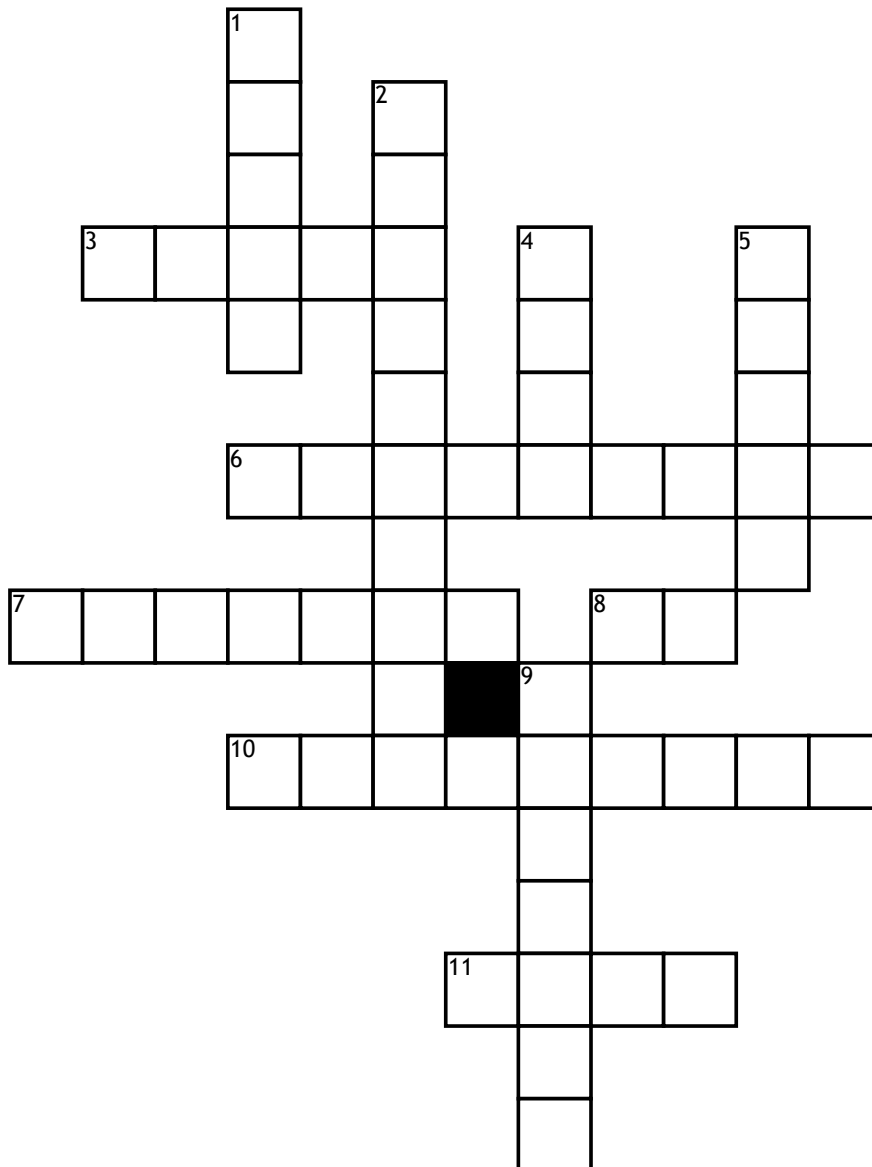


Name: \_\_\_\_\_

Date: \_\_\_\_\_

# Communication



## Across

3. You should respond to emails within how many days?
6. Facial expression, gestures and body language are what type of communication?
7. When sending emails, you should check for good \_\_\_\_\_.
8. What is one word to avoid saying, especially in a presentation?
10. When delivering a report or presentation, one of the first things you should do is \_\_\_\_\_ yourself.

11. What kind of handshake should you give?

## Down

1. What can you do to help build relationships?
2. In any type of face to face interaction \_\_\_\_\_ helps establish trust, shows confidence, and shows that you're paying attention.
4. When meeting new people, you should remember their \_\_\_\_\_.
5. Emails should be \_\_\_\_\_.
9. Emails should be \_\_\_\_\_.