

## 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 |

- \_\_\_\_\_ Allows for questions and concerns to be immediately addressed and info readily exchanged.
- \_\_\_\_\_ An operator-assisted call charged to the caller
- \_\_\_\_\_ Communication that acknowledges the effective work of others
- \_\_\_\_\_ Evaluating info in terms of logic, validity and implications for your own performance
- \_\_\_\_\_ Face-to-face conversations, telephone calls, meetings and conferences used when personal contact is necessary for sharing lengthy, complex, ambiguous and non-routine messages
- \_\_\_\_\_ Indicates the way people structure their space or territory
- \_\_\_\_\_ Meanings assigned to the words that we use when we communicate with others
- \_\_\_\_\_ One telephone number to another telephone number
- \_\_\_\_\_ Primary task is to understand the speaker's emotions and feelings about the topic
- \_\_\_\_\_ Receiver's interpretation of the information conveyed in a message
- \_\_\_\_\_ Sender's interpretation of the information conveyed in a message
- \_\_\_\_\_ The communication effect of speed, intensity, volume, accent and even silence on spoken words in the message
- \_\_\_\_\_ The connecting device between the speaker and the listener
- \_\_\_\_\_ The context in which communication encounters take place
- \_\_\_\_\_ The main purpose is to gain an understanding of the info, not to evaluate it or to agree with it
- \_\_\_\_\_ Used to place a long distance call to another telephone number without an operator
- \_\_\_\_\_ When 3 or more people in different locations need to discuss a business transaction or project
- \_\_\_\_\_ 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