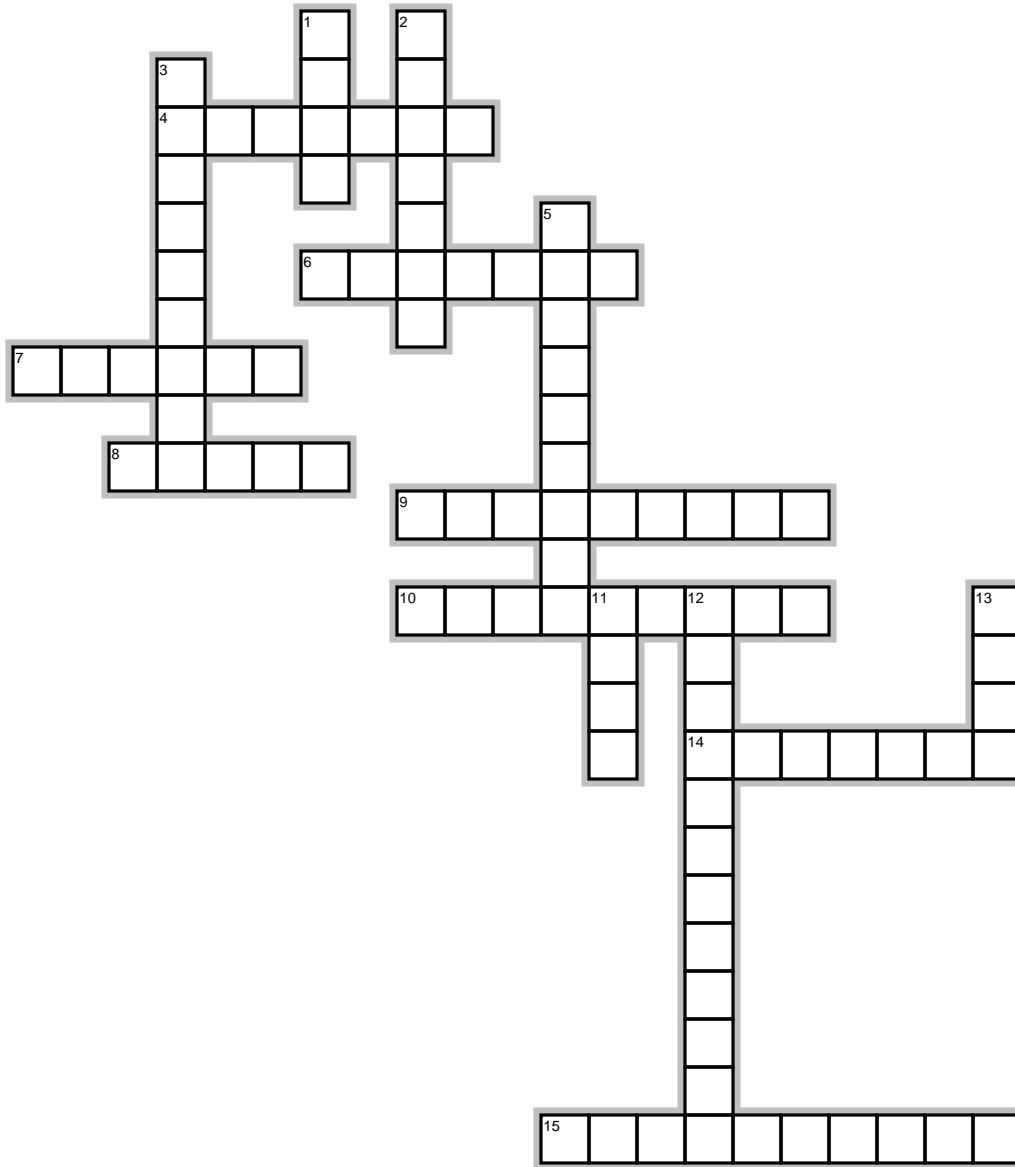


Quality Warrior Gathering Intelligence (Listening Skills) Crossword

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Across

4. One important way to be perceived when providing feedback while listening.
6. A physiological ability that does not require thought but is often mistaken for listening.
7. Understanding, Applied Knowledge
8. To do this, breathe deeply.
9. See with your mind's eye.
10. A complex process that happens at about 4X the speed of speaking.
14. If you feel your messenger's pain, you are experiencing this.

15. Seek first to _____, THEN to be understood.

Down

1. Input, Observation, Opinion, Feedback
2. A type of raw data often mistaken for verified data.
3. Analyzed Data, Qualified Information
5. A sure way to decrease the effectiveness of listening.
11. Where to look when actively listening.
12. Verified Data, Objective Evidence, Information
13. A type of language that goes beyond words.