EFFECTIVE COMMUNICATION
QUIZ

Employee Name:________________________      Date:___________
Score:_______________

1. How can you promote effective communication? Circle any that apply:
   a. practice good listening skills
   b. make eye contact
   c. speak loudly
   d. be aware of your body language

2. How can you promote effective communication with a consumer who has a speech impairment? Circle any that apply.
   a. repeat the answer back to the consumer to make sure you understood
   b. try to finish the sentence for the consumer so they don’t have to struggle
   c. give the consumer sufficient time to get their words out
   d. limit the amount of conversation with the consumer if you have trouble understanding him/her

3. Circle the item that is NOT a barrier to effective communication.
   a. interrupting
   b. holding your hand or another item in front of your face while talking
   c. too much complaining
   d. broad opening statements

4. Ruth says her elbow hurts but you notice that she is rubbing her knee. The BEST approach would be:
   a. “You said your elbow hurts but you’re rubbing your knee. Which is it?”
   b. “You said your elbow hurts but you’re rubbing your knee. Did you mean to say “knee” instead of “elbow?”
   c. “Can you point to the place it hurts the most? Does it hurt anywhere else?”
   d. “Would you like some Tylenol?”

5. Which movement could be interpreted as negative “body language”?
   a. facing the consumer while talking
   b. rolling your eyes
   c. sitting in a relaxed position
   d. eye contact