

March 2013- Communication-Post Test- ANSWER KEY

1. List 3 reasons why it is important as an In-Home Aide to have good communication skills: **_examples- talking to your supervisor about schedule changes, personal issues, sickness, appointments, when you need more training, communicating with clients with communication difficulties and with your clients regarding their care needs.** _____, _____, _____
2. Which of the following are skills that can be developed in learning how to communicate more effectively? Circle all that apply. **A, B, D**
 - A. Self Awareness
 - B. Active Listening
 - C. Talking very loudly so people will hear you.
 - D. Self Management
3. Everyone has good communication skills. (Circle the correct answer)
True False **FALSE**
4. Good communication skills require patience and practice. (Circle the correct answer)
True False **TRUE**
5. Active Listening involves which of the following activities? Circle all that apply. **B,C,D**
 - A. Listening to someone while interrupting them
 - B. Ask questions to make sure you understand what someone is trying to tell you
 - C. Repeating back to someone to clarify the information that you heard
 - D. Having good eye contact and open body posture
 - E. All of the above
6. Ways to avoid distractions with listening include (circle all that apply): **E**
 - A. Take a deep breath
 - B. Make a conscious effort to listen
 - C. Repeat in your mind what you are hearing
 - D. Maintain eye contact
 - E. All of the above
7. Being listened to attentively feels caring and helpful to the speaker?
True or False (circle the correct answer) **TRUE**
8. If you need more training on a task for an assignment, your supervisor should already be aware of what you need so it is not important for you to communicate what you need regarding training with your supervisor. True or False (circle the correct answer) **FALSE**

9. People's emotional responses to what others communicate, verbally or non-verbally; often get in the way of their ability to listen with full attention- true or false (circle the correct answer) **TRUE**

True or False

10.(fill in the blank)With listening, the goal is to understand not just the words the person is saying but the **_MEANING_**_____the person is trying to get across.