

listening skills

[BUS207] A \_\_\_\_\_ is a reciprocal conversation between two or more entities.  
dialogue

[BUS207] A wave hello or a peace sign are examples of \_\_\_\_\_  
speech independent gestures

[BUS207] \_\_\_\_\_ also plays an important role in an area that has developed in most  
if not all business settings: hierarchical communication.  
Etiquette

[BUS207] \_\_\_\_\_ are conveyed through channels, with verbal channels including  
face-to-face meetings, telephone and videoconferencing; and written channels  
including letters, emails, memos and reports  
Messages

[BUS207] \_\_\_\_\_ is more effective in reaching a focused target audience, as it  
involves interaction and additional non-verbal cues to augment the speech, written  
communication is necessary for reaching a large number of scattered recipients.  
dialogue

[BUS207] Some of the key components of verbal communication are sound, writing,  
speaking, and \_\_\_\_\_  
language

[BUS207] Effective \_\_\_\_\_ communication is crucial for the success of individuals  
as well as organisations.  
business

[BUS207] In business today, \_\_\_\_\_ is of utmost importance to all members  
involved  
hierarchical communication

[BUS207] \_\_\_\_\_ is a process whereby information is enclosed in a package and  
is discrete and imparted by sender to a receiver via a channel/medium  
Communication

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