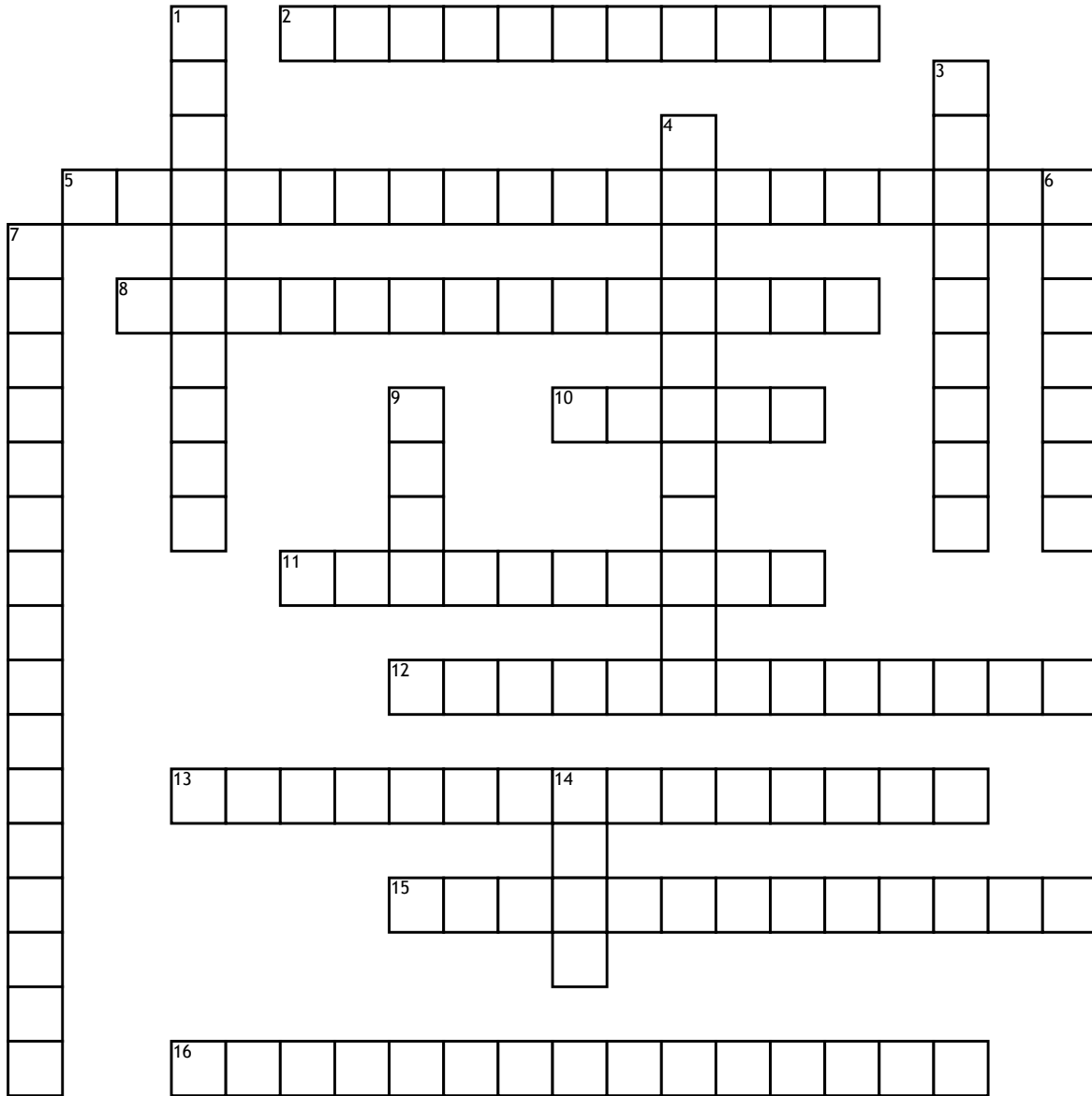


# Chapter 15-Communication



**Across**

- 2. How distinctly or clearly you speak
- 5. Listener only listens for certain things
- 8. A common form of written communication use by businesses
- 10. A convenient, inexpensive form of business communication that is instant
- 11. Outguessing the speaker
- 12. The way in which words are spoken

13. Becoming too eager to respond to the speaker

15. Sending information, ideas or feelings from one person to another

16. Usual form of language used by the majority of Americans

**Down**

- 1. Total of all the words you know
- 3. Leaving a message when no one answers the phone

4. Something that diverts your attention

6. Set of rules about correct speaking and writing

7. When the listener does not care what is going on or is just waiting to talk

9. A short, handwritten message

14. A written form of communication used within a business