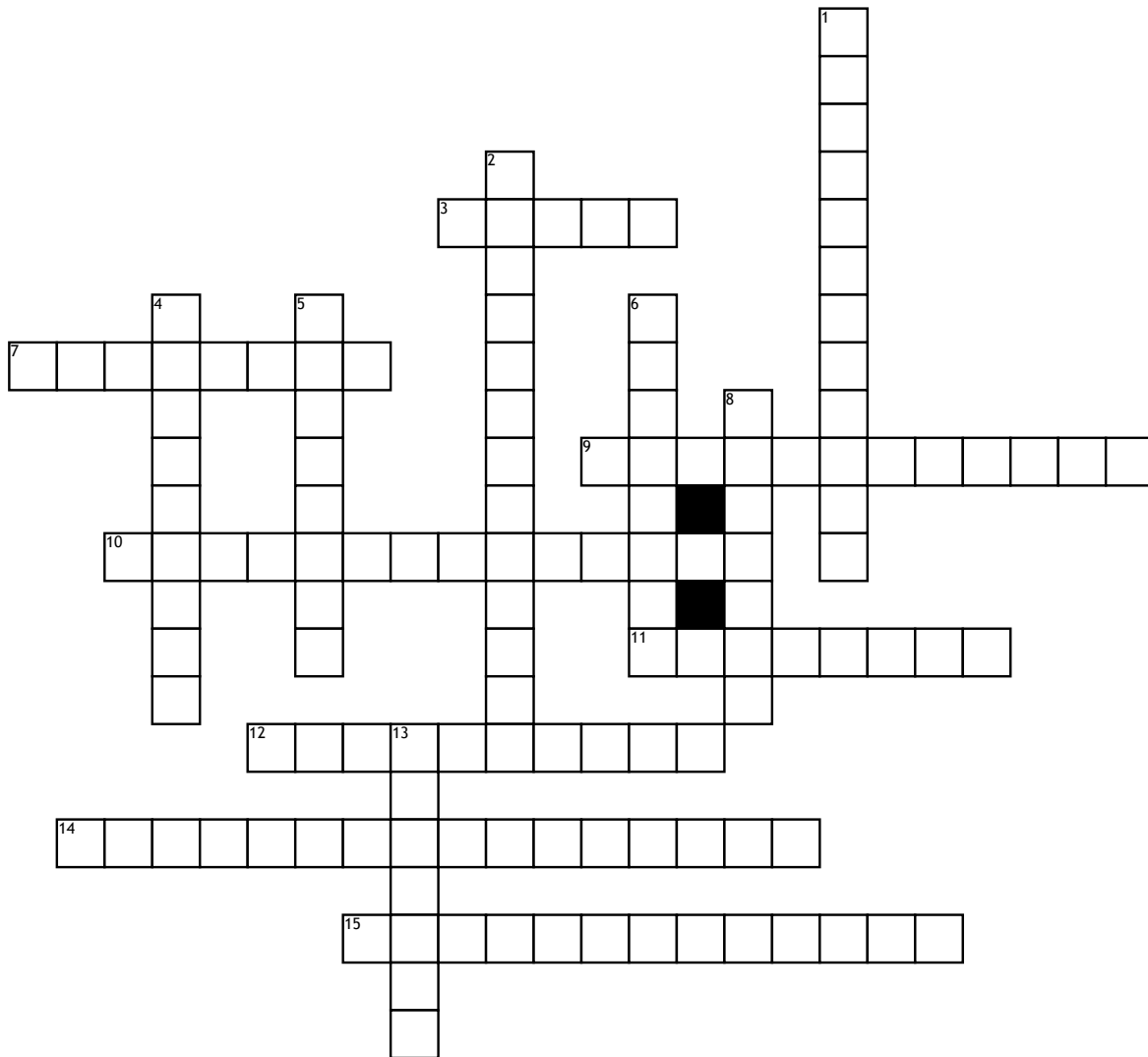


Introduction to Professional Communication



Across

- 3. a firm handshake, tap on the shoulder
- 7. formal communication using a set of customs or rules of etiquette
- 9. attitude you show with the tone of your voice, yelling speaking quickly
- 10. sender causes the receiver to stop listening; speaking too softly
- 11. study of writing or speaking as a way to communicate information or persuade

- 12. looking directly at someone, staring, or avoiding looking at someone
 - 14. receiver causes sender's message to not be received; not listening
 - 15. boundaries between two individuals
- Down**
- 1. gestures, facial expressions, posture, body actions
 - 2. process of using words, sounds, signs, or actions to exchange information or express thoughts

- 4. the art of using good manners
- 5. good reputation
- 6. saying one thing but doing something else, being on time
- 8. prevents clear and complete communication
- 13. the setting where communication is happening