

Name: \_\_\_\_\_

Date: \_\_\_\_\_

## Module 4

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### **Module 4: Personal and Professional Work Skills**

1. In order to really be person-centered at work, you need to listen to what people are telling you.
  - True
  - False
2. Consumers look to you for signals about how they are doing and how they should feel.
  - True
  - False
3. It is important to view situations from the Consumer's perspectives and empathize with their feelings.
  - True
  - False
4. Which should not be one of your work skills:
  - a. A. Maintaining a non-judgmental and open attitude when communicating with Consumers, service providers, and facility staff.
  - b. B. Practicing inefficient time management.
  - c. C. Preparing clear, accurate, factual, and appropriate documentation.
  - d. D. Being sensitive to Consumers' moods.
5. Being punctual, reliable, accountable, honest, and courteous are all examples of a PSS having a strong work ethic.
  - True
  - False
6. Being late for work may create a lot of problems for your coworkers and Consumer(s).
  - True
  - False
7. Being absent from work frequently shows you are not reliable and have a poor work ethic.
  - True
  - False
8. Which of the following are not part of being accountable as a PSS:
  - a. A. Accepting responsibility for your actions.
  - b. B. Accepting criticism that is meant to help you improve.
  - c. C. Admitting that you made a mistake.
  - d. D. Attempting to conceal a mistake or blame it on someone else.
  - e. E. Being proactive in solving mistakes.

9. One aspect of being conscientious about your job, is asking questions and asking for help from your supervisor if you are unsure how to do a task.
- True
  - False
10. You are acting with Integrity when you make sure you fulfill all of the promises you make to your coworkers and to Consumers.
- True
  - False
11. Which does not describe the PSS Work Skill: Prioritization:
- a. A. Doing jobs or tasks in the order of importance.
  - b. B. Serving Consumers in a timely fashion according to their needs.
  - c. C. Completing highly urgent tasks first, or as needed.
  - d. D. Making yourself the priority on the job so that you do not become stressed by the Consumer's needs.
12. Which does not describe the PSS Work Skill: Organization:
- a. A. Maintaining your personal work area in a neat and orderly fashion.
  - b. B. Planning work activities so that services are provided at times around your needs, so that your day goes the way you want it to.
  - c. C. Gathering supplies and materials needed ahead of time, to provide services in a productive and timely manner.
  - d. D. A and C.
13. A PSS demonstrates Diversity when they are sensitive to any differences in culture, ethnic and religious values, gender, sexual orientation, perceptions, customs, and behaviors of Consumers.
- True
  - False
14. In which instances can a PSS assess?
- a. A. When a Consumer is hurt.
  - b. B. When your Administrator tells you to.
  - c. C. If the Consumer asks you to.
  - d. D. All of the above.
  - e. E. None of the above.
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  - C. If the Consumer asks you to.
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  - E. None of the above.

16. When you are making a report, it is important that you:
- A. Report observations promptly, completely, and accurately.
  - B. Be complete and detailed in your description of the observations.
  - C. Do not draw conclusions or make assumptions. Report only the facts.
  - D. Never use medical terms or abbreviations unless you are sure of the meaning, and it is appropriate for your audience.
  - E. Follow your facilities guidelines for written and verbal reports.
  - F. All of the above.
17. Examples of the PSS work skill “flexibility” include:
- A. Being able to change plans at the last minute.
  - B. Being able to juggle attention to people and tasks effectively.
  - C. Being unable to work with a variety of professionals.
  - D. Accepting change in policies and procedures which affect your work environment.
  - E. A, B, D
18. Taking showers daily is important to your health and the health of your Consumers.
- True
  - False
19. It is ok to wear perfumes or after shave to work, as long as it doesn't smell like flowers because some Consumers are allergic to flowers.
- True
  - False
20. The job of a PSS can be very stressful.
- True
  - False
21. It is important for the PSS to keep a professional distance from their Consumers.
- True
  - False
22. All pressure and stress is negative.
- True
  - False
23. The time to address burnout is before it occurs, or, at its earliest signs. It is important for the PSS to learn to recognize the events/situations that are stressful for them then work to avoid them, eliminate them, or reduce their intensity.
- True
  - False
24. Which of the following are emotional signs of possible burnout?
- A. Emotional exhaustion
  - B. Agitation
  - C. Fatigue
  - D. Irritability
  - E. Difficulty thinking of concentrating on tasks at hand
  - F. Loss of interest or pleasure in things usually enjoyed
  - G. Depersonalization of the people in need of support
  - H. All of the above.

25. Which of the following are biological signs of possible burnout?
- a. A. Sleep disturbances (sleeping too little or sleeping too much)
  - b. B. Appetite disturbances (could be loss of appetite or overeating)
  - c. C. Weight changes (could be loss or gain)
  - d. D. Mood swings
  - e. E. Loss of interest in sexual activity
  - f. F. Increased vulnerability to infections and colds
  - g. G. Deterioration in general health
  - h. H. All of the above