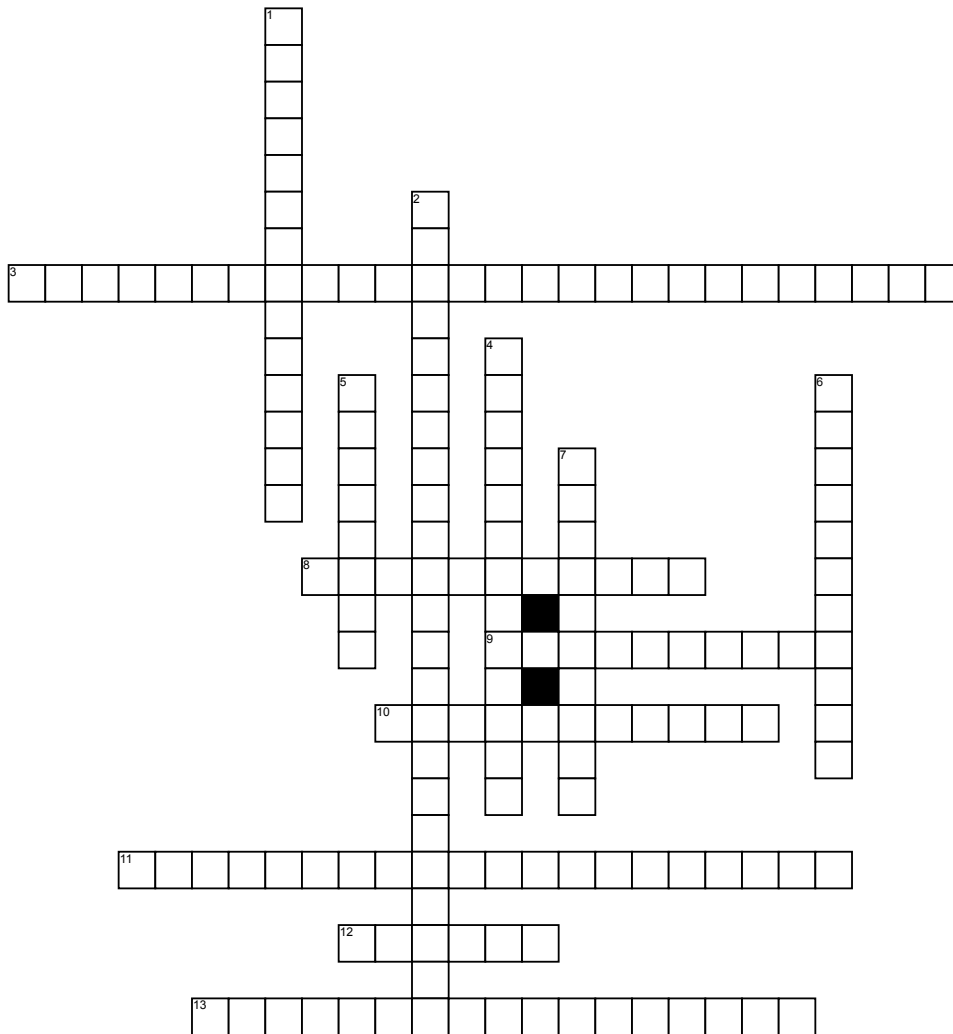


Communication Climate



Across

- 3.** A message that expresses a lack of caring or respect for another person
- 8.** Messages that describe a speaker's position without judging others
- 9.** A message in which a sender judges a receiver in some way
- 10.** Communication style in which the sender states or implies that they better than the receiver

Word Bank

Disconfirming Communication
 Confirming Communication
 Evaluation
 Defensiveness
 Neutrality

- 11.** The social tone of a relationship
- 12.** A reciprocal communication pattern in which messages reinforce one another
- 13.** Presenting and defending positions on issues while attacking positions taken by others

Down

- 1.** Verbal attacks that demean others' self concept
- 2.** A message that expresses caring or respect for another person

- 4.** The process of protecting our presenting self and face
- 5.** Communication style in which a sender tries to manipulate or deceive a receiver
- 6.** A disagreeing message that directly or indirectly communicates dissatisfaction with another person
- 7.** Behavior in which the sender expresses indifference towards the receiver

Superiority
 Complaining
 Argumentativeness
 Aggressiveness

Strategy
 Spiral
 Communication Climate
 Description