

Name: _____ Date: _____

Professional Communication

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| 1. a courteous, conscientious and generally businesslike manner in the workplace | A. marketing |
| 2. establishing and maintaining a relationship between an organization and the public | B. interview |
| 3. a paid communication which attempts to influence opinion | C. partial listening |
| 4. process of planning, procuring, promoting, selling and distributing goods or services which help to satisfy a market's needs and wants | D. group discussion |
| 5. the receiver hears only the content and not the feeling of the message | E. selective listening |
| 6. listening for pleasure of recreation | F. empathic listening |
| 7. used to enhance, participate and understand a relationship | G. nonverbal communication |
| 8. when the receiver pretends to listen but is thinking of other occurrences | H. false listening |
| 9. receiver is physically hearing the words, but choosing not to acknowledge the words | I. deliberative listening |
| 10. listening to another person with the best of intent but then becoming distracted | J. advertising |
| 11. paying close attention to what is being said in order to fully understand the message | K. verbal communication |
| 12. truly understanding a message when the mind is quiet and free of distractions | L. deep listening |
| 13. is a formal meeting where a person is asked to communicate skills experiences and interests | M. appreciative listening |
| 14. act of expressing thoughts through words | N. professional |
| 15. postures, facial gestures and expressions sometimes done unintentionally | O. public relations |
| 16. gathering of people to exchange information, ideas and suggestions on specific subject | P. full listening |