

Chapter 4
Office Administration
Key Terms

1. Body language
2. Calling card call
3. Channel
4. Collect call
5. Conference call
6. Content listening
7. Credit card call
8. Critical listening
9. Criticism
10. Decoding
11. Direct-distance dialing
12. Direct personal channels
13. Empathic listening
14. Encoding
15. Environment
16. Feedback
17. Impersonal channels
18. Intended meaning
19. Interactive channels
20. Listening
21. Listening process
22. Noise
23. Nonverbal communication
24. Oral communication
25. Paralanguage
26. Perceived meaning
27. Person-to-person call
28. Praise
29. Proxemics
30. Semantics
31. Speaker
32. Station-to-station call
33. Telephone tag
34. Voice-mail system
35. White pages
36. Yellow pages

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- A. Placing a long-distance call to another telephone number without the intervention of an operator.
- B. Face-to-face conversations, telephone calls, and meetings that allow for questions and concerns to be immediately addressed and information readily exchanged.
- C. Process of gaining an understanding of the information being presented.
- D. Set of related physical and mental activities usually considered in sequence that involves different types of listening.
- E. Exchange of information between speakers (senders) and listeners (receivers) in which those roles are shared.
- F. Understanding the speaker's emotions and feelings about the topic of the presentation.
- G. Aspect of the information exchange that is beyond words – body language, paralanguage, space and distance, touch, and apparel.
- H. Telephone call placed from one telephone number to another telephone number.
- I. Face-to-face conversations, telephone calls, meetings, and conferences best used when personal contact is necessary for sharing information.
- J. Long-distance telephone call that allows the caller to charge the service to a specific account number.
- K. Mental process that involves sensing, seeing, and interpreting what is being communicated.
- 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.
- M. Context in which communication encounters take place.
- N. Source of a message known as the sender.
- O. Situation that occurs when two people keep trying to reach each other by telephone without success.

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- P. Evaluating the information being presented in terms of logic, validity, and implications for individual performance.
- Q. External, internal, or semantic distractions that can occur at virtually any time or point in the communication process.
- R. Communication effect of speed, intensity, volume, accent, and even silence on spoken words in the message.
- S. Long-distance telephone call that allows the caller to charge the service to a specific account number.
- T. Process by which the listener interprets the meaning of the message.
- U. Telephone message system that permits callers to record messages digitally according to prerecorded instructions.
- V. Receiver's response to a message that helps the sender determine whether the message sent was truly received and understood.
- 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.
- X. Evaluative message that communicates positive and/or negative reactions to a specific act or performance.
- Y. Connecting device between the speaker and the listeners through which the message is sent.
- Z. Meanings assigned to the words used when communicating with others.
- AA. Telephone call among three or more people in different locations arranged through a firm providing conference call services.
- 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.
- CC. Alphabetic listing of all telephone numbers assigned within a given city or area.
- DD. Receiver's interpretation of the information conveyed in a message, which may or may not be the same as the sender intended.
- EE. Way people structure their space or territory.

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- FF. Process of assigning and organizing symbols such as words or gestures to formulate the message to be sent.
- GG. Operator-assisted telephone call that will be paid by the person or company receiving the 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.
- II. Sender's interpretation of the information conveyed in a message, which may or may not be the same as the receiver's interpretation.
- JJ. Communication that acknowledges the effective work of others.