

Name: _____

Date: _____

Module 7

Module 7: Communication

1. You cannot communicate a Consumer's personal or health care information to family members, without written permission from the Consumer.
 - True
 - False
2. Communication is:
 - a. Giving information to someone.
 - b. Receiving information from someone.
 - c. A "two-way street".
 - d. All of the above.
 - e. None of the above.
3. Put these parts of the communication process in the proper order: number 1 - 4
 - a. The sender delivers the message.
 - b. The receiver receives the message.
 - c. The sender creates a message.
 - d. The receiver provides feedback.
4. Which of the following is not a part of active listening?
 - a. Appear relaxed and not in a hurry.
 - b. Make sure you interrupt the person to ask questions to ensure you understand what they are saying.
 - c. Make eye contact.
 - d. Focus your attention on the speaker.
5. It is not necessary to knock before entering the room of a Consumer who cannot verbally answer you.
 - True
 - False
6. Below are some of the basic active listening do's and don'ts. Which statement is incorrect?
 - a. The PSS should hold their own judgements in check.
 - b. The PSS should give advice after listening carefully to what is being said.
 - c. The PSS should listen for what is not being said.
 - d. The PSS should not jump to conclusions.
7. Silence is an effective tool for encouraging communication.
 - True
 - False
8. Which sentence would be the best way to ask a Consumer a question:
 - a. "Good morning, Mr. Smith. Did you like your lunch?"
 - b. "Good morning, Mr. Smith. What did you have for lunch this afternoon"
 - c. None of the above.
 - d. Both of the above.

9. Which of the following are examples of negative body language that can affect communication?
- Crossing your arms across your chest.
 - Tapping your feet or fingers.
 - Rolling your eyes.
 - Repeatedly looking at your watch or towards the door.
 - All of the above.
 - None of the above.
10. The tone of your voice is important when communicating with a Consumer.
- True
 - False
11. When you work with a Consumer for a long period of time you get to know them very well, at that point it is ok to assume you know what they are thinking.
- True
 - False
12. Conflicts between people can happen when:
- A person is unable to understand or accept someone else's beliefs.
 - A person misunderstands someone else's words or actions.
 - Someone's needs or wants are different from your needs or wants.
 - All of the above.
13. Conflict can be very common in caring for others because of:
- All the emotions involved.
 - Consumers might be sick, hurt, confused, or frightened.
 - Family might feel helpless or sad.
 - Coworkers are stressed.
 - All of the above.
 - None of the above.
14. If conflict arises, it is important to address it quickly and professionally.
- True
 - False
15. When you use "I" statements to resolve a conflict, it indicates that you are taking responsibility for your emotions instead of accusing the other person.
- True
 - False
16. It is important to apologize if you misunderstood someone.
- True
 - False

