

Chapter 4
Office Administration
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- A. Placing a long-distance call to another telephone number without the intervention of an operator. **(11) Direct-distance dialing**
- B. Face-to-face conversations, telephone calls, and meetings that allow for questions and concerns to be immediately addressed and information readily exchanged. **(19) Interactive channels**
- C. Process of gaining an understanding of the information being presented. **(6) Content listening**
- D. Set of related physical and mental activities usually considered in sequence that involves different types of listening. **(21) Listening**
- E. Exchange of information between speakers (senders) and listeners (receivers) in which those roles are shared. **(24) Oral communication**
- F. Understanding the speaker's emotions and feelings about the topic of the presentation. **(13) Emphatic listening**
- G. Aspect of the information exchange that is beyond words – body language, paralanguage, space and distance, touch, and apparel. **(23) Nonverbal communication**
- H. Telephone call placed from one telephone number to another telephone number. **(32) Station-to-station**
- I. Face-to-face conversations, telephone calls, meetings, and conferences best used when personal contact is necessary for sharing information. **(12) Direct Personal channels**
- J. Long-distance telephone call that allows the caller to charge the service to a specific account number **(7) Credit card call**
- K. Mental process that involves sensing, seeing, and interpreting what is being communicated. **(20) Listening**
- L. Most prominent element in non-verbal communication that refers to posture, facial expressions, eye contact, gestures, and physical movement; the study of nonverbal body motions and communication is known as kinesics. **(1) Body language**
- M. Context in which communication encounters take place. **(15) Environment**
- N. Source of a message known as the sender **(31) Speaker**

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- O. Situation that occurs when two people keep trying to reach each other by telephone without success. **(33) Telephone-tag**
- P. Evaluating the information being presented in terms of logic, validity, and implications for individual performance. **(8) Critical listening**
- Q. External, internal, or semantic distractions that can occur at virtually any time or point in the communication process. **(22) Noise**
- R. Communication effect of speed, intensity, volume, accent, and even silence on spoken words in the message. **(25) Paralanguage**
- S. Long-distance telephone call that allows the caller to charge the service to a specific account number. **(2) Calling card call**
- T. Process by which the listener interprets the meaning of the message. **(10) Decoding**
- U. Telephone message system that permits callers to record messages digitally according to prerecorded instructions. **(34) Voice-mail system**
- V. Receiver's response to a message that helps the sender determine whether the message sent was truly received and understood. **(16) Feedback**
- W. Operator-assisted telephone call from one person to another person that is charged to the caller only if the person being called is able to answer the call. **(27) Person-to-person call**
- X. Evaluative message that communicates positive and/or negative reactions to a specific act or performance. **(9) Criticism**
- Y. Connecting device between the speaker and the listeners through which the message is sent. **(3) Channel**
- Z. Meanings assigned to the words used when communicating with others. **(30) Semantics**
- AA. Telephone call among three or more people in different locations arranged through a firm providing conference call services. **(5) Conference call**
- BB. Written memoranda, notices on bulletin boards, and electronic mail messages used to communicate a small amount of information about a single topic that needs to be transmitted quickly in a simple, straightforward manner. **(4) Impersonal channels**

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- CC. Alphabetic listing of all telephone numbers assigned within a given city or area. **(35) White pages**
- DD. Receiver's interpretation of the information conveyed in a message, which may or may not be the same as the sender intended. **(26) Perceived meaning**
- EE. Way people structure their space or territory. **(29) Proxemics**
- FF. Process of assigning and organizing symbols such as words or gestures to formulate the message to be sent. **(14) Encoding**
- GG. Operator-assisted telephone call that will be paid by the person or company receiving the call. **(4) Collect call**
- HH. Classified section of the telephone directory that uses a subject index of products and services as the basis for presenting information about provider organizations. **(36) Yellow Pages**
- II. Sender's interpretation of the information conveyed in a message, which may or may not be the same as the receiver's interpretation. **(18) Intended meaning**
- JJ. Communication that acknowledges the effective work of others. **(28) Praise**