

Name: _____

Date: _____

Chapter 4 Communication Skills

U G X B T X S J F X D S I Q O S P Z F E D K H U
A E V Z K N P S H P G L P E H L O Q Q E V F Q C
U N T F K L H N J P N U T K O U V X N U Y Q S F
Z J Z K Y Q Q O E F E G A U G N A L Y D O B W N
F N O I T A C I N U M M O C K M F X L N N Z G M
M K I I L T R S B U Z N D R Y S Q F D C W T P E
C P T I C E S S S N T H V E N P N V O M B W I S
P B G F S U E E K P V B I D A J S L R U G G H S
K O S L T V R R T U R Z A N B K P J S T B P M A
P U I E T C U P Z G U S F E X N F H Q A W M P G
F K L N D F T X O F G D U S E E Q Y G N E I H E
S L X N O P S E F L L F E Q S B N R G D X C M C
D S P A N S E L V I E R T Q I U F Z D G O I E O
I J J H V K G A L S O E N Z O B R E F J Q K V N
A U A C Z Z L I D T D V A Z N T Q S P K W I P T
C C I E Z P S C E E P I L O L A L J D T M F X E
A O F G Q K P A J N L E E Q U D H S O U L T F N
U S M A I X I F Y I D C W D N O G R A J J X S T
S V A S W H K R W N D E M U D U N F Q I H E N W
G U W S J C C L U G C R M T Q W O Q H Y A T B D
P B F E V V L A B R E V N O N U E T O F T N B H
G W B M P W P J H U N L A X E V J T G B S O Z K
K E S E L C A T S B O L A I T N E T O P C C F S
P I B W R B C U G S H A Z H S E M A N T I C S R

Potential obstacles
Message Content
Listening
Receiver
Sender

Facial Expressions
body Language
Nonverbal
Gestures
Jargon

Message Channel
Communication
Semantics
Context
Noise