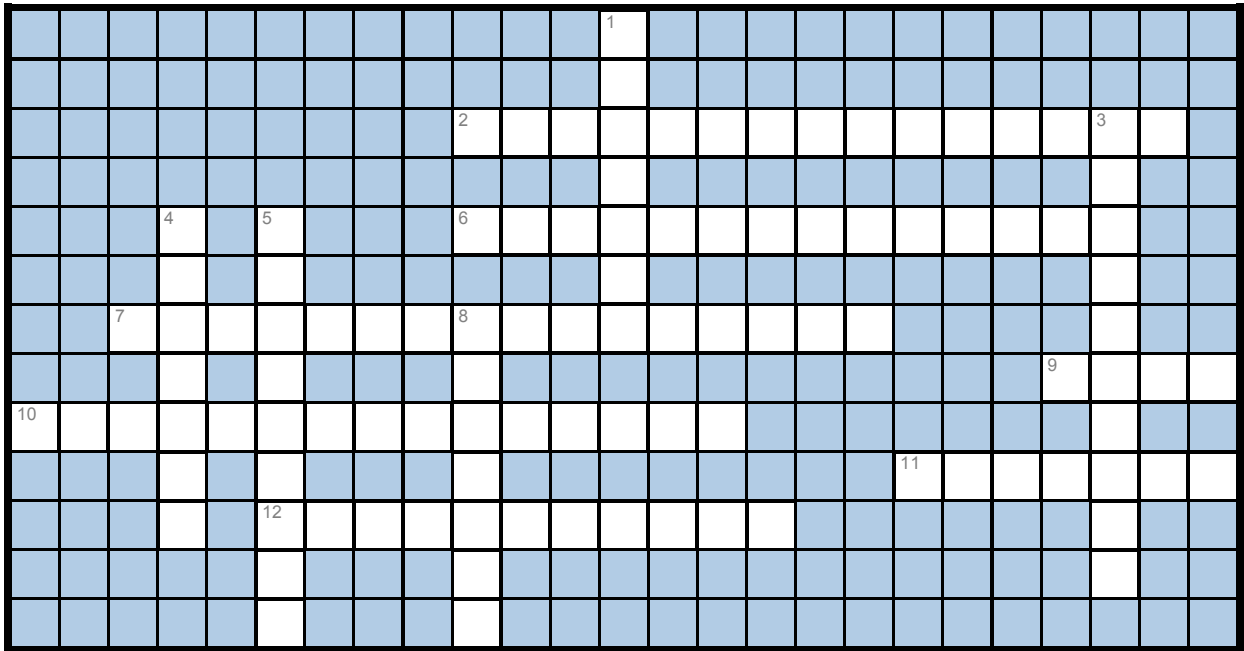


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Chapter 14: Listening with a Purpose

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Across

2. A response that is hard to understand because of length or language barriers.
6. Experience and information you already possess.
7. Casually listening to the speaker; you may not hear everything that is said.
9. A prejudice or personal or unreasoned distortion of judgment.
10. Fully participating as you process what other people say.
11. Avoiding giving a direct answer.
12. A statement in which you must draw a conclusion from what is said.

Down

1. A feeling of harmony and accord in a relationship that encourages further communication.
3. A degree of doubt.
4. A physical process in which sound waves reach your ears and signals are sent to your brain.
5. An intellectual process that combines hearing with evaluating.
8. The speaker means exactly what the words indicate.