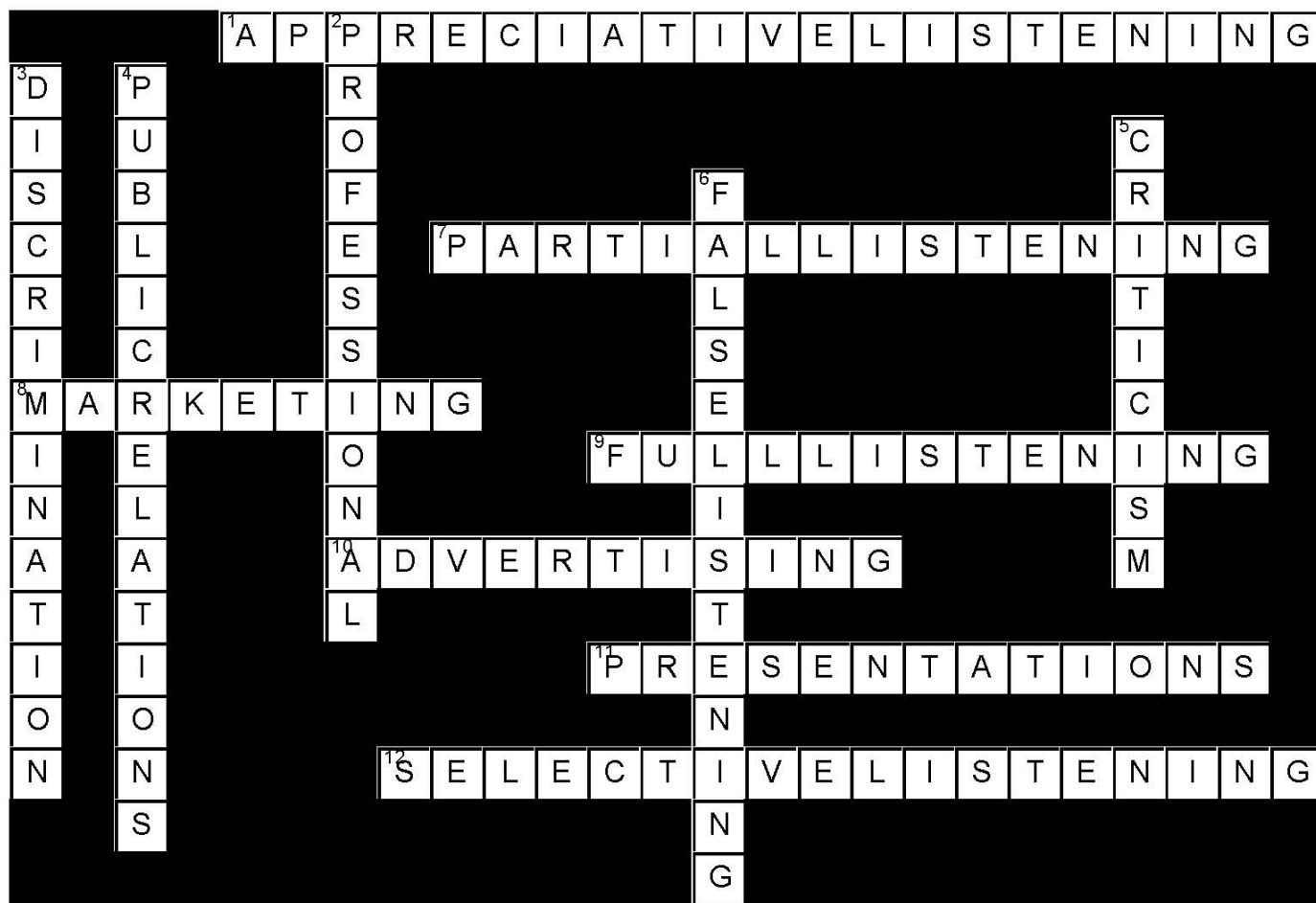


Introduction to Professional Communication



Across

1. Listening for pleasure or recreation [APPRECIATIVELISTENING]
7. Listening to another person with the best of intent but then becoming distracted [PARTIALLISTENING]
8. Selling or purchasing in a market [MARKETING]
9. Paying close attention to what is being said in order to fully understand the message [FULLLISTENING]
10. A paid communication that attempts to influence opinion [ADVERTISING]
11. Way to communicate and present ideas and information to an audience for a specific purpose [PRESENTATIONS]
12. Receiver is physically hearing the words, but choosing not to acknowledge the words [SELECTIVELISTENING]

Down

2. A courteous, conscientious and generally businesslike manner in the workplace [PROFESSIONAL]
3. Unfair treatment of people on the basis of characteristics [DISCRIMINATION]
4. Establishing and maintaining a relationship between an organization and the public [PUBLICRELATIONS]
5. Act of analyzing, evaluating or judging [CRITICISM]
6. When the receiver pretends to listen but is thinking of other occurrences [FALSELISTENING]