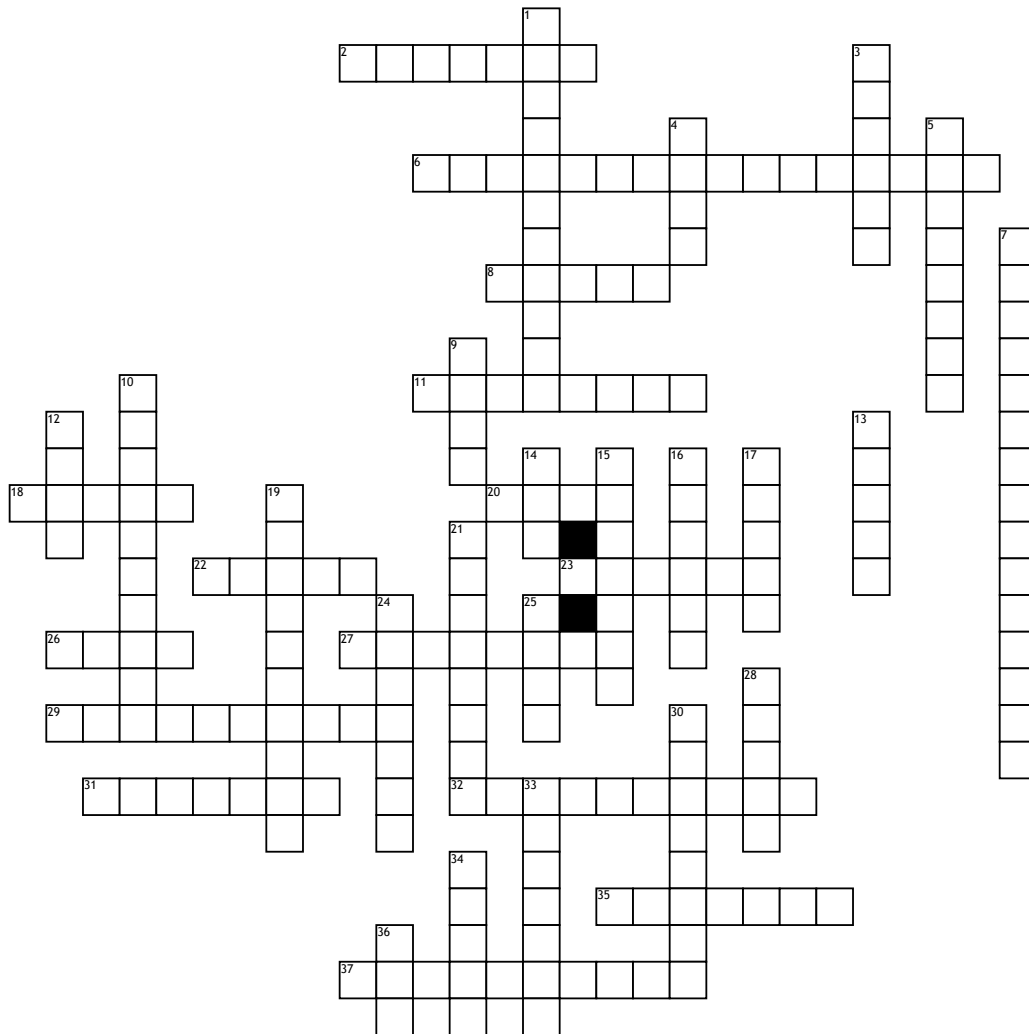


Name: _____

Date: _____

Puzzle Legend



Across

2. The Biggest _____ to communications is the assumption that it happened
 6. Avoid using _____ because they probably not true
 8. Listening is _____ percent of the communication process
 11. The purpose of a consonant is to _____ the vowels
 18. HVAC reps should ask questions when they are uncertain of their _____
 20. When customers yell, don't _____ it personally
 22. Your _____ can be easily misunderstood
 23. Consonants help to start and stop your _____
 26. The _____ of your voice says more than the content
 27. To minimize errors, purchase order details must be _____
 29. Never make the _____ that the listener understands you
 31. A person without facts is just a person with an _____
 32. Be an _____ listener
 35. Words will either satisfy or annoy our customers depending on their use and _____

37. Beware of similar sounding _____ on the phone

Down

1. Each person is _____ for his or her own behavior
 3. An HVAC rep's _____ to compliment a customer can result in editorializing.
 4. Customers _____ what they want to hear
 5. Non Verbal _____ speaks loudly
 7. Ignore distractions in your _____
 9. Empathy is the capacity to _____ the emotions of others
 10. Placebo service _____ do not work
 12. How you say something is just as important as _____ you say
 13. HVAC reps need to handle each customer individually so the customer will _____ their problem is a separate event
 14. Verbal junk includes words we _____ that add nothing meaningful
 15. During the first few _____ a customer forms a first impression

16. The Split Second Response yields a greater _____ of control

17. People want to work with someone they _____ not someone who will make promises they can not keep
 19. An HVAC company's service _____ is impacted by honesty
 21. Writing down the key facts helps to _____ confusion
 24. Our customers get inference and take _____ from how things are said
 25. Customers feel better when we _____ them time to work off some steam
 28. Being complacent by not wearing shoe covers can get to be a bad _____
 30. Employers should consider a new hire's _____ when mistakes arise
 33. About 20 _____ of what is communicated is content and about 80 percent is tone or variety of nonverbal behavior
 34. A Split Second Response starts with a _____
 36. It's not what you say, it's _____ you say it

Word Bank

Words	Pause	Intent	Percent	Take	Minimize	Intent
Hear	Consonants	Tone	Statements	Opinion	Trust	Give
Seconds	What	Behavior	Feelings	assumption	Verified	Say
Habit	Think	Perception	Empathetic	Seperate	Feel	Meaning
Context	Vowels	AbsoluteExtremes	facts	PeripheralVison	Responsible	Barrier
How	Fifty					