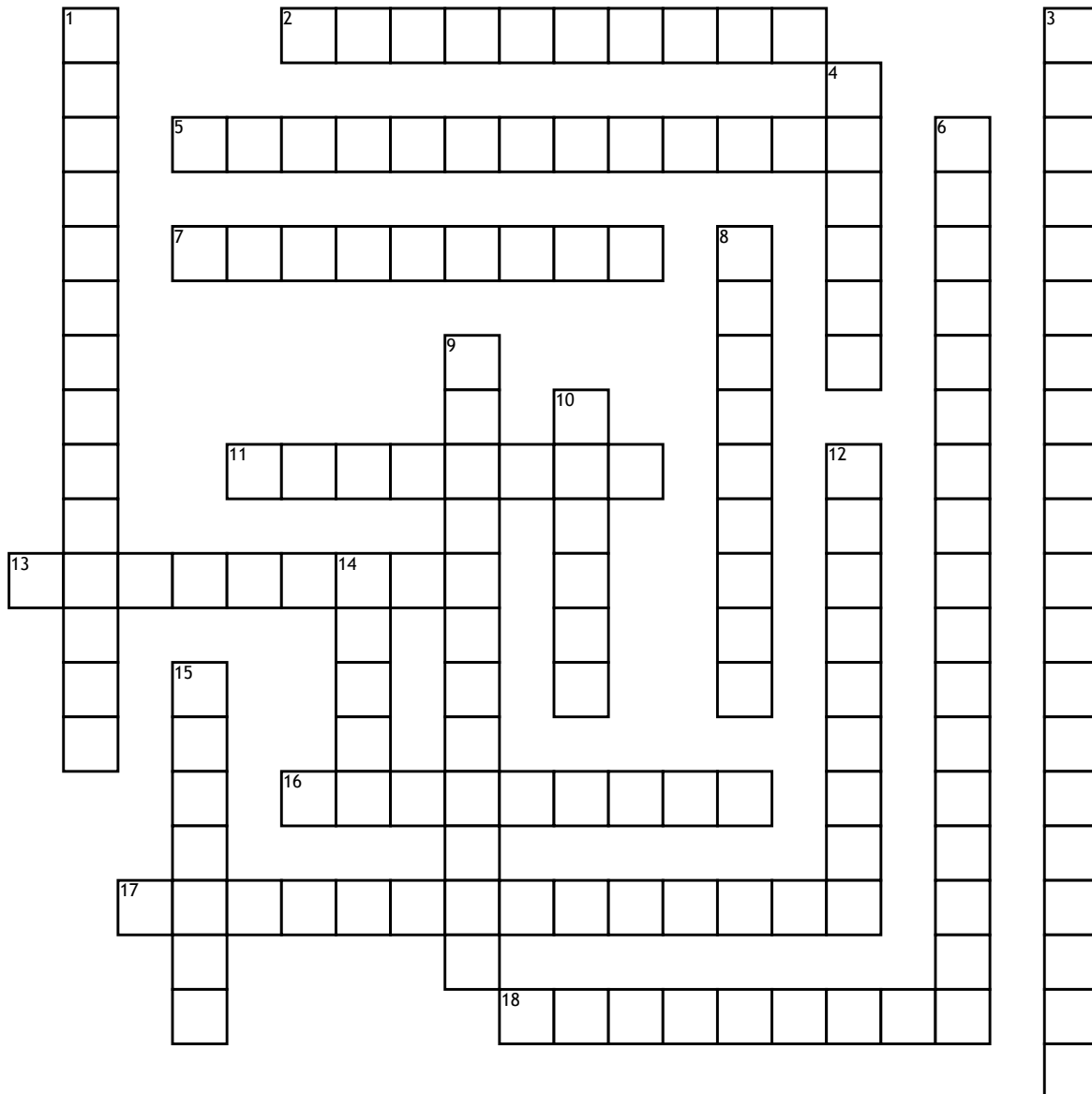


# Unit 1



## Across

2. To feel sympathy or compassion for

5. Group problem solving technique

7. pointing out faults

11. Anyone buying goods or services

13. Socially acceptable behavior

16. Having a courteous, conscientious, businesslike manner

17. Specific group at which something is aimed towards

18. Speak or state clearly

## Down

1. Polite behavior that shows respect for others

3. Any type of message that makes use of written word

4. List of items to be discussed

6. Way in which a sentence is arranged

8. Communication not using words

9. Having a courteous, conscientious, businesslike manner

10. Communication using words

12. Successful in producing a desired result

14. Set of facts or figures systematically displayed

15. Note similarity or dissimilarity between