

1. _____ is the use of spoken words and sounds to transfer a message from one party to another.
- A) Nonverbal communication
 - B) Verbal communication
 - C) Written communication
 - D) Mass communication
2. _____ is an authoritative and judgmental tone, the tone we use to give orders, exert leadership, or pass judgment.
- A) The Overtone
 - B) The Directive Tone
 - C) The Expressive Tone
 - D) The Halftone
3. _____ is a spontaneous, emotional, and uninhibited tone.
- A) The Monotone
 - B) The Directive Tone
 - C) The Expressive Tone
 - D) The Problem-Solving Tone
4. _____ is a rational, objective, and unbiased tone, the tone we use to indicate to the listener that we are using the analytical portion of our brains.
- A) The Problem-Solving Tone
 - B) The Expressive Tone
 - C) The Sarcastic Tone
 - D) The Directive Tone

5. _____ is to use your own words to repeat what someone else has said.

A) To Quote

B) To use the Expressive Tone

C) To Paraphrase

D) To Minimize

6. Which of the following is not an important reason for paraphrasing what a patient says to the HCP?

A) To test the message for the HCP

B) To test the message for the patient

C) To build rapport

D) To keep the patient entertained during a long office visit

7. To show empathy to the patient is to _____.

A) Know what is best for the patient

B) Show that you also have felt pain

C) To show that you feel what the patient is feeling

D) To show that you feel sorry for the patient

8. _____ questions lead to the kinds of answers that HCPs will want to paraphrase – that is, longer, more detailed and emotional answers.

- A) Closed
- B) Open-ended
- C) Prying
- D) Multiple Choice

9. _____ questions lead to short and focused answers, frequently just a “yes” or “no.”

- A) Closed
- B) Open-ended
- C) Multiple Choice
- D) Rhetorical

10. _____ questions provide the patient with alternative options from which to choose.

- A) Rhetorical
- B) Moot
- C) Open-ended
- D) Multiple Choice

11. True or False? 95% of communication is verbal.

- A) True
- B) False

12. True or False? When the HCP does not have a clear sense of what they want to say, the patient can be a good source of help.

A) True

B) False

13. True or False? The HCP should speak in grammatically correct sentences.

A) True

B) False

14. True or False? The HCP should generally use the problem-solving tone when speaking to patients.

A) True

B) False

15. True or False? The HCP should use the expressive tone with their supervisor to show that they may have common interests in how to spend free time.

A) True

B) False

16. True or False? A supervisor uses the directive tone with a staff member to indicate there the staff member should follow directions.

A) True

B) False

17. True or False? An HCP should speak in a monotone without emphasis so that the patient will not really know what the HCP is thinking?

A) True

B) False

18. True or False? An HCP should use small talk to find out if they and the patient have interests in common.

A) True

B) False

19. True or False? An HCP should use medical jargon whenever possible so that the patient will be impressed and believe the care they are receiving is good.

A) True

B) False

20. True or False? An HCP should never use slang with a patient.

A) True

B) False

21. True or False? Empathy and sympathy really mean the same thing.

A) True

B) False

22. True or False? Using slang is a good way to show that you understand the patient, especially if they are from a different ethnic group from you.

A) True

B) False

23. True or False? It is important to talk to the patient and not at them as a way to show respect.

A) True

B) False

24. True or False? Good paraphrasing skills are essential to being an effective communicator.

A) True

B) False

25. True or False? Paraphrasing helps the patient to know that the HCP has correctly understood.

A) True

B) False

26. True or False? Using commentary is a good way to let the patient know what your personal opinion of them is.

A) True

B) False

27. True or False? By asking open-ended questions, the HCP can help the patient provide longer, more detailed answers, the kind of answers that are good for paraphrasing.

A) True

B) False

28. True or False? Closed-ended questions have that name because they are helpful in closing or ending the patient encounter.

A) True

B) False

29. True or False? To feel what the patient feels, to the point of walking in the patient's shoes, is a good definition of empathy in a therapeutic situation.

A) True

B) False

30. True or False? Interrupting the patient is good idea if the patient speaks in a loud and annoying voice.

A) True

B) False

31. True or False? You should always use the patient's name when greeting them as a sign of respect and an indication of the importance you attach to them.

A) True

B) False

32. True or False? If you think you know what's best for the patient, it is okay to give them advice, even if they haven't asked for it.

A) True

B) False

33. True or False? If the patient doesn't have much to say, it is okay to talk about yourself to fill the time of the appointment.

A) True

B) False

34. True or False? Even if the patient has not told you how they really feel, it is a good idea to tell them how you think they feel.

A) True

B) False

35. True or False? The tone you should use most often with the patient is the problem-solving tone.

A) True

B) False

36. The tone we use when we tell jokes, express our feelings, or complain is _____.