



## Chapter 17

1. The process by which information is exchanged and understood by two or more people, usually with the intent to motivate or influence behaviour. (13)
2. The carrier of a communication. (7)
3. To select symbols with which to compose a message. (6)
4. The tangible formulation of an idea to be sent to a receiver. (7)
5. To translate the symbols used in a message for the purpose of interpreting its meaning. (6)
6. A response by the receiver to the sender's communication. (8)
7. The skill of receiving messages to accurately grasp facts and feelings to interpret the genuine meaning. (9)
8. An informal, person-to-person communication network of employees that is not officially sanctioned by the organization. (9)
9. A group communication process aimed at creating a culture based on collaboration, fluidity, trust and commitment to shared goals. (8)
10. The meaning of words and the way they are used. (9)