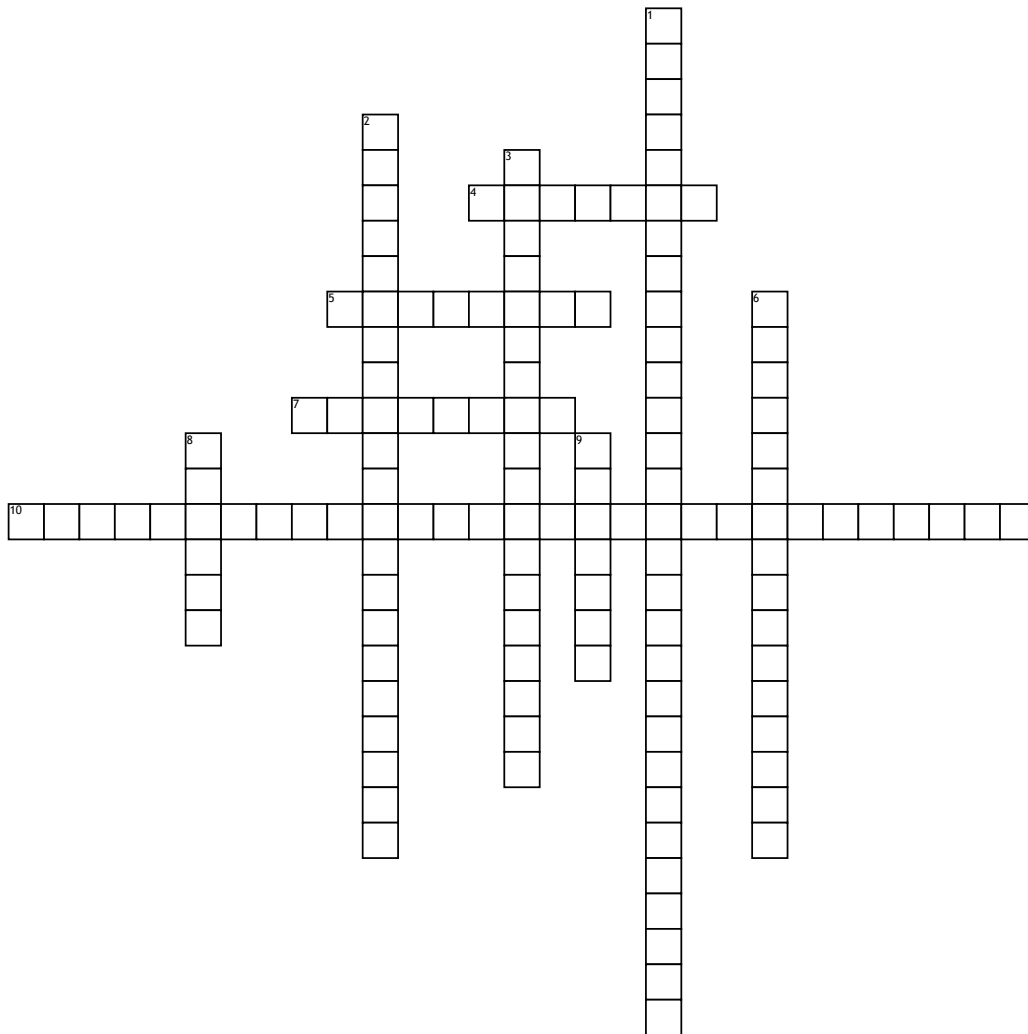


Ch. 1 Business Communications



Across

4. is the process of seeing and interpreting written words and symbols.
 5. is the response of a receiver to a message. Feedback can be nonverbal or it can be verbal.
 7. a person who hears, sees, or reads symbols and interprets a message.
 10. conditions outside the receiver and the sender that hinder communication. Poor lighting, heat or cold, humidity, uncomfortable seating, and noise are examples.

Down

1. conditions within a receiver or sender that hinder communication. People have different educational backgrounds, experiences, and biases that affect how they send and receive messages
 2. is sending and interpreting messages related to products, services, or activities of a company or an organization.
 3. refers to the physical and social setting in which a message is sent or received.
 6. are actions or conditions that express a meaning. Gestures, posture, facial expressions, color and lighting are examples of nonverbal symbols.
 8. is a person who creates and shares a message.
 9. the mode or form used to send a message.

Word Bank

Channel

Internal communication barriers

Receiver

Nonverbal Symbols

Business Communication

Sender

Reading

Feedback

Message environment

External communication barriers