative Listening

False Listening

Deep Listening

Selective Listening