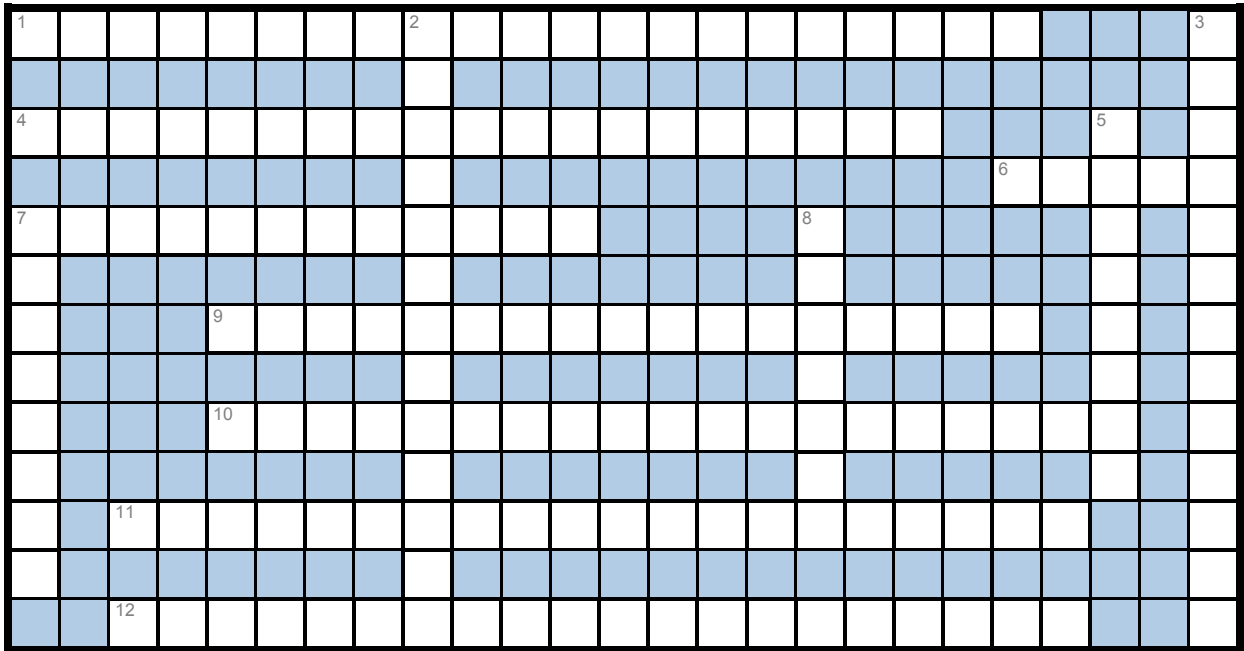


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**Chapter 1: Understanding the Communication Process**

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**Across**

- 1. Casual sharing of information with no customs or rules of etiquette involved.
- 4. Communicating with spoken words.
- 6. Persons of equal standing or work position.
- 7. The attitude you project with the tone and pitch of your voice.
- 9. Occurs when the receiver says or does something that causes the sender's message not to be received.
- 10. Sharing of information in which specific protocol or rules of etiquette must be followed.
- 11. A series of actions on the part of the sender and the receiver of the message; the parts include the sender, message, channel, receiver, translation, and feedback.
- 12. Recording words through writing or keying to communicate.

**Down**

- 2. The process of sending and receiving messages that convey information, ideas, feelings, and beliefs.
- 3. The physical space you place between yourself and others.
- 5. Translating the message once it has been received.

- 7. A custom or rule of etiquette based on a tradition.
- 8. Anything that prevents clear, effective communication.