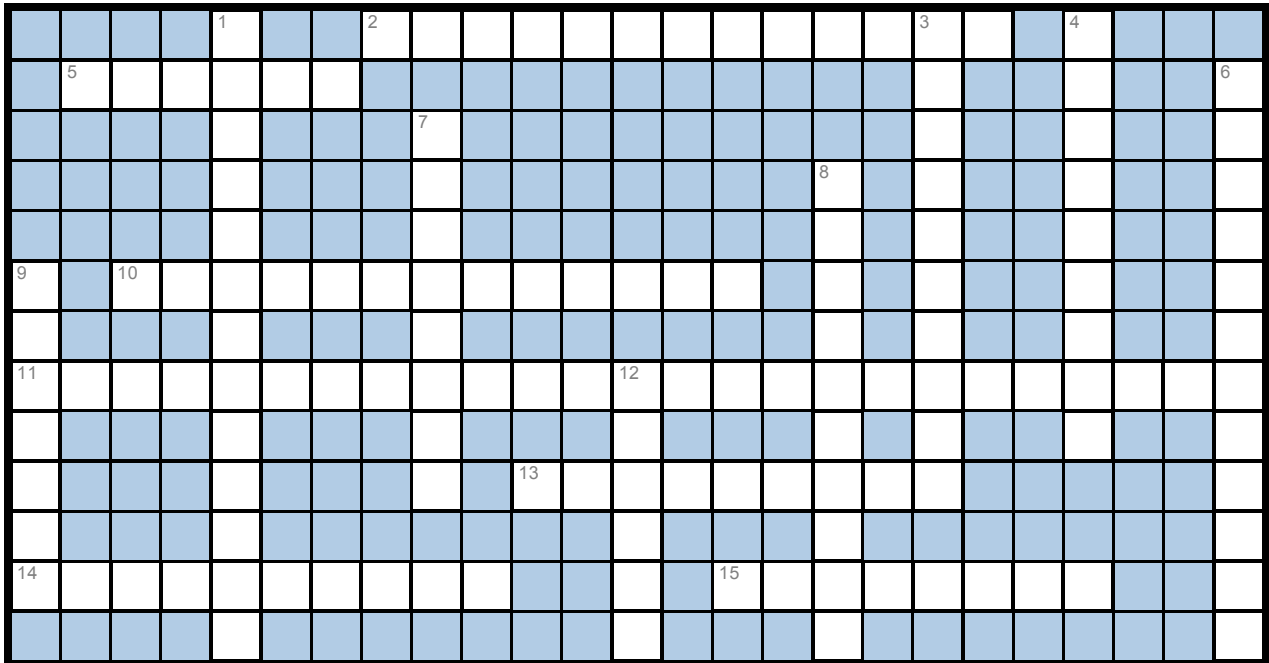


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Chapter 4: Developing Communication Skills

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Across

2. The area around you.
5. An extreme type of prejudice with the belief that one culture or race is superior to another.
10. The process of sending and receiving information.
11. A manner of speaking that is unclear or easily misunderstood. Also called *passive communication*.
13. To make judgmental remarks without having sufficient knowledge.
14. A fixed belief that all members of a group are the same.
15. Letting the speaker know you receive the message correctly.

Down

1. When people's actions send one message and their words say something else.
3. A way of resolving a conflict that is fair to all where both sides give up some of what they want in order to settle the conflict.
4. Disagreements or problems in a relationship.
6. Form of nonverbal communication that involves the sending of messages through body movements.
7. A person not involved in the conflict, but who leads the parties through the steps of conflict resolution.
8. Opinions people form without complete knowledge.
9. Rules for proper conduct.
12. A person who criticizes people, items, or events.