

Office Administration – Chapter 4 Key Words

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| 1. Channel | 7. Empathic listening | 13. Perceived meaning |
| 2. Conference call | 8. Environment | 14. Person-to-person call |
| 3. Content listening | 9. Impersonal channels | 15. Praise |
| 4. Critical listening | 10. Intended meaning | 16. Proxemics |
| 5. Direct-distance dialing | 11. Interactive channels | 17. Semantics |
| 6. Direct personal channels | 12. Paralanguage | 18. Station-to-station call |

- 11 _____ Allows for questions and concerns to be immediately addressed and info readily exchanged.
- 14 _____ An operator-assisted call charged to the caller
- 15 _____ Communication that acknowledges the effective work of others
- 4 _____ Evaluating info in terms of logic, validity and implications for your own performance
- 6 _____ Face-to-face conversations, telephone calls, meetings and conferences used when personal contact is necessary for sharing lengthy, complex, ambiguous and non-routine messages
- 16 _____ Indicates the way people structure their space or territory
- 17 _____ Meanings assigned to the words that we use when we communicate with others.
- 18 _____ One telephone number to another telephone number
- 7 _____ Primary task is to understand the speaker's emotions and feelings about the topic
- 13 _____ Receiver's interpretation of the information conveyed in a message
- 10 _____ Sender's interpretation of the information conveyed in a message
- 12 _____ The communication effect of speed, intensity, volume, accent and even silence on spoken words in the message
- 1 _____ The connecting device between the speaker and the listener
- 8 _____ The context in which communication encounters take place
- 3 _____ The main purpose is to gain an understanding of the info, not to evaluate it or to agree with it
- 5 _____ Used to place a long distance call to another telephone number without an operator
- 2 _____ When 3 or more people in different locations need to discuss a business transaction or project
- 9 _____ Written memos, notices on a bulletin board and electronic mail messages used to communicate a small amount of info about a single topic that needs to be transmitted quickly in a simple, straightforward manner