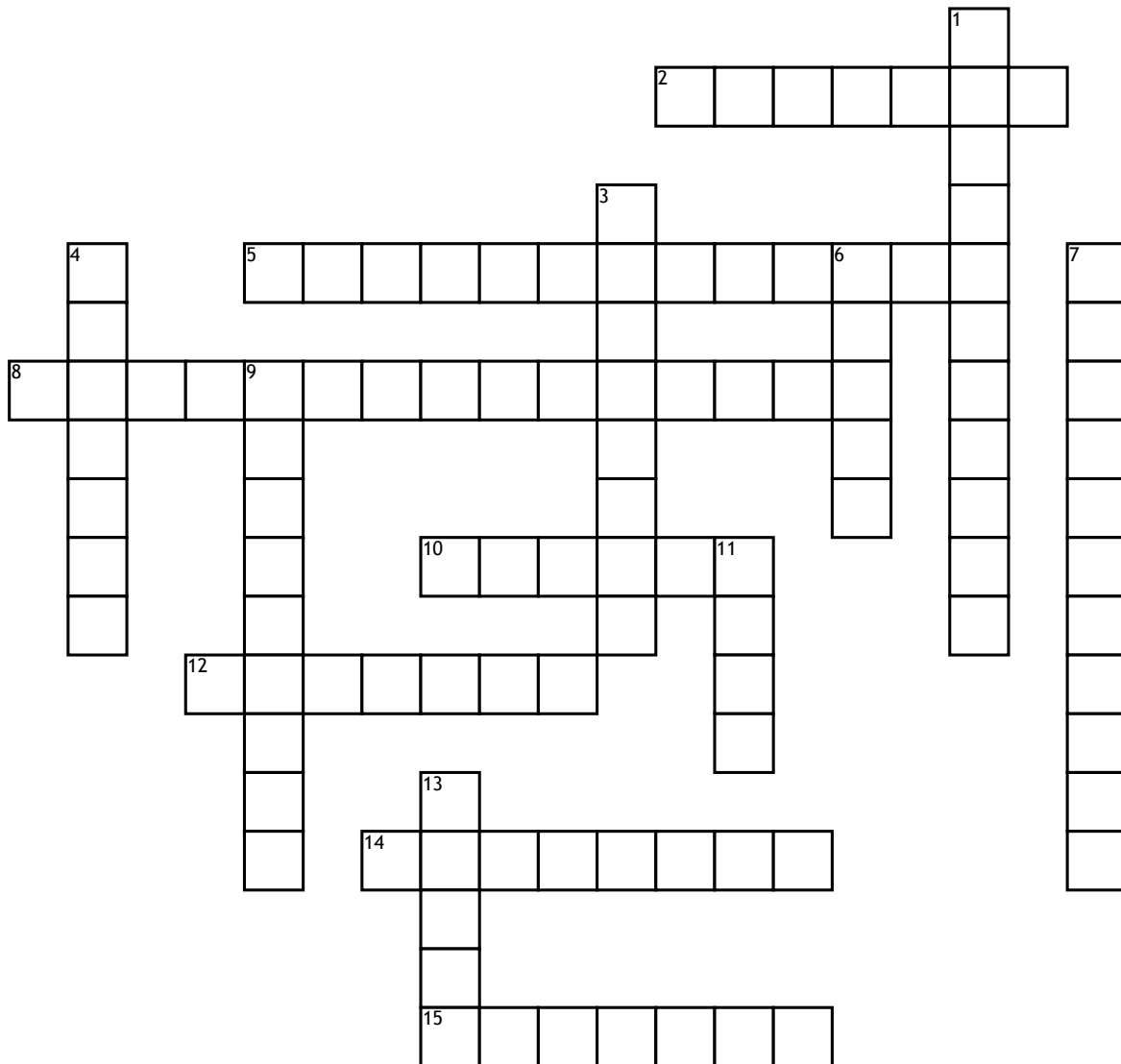


Business Communications CH. 11



Across

2. In-person communication is the richest communication _____.

5. Employers most want employees who can prioritize their work, work in teams, and exhibit a positive attitude in addition to displaying good workplace manners and other _____ skills.

8. _____, good business etiquette, developed soft skills, social intelligence, polish, and civility are desirable work place behaviors that are complemented by a positive online presence.

10. These costs are saved by the use of virtual meetings but require the attention to communication technology.

12. When criticizing, plan your _____.

14. Should be confronted by experienced meeting leaders to move meetings along.

15. Professionalism means having integrity and being _____.

Down

1. The 4 phases of team _____ are forming, storming, norming, and performing.

3. Behaviors that include having contempt for others, wasting the team's time, and withdrawing.

4. Teams that are a collaboration among remote coworkers connecting with technology

6. This must be correct to excel in face-to-face conversations.

7. Practice smartphone etiquette by being _____.

9. Having this on the job and online can put you ahead of others who lack polish.

11. Teams are popular because the _____ to better decisions

13. This friendly mail greeting should be prepared and messages should be responded to promptly.