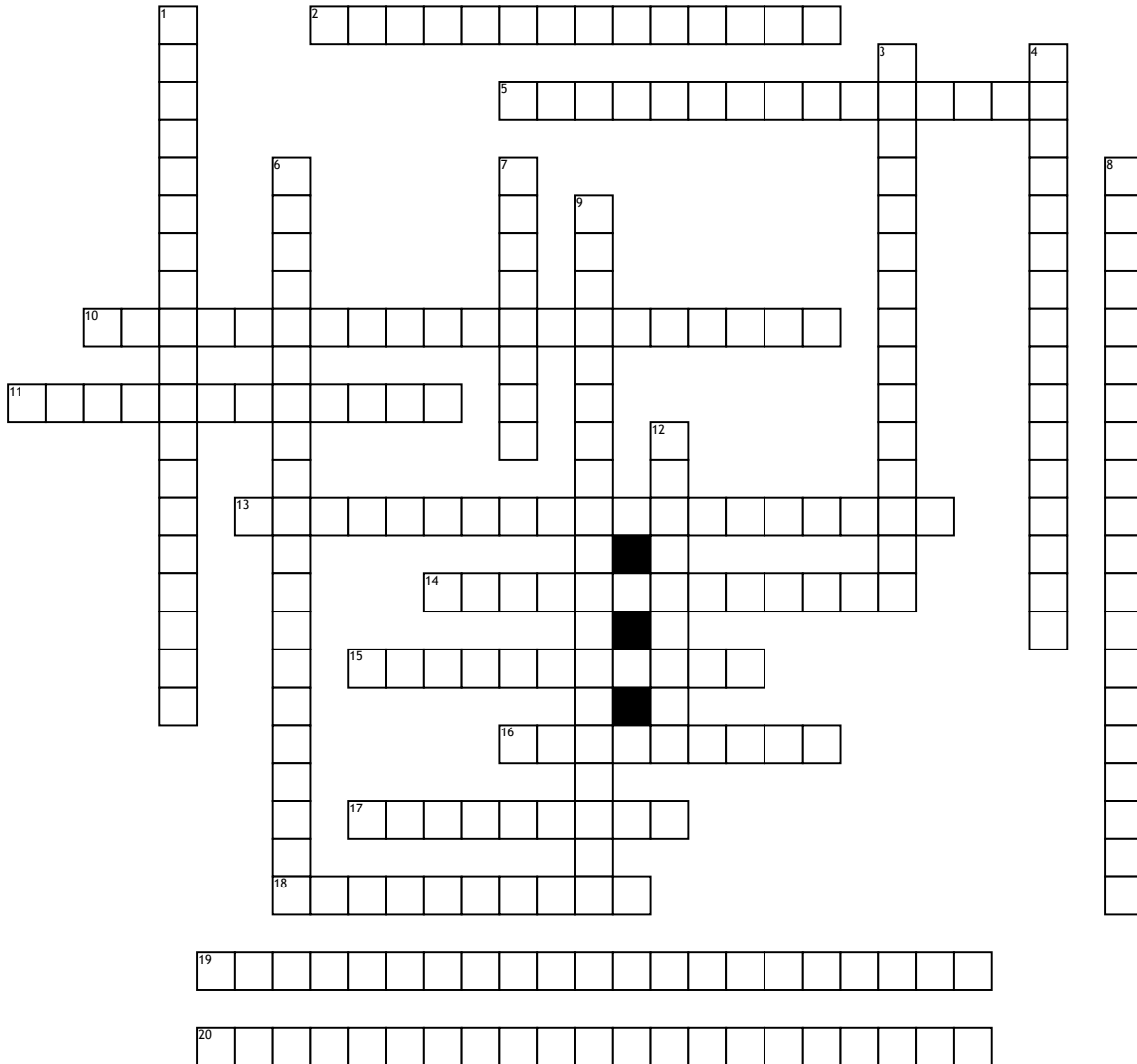


Chapter 12: Human Communication in the Workplace



Across

2. a principle that claims that in any hierarchical organization, employees will rise to their level of incompetence.
5. in organizational communication, a merging of employees values with those of the organization.
10. a form of workplace sexual harassment in which employment opportunities are made depending on the granting of sexual favors.
11. an organized group of people who work together to achieve compatible goals.
13. the communications that are sanctioned by the organization itself and deal with the workings of the organization.
14. Rules for ways of behaving that are specific to a given cultural group.

15. a communication strategy designed to persuade listeners, readers, or viewers to do something.
16. the informal lines through which messages in an organization may travel.
17. the process by which an experienced individual helps to train a less experienced person.
18. a broad process of enlisting the aid of other people to help you solve a problem or offer insights that bear on your problem.
19. messages sent from the higher levels to the lower levels of an organizational hierarchy.
20. organizational messages about just any topic germane to workers and the organization.

Down

1. a condition in which the amount of information is too great.
3. a communication strategy designed to convey info so as to establish positive relationships between a group and the public.
4. unsolicited and unwanted sexual messages.
6. the situation in which certain workers receive little or no information or when some people are excluded.
7. Assume your messages will be _____.
8. messages between equals in an organization.
9. messages sent from the lower levels of a hierarchy to the upper levels.
12. Treat grapevine information as _____.