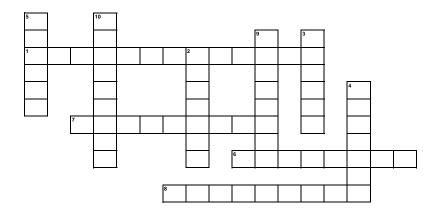
## Daft, Kendrick, Vershinina Management 9781844808823



## 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)