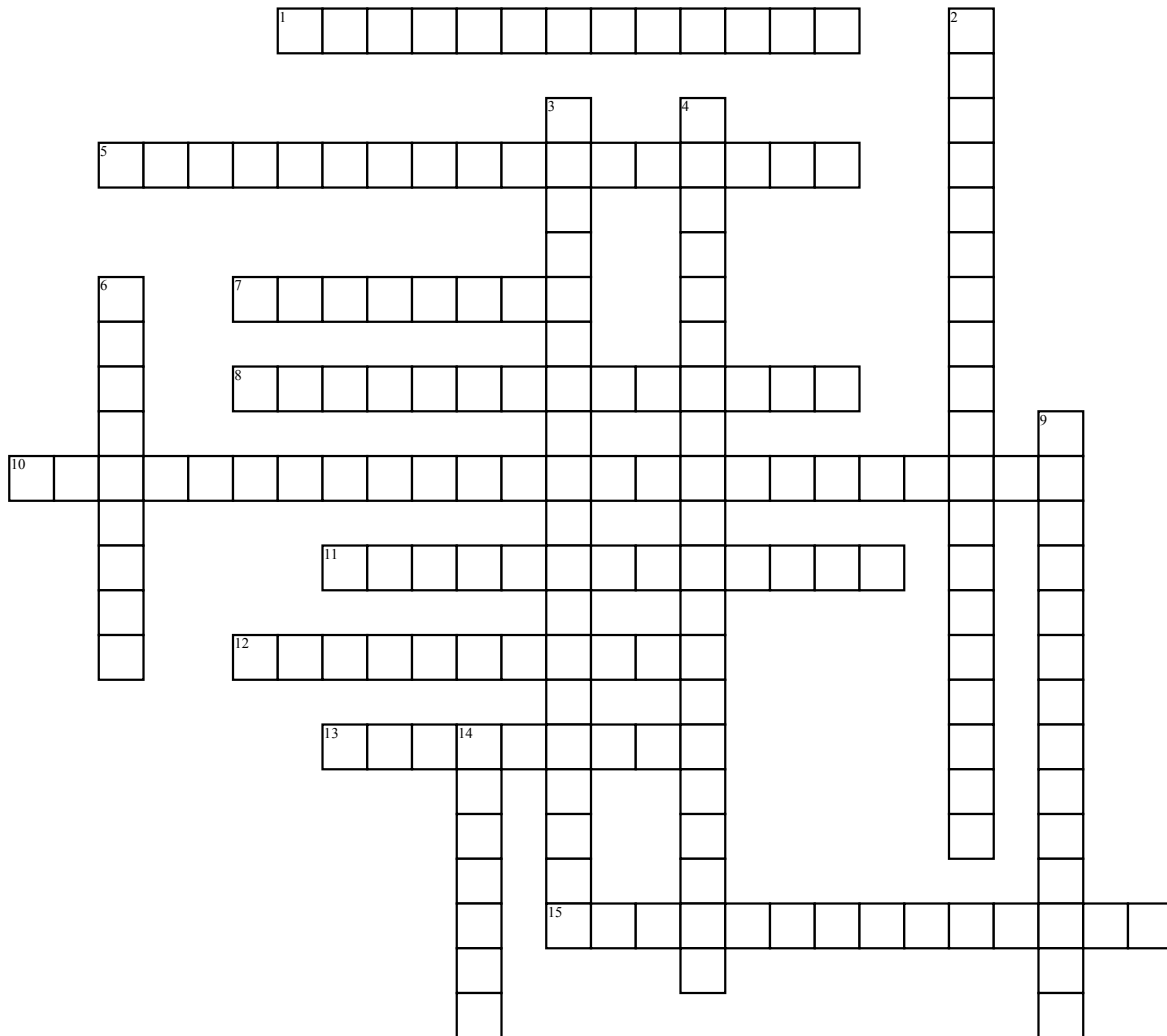


Name: \_\_\_\_\_

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

# Listening and Responding Skills



## Across

- 1. the process of acting on information
- 5. evaluating information to sort good information from less useful information
- 7. acknowledgement of someone else's feelings
- 8. being overly critical and judgemental when listening to others
- 10. , a focus on personal agendas and self-absorption rather than the needs and ideas of others

- 11. , an expression of empathy or concern while offering positive and encouraging words
- 12. a nonverbal message (facial expression, eye contact, posture) about a message being articulated
- 13. a conclusion based on speculation
- 15. questioning the ideas and assumptions underlying a message

## Down

- 2. giving in to the demands of others

- 3. listening to all sides of an issue before reaching a conclusion
- 4. the fear of misunderstanding/misinterpreting
- 6. focusing on a particular message or sound
- 9. communication interference caused by emotional arousal
- 14. a reaction that is similar to the reaction being experienced by another