

Interacting with People – Multiple choice Questions (with answers)
28518 – Interact with People to provide support in a health or wellbeing
setting

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Segment 1 – What is communication?

- 1) How many ways are there to communicate?
 - a. 1
 - b. 2
 - c. 3**
 - d. 4
 - e. 5

- 2) What is Verbal Communication?
 - a. Talking to someone
 - b. When someone is talking and someone else is listening**
 - c. When more than one person is talking
 - d. Using verbal noises to show you are listening like “uh huh”
 - e. All the above

- 3) If someone has a trouble speaking, for example had a stroke, what should you do?
 - a. Guess what they are trying to say
 - b. Give them paper so they can write it down
 - c. Teach them sign language
 - d. Allow them time to answer**
 - e. Use other forms of communication

- 4) If you are speaking with someone who has a hearing impairment, what should you do?
 - a. Make sure you face them when you are talking**
 - b. You should not be speaking to them, this is disrespectful as they cannot hear you
 - c. Give them paper and pen and write to each other
 - d. You should learn sign language to communicate with them
 - e. Just mouth the words as it is easier for them to read your lips

- 5) What is communication without words?
 - a. There is no communication without words
 - b. Non-verbal communication**
 - c. Telepathy
 - d. Sign language
 - e. Gestures

- 6) Which of the following is NOT a form of non-verbal communication?
 - a. Body language
 - b. Tone of voice
 - c. Written communication
 - d. Facial expressions
 - e. Telepathy**

- 7) What are the two parts to communication?
- There only needs to be one part, when someone says something
 - When someone says something, and the other person has understood**
 - When someone says something, and the other person has replied
 - When someone says something while using non-verbal communication
 - There is four parts to communication
- 8) What needs to be complete for there to have been effective communication?
- The persons sentence
 - The documentation
 - Both the sending and receiving of the message**
 - The task that was asked of the person
 - An agreement
- 9) Scenario: You ask a co-worker if they can help you with a client, they cross their arms and roll their eyes but do not say anything. Have they communicated?
- No, at this stage it is one-way communication
 - No, when they answer you they will have communicated back, completing two-way communication
 - No, but they are being rude
 - Yes, they have used non-verbal communication**
 - Sort of, you won't really know until they answer though
- 10) Why are there rules about how to communicate?
- There are no rules about how to communicate
 - Your workplace is just making sure it has full control over you
 - It is to make sure everyone understands each other**
 - Your workplace is obliged to have a policy because of OSH
 - Some people are not very good at communicating

Segment 2 – Ways to Communicate

- 1) When you are talking directly to a person and you can see them, this is called what?
 - a. Verbal contact
 - b. Face to face communication**
 - c. Talking
 - d. Interaction
 - e. Body language

- 2) How will you find out how you should answer the phone at your workplace?
 - a. You should not be answering the phone at your workplace
 - b. Listen to what the others say
 - c. Do what feels most comfortable
 - d. In the policies manual**
 - e. There is no particular way to answer the phone as long as you are polite

- 3) When speaking on the phone, what type of communication is being used?
 - a. Verbal and tone of voice**
 - b. Verbal and body language
 - c. Verbal
 - d. Nonverbal communication
 - e. Face to face

- 4) When speaking on the phone, you need to ensure you do not do what?
 - a. Break communication law
 - b. Break telephone contracts
 - c. Breach confidentiality**
 - d. Hang up on someone
 - e. Speak any language other than English

- 5) Is text messaging an acceptable form of communication?
 - a. It is not formally classed as communication as communication involves talking
 - b. Yes, in certain circumstances**
 - c. Yes, it should be the preferred choice when making arrangements
 - d. No, under no circumstances should you text for work reasons
 - e. Yes, also, by using emoji's it can demonstrate the feelings you want to get across

- 6) Besides how to answer the phone, what else might be in the policy about communication?
 - a. Methods of communication are acceptable to use with a client**
 - b. There are not really policies on communication
 - c. Why you should communicate
 - d. What not to say when communicating
 - e. All of the above

- 7) How can a person correctly communicate?
- a. Speaking
 - b. Text message
 - c. Email
 - d. Phone
 - e. **All of the above**
- 8) Which of the following is NOT an instance to use text messaging or Email?
- a. To change an appointment time
 - b. To swap a shift
 - c. A reminder for an appointment
 - d. **To quickly give test results**
 - e. To let a client know you are running late
- 9) Who can give out information on the phone?
- a. The care giver
 - b. The manager
 - c. The nurse
 - d. All of the above
 - e. **b and c**
- 10) What should never be discussed on social media?
- a. Workplace politics
 - b. Clients in the facility
 - c. How you feel about management
 - d. How much you dislike your job
 - e. **All of the above**

Segment 3 – Verbal communication and Body Language

- 1) How much of language is made up of non-verbal communication?
 - a. 10%
 - b. 38%
 - c. 52%
 - d. 76%
 - e. **93%**

- 2) How many types of communication are there?
 - a. 2
 - b. 4
 - c. **6**
 - d. 8
 - e. 10

- 3) How can people use verbal communication?
 - a. Verbal communication is any words used during face to face contact
 - b. **Verbal communication can happen face to face, telephone, skype**
 - c. Verbal communication is the use of words but not sounds
 - d. Verbal communication is any words either spoken or written but does not include body language
 - e. Verbal communication is any words or sounds used during face to face contact

- 4) Which of the following is NOT a reason to use minimal encouragers (sounds that are not words)?
 - a. Show you are listening
 - b. Encourage your client
 - c. So you don't interrupt
 - d. **Avoid answering a question**
 - e. Show you understand

- 5) What is the term used to describe the emotion or feeling in your voice?
 - a. Affect
 - b. Verbal communication
 - c. **Tone**
 - d. Sarcasm
 - e. Sentiment

- 6) Using your whole body to communicate is called what?
 - a. Miming
 - b. **Body language**
 - c. Sign language
 - d. Exuberant communication
 - e. Full communication

- 7) If you cross your arms when talking to someone you are doing what?
- Being very rude
 - Putting your body in a closed position**
 - Putting your body in an open position
 - Putting your body in a defensive position
 - Showing that you are really listening
- 8) Waving is what type of communication?
- Gestures**
 - Body language
 - Sign language
 - Body position
 - Tactile signing
- 9) Facial expressions are a part of what?
- Gestures
 - Sign language
 - Body language**
 - Verbal communication
 - Non-effective communication
- 10) Sitting in a position where you are below a person, looking up is a sign of what?
- You think they are more powerful than you
 - You think you should give them more power
 - You are weaker than the other person
 - You are showing respect to their Mana**
 - You think you are more powerful than them

Segment 4 – Written Language

- 1) Which of the following is NOT an accepted form of written communication?
 - a. Policies
 - b. Emails
 - c. Text Messages
 - d. Notes
 - e. **Anything written is written communication**

- 2) When writing a formal letter, what do you need to begin with?
 - a. Date
 - b. **Greeting**
 - c. Address
 - d. Subject header
 - e. Signature

- 3) When writing a letter, what do you NOT have to help you get your message across?
 - a. Spell check
 - b. Emoji's
 - c. **Body language**
 - d. Edit function
 - e. Facial expressions

- 4) When using electronic communication, which of the following is something you should NOT do?
 - a. Use jargon
 - b. Use text language
 - c. Give private information
 - d. Give important news
 - e. **All of the above**

- 5) Which of the following is a legal document?
 - a. Any emails with a client's name
 - b. Any emails regardless of content
 - c. Policy manual
 - d. **Client notes**
 - e. Any written documentation

- 6) When writing clinical notes, you should only write what?
 - a. The cares you have done
 - b. **Factual information**
 - c. Your perspective of their overall health for the day
 - d. What the client has given permission for you to write
 - e. What needs to happen the following day

- 7) Notes should be written in what colour?
- a. **Blue or Black**
 - b. Blue
 - c. Black
 - d. Red
 - e. Any colour is fine
- 8) Why are policies and procedures created?
- a. So the staff are legally bound to behave in a certain way
 - b. So a health care worker can be disciplined if it is not done the way the manager wants
 - c. To give the golden standard to aim for with cares
 - d. **To ensure everyone follows the same rules and guidelines**
 - e. To give the general idea of how things should be done
- 9) How often are policies reviewed?
- a. Every 6 months
 - b. Every year
 - c. **Every 2 years**
 - d. Every 5 years
 - e. Every time there is an incident
- 10) If you think a policy has become outdated, what should you do?
- a. Change it
 - b. Talk to your manager
 - c. Nothing, it will be reviewed at some stage
 - d. Ignore it
 - e. Try the way you think it should be to prove your way is better

Segment 5 – Specialised Languages

- 1) How many languages are recognised as official languages of New Zealand?
 - a. 1
 - b. 2
 - c. 3**
 - d. 4
 - e. 5

- 2) What is sign language?
 - a. Using your hands to make gestures that form words**
 - b. Another name for lip reading
 - c. Written signs
 - d. Using a series of tapping to create words
 - e. Using facial gestures as a code

- 3) When using sign language, it is important to remember what?
 - a. To only use your left hand
 - b. The signs vary from country to country**
 - c. To only use your right hand
 - d. To show no emotion on your face
 - e. Sign language should only be used in emergencies

- 4) Who uses tactile-signing?
 - a. People that have hearing impairment
 - b. People who are deaf
 - c. People who are blind
 - d. People who are deaf-blind**
 - e. People who are hearing impaired and cannot use their hands

- 5) Which of the following is NOT a way of tactile signing?
 - a. Finger spelling
 - b. Hand-over-hand signing
 - c. Adapted written signs
 - d. On-body signing
 - e. Lip Reading**

- 6) How do you need to stand for someone who is lip reading?
 - a. To the left of them
 - b. To the right of them
 - c. Looking up to them
 - d. Facing them**
 - e. In front of them

- 7) How do you get the attention of someone who has hearing impairment?
- Make a very loud noise
 - Wave at them
 - Touch them gently**
 - Get close to their face
 - Clap
- 8) What is Braille?
- A specific form of sign language
 - Raised dots to create characters and words for a person to feel and read**
 - Fancy handwriting
 - Where a person puts their hand over someone else's to feel the signs being gestured
 - Raised handwriting for a person to feel and read
- 9) How would you find out if a person had specific communication needs?
- It will be in their care plan**
 - The other health care assistants will tell you
 - You would figure it out as you try to interact with the person
 - The client will tell you
 - There will be a sign on their door

Segment 6 – Importance of Listening

- 1) What is listening well called?
 - a. Correct listening
 - b. Passive listening
 - c. Active listening**
 - d. Total listening
 - e. Complete listening

- 2) Fill in the blank: Active listening involves listening and _____?
 - a. Action
 - b. Responding**
 - c. Agreeing
 - d. Being active
 - e. Caring

- 3) How many types of active listening is there?
 - a. 1
 - b. 2
 - c. 3**
 - d. 4
 - e. 5

- 4) Which type of listening is missing, empathetic listening, informational listening and?
 - a. Functional listening
 - b. Critical listening**
 - c. Casual listening
 - d. Passive listening
 - e. Focused listening

- 5) If you are showing that you are interested in what a person is saying, then this shows what?
 - a. That you care**
 - b. That you agree with them
 - c. That you are good at your job
 - d. You are encouraging them to talk more
 - e. That you think they are worthy of your time

- 6) What is a good way to continue the communication?
 - a. Make good eye contact
 - b. Active listening
 - c. Nod while they make a point
 - d. Ask questions**
 - e. Do not interrupt

- 7) What is the term used when you are checking that you understand what has been communicated?
- a. Paraphrasing
 - b. Reflecting Back
 - c. Active listening
 - d. a and b**
 - e. b and c
- 8) What is the term used when you are listening to learn?
- a. Critical listening
 - b. Informational listening**
 - c. Focused listening
 - d. Empathetic listening
 - e. Learning listening

Segment 7 – Asking Questions

- 1) Why should you ask questions?
 - a. You shouldn't, you should only respond if a person tells you something
 - b. To check you have understood something
 - c. It shows you are interested
 - d. a and b
 - e. **b and c**

- 2) What is an effective way to show that you are interested in what the person is saying?
 - a. Say "mmhmm" a lot
 - b. Nod your head
 - c. **Use follow up questions**
 - d. Let them talk about it for ages
 - e. Tell them what you know about the topic

- 3) How can you check you have understood what the person is saying?
 - a. Ask a few more questions
 - b. **Use paraphrasing**
 - c. Repeat back word for word
 - d. You will know if you don't do what is required correctly
 - e. Get them to repeat what they have said

- 4) What is the difference between reflecting and paraphrasing?
 - a. **Reflecting goes on to check how the person is feeling, not just checking you understand**
 - b. Paraphrasing goes on to check how the person is feeling, not just checking you understand
 - c. Reflecting is when you repeat back word for word while paraphrasing means you change it slightly
 - d. Paraphrasing is when you repeat back word for word while reflecting means you change is slightly
 - e. They mean the same thing

- 5) How many forms do questions come in?
 - a. 1
 - b. **2**
 - c. 3
 - d. 4
 - e. 5

- 6) Which style of question shows you are interested in what the person is saying?
 - a. Paraphrasing
 - b. Reflecting
 - c. Closed questions
 - d. **Open questions**
 - e. Descriptive questions

- 7) Which type of question is the following: Are you in pain?
- Informative question
 - Open question
 - Closed question**
 - Critical question
 - Observational question
- 8) When are closed questions helpful?
- When you do not want the person to keep talking
 - When the client is short of breath**
 - If they have a condition that makes it challenging to have a conversation
 - When you do not understand the conversation
 - Closed questions are never helpful
- 9) Which of the following is an example of an open question?
- Do you want to go to the shops today?
 - Can you get yourself dressed?
 - Would you like to go to your room or the lounge?
 - How did you sleep last night?**
 - Do you want the lamb or fish?
- 10) Which of these questions do you need to ask yourself before asking a question?
- Is it an appropriate time to ask?
 - Is this an appropriate place to ask?
 - Would I feel comfortable to answer this question?
 - Will my knowing the answer benefit the client?
 - All of the above**

Segment 8 – Language Difficulties

- 1) Which of the following is NOT an aspect of being able to speak professionally?
 - a. Polite tone of voice
 - b. Using more formal language
 - c. Open body language
 - d. Removing slang words
 - e. **Using technical language**

- 2) What is the name used to describe the body of terms used for a profession?
 - a. Jargon
 - b. Paraphrasing
 - c. **Terminology**
 - d. Lingo
 - e. ESOL

- 3) Who should you not use terminology with?
 - a. **People that do not understand**
 - b. Clients with chronic illness
 - c. Families of clients
 - d. Health care assistants who have English as a second language
 - e. Managers

- 4) What is the term used to describe words or expressions used by a specific group of people?
 - a. Terminology
 - b. **Jargon**
 - c. Lingo
 - d. Paraphrasing
 - e. Reflection

- 5) What happens when you are using jargon or terminology with someone who doesn't understand it?
 - a. You are demonstrating you are smarter than them
 - b. You are excluding them
 - c. You are embarrassing them
 - d. **You are causing miscommunication**
 - e. You are helping them to learn through emersion

- 6) No matter who you are speaking to, you must always speak what?
 - a. The truth
 - b. **With respect**
 - c. English
 - d. With correct terminology
 - e. How you are most comfortable

- 7) For anyone that has trouble with communication, you need to ensure what?
- a. You have an interpreter
 - b. You have paper and pen to write for them
 - c. You make extra time for their cares
 - d. You speak slowly and clearly**
 - e. You only use simple words
- 8) When working with someone who has trouble speaking, it is helpful to do what?
- a. Guess what they are trying to say
 - b. Speak for them
 - c. Give them more time to speak**
 - d. Teach them another form of communication
 - e. All of the above

Segment 9 – Reporting

- 1) How many ways of reporting are there?
 - a. 1
 - b. 2**
 - c. 3
 - d. 4
 - e. 5

- 2) How can a verbal report be done?
 - a. Face to Face or on the phone**
 - b. Face to Face only
 - c. To a board or panel of people
 - d. At meetings
 - e. All reports should be written

- 3) Fill in the blank: Verbal reports can be about a clients cares, their health or _____?
 - a. Finances
 - b. Complaints
 - c. Concerns
 - d. The facility**
 - e. Medicine

- 4) Who would you NOT give a verbal report to?
 - a. The family of the client
 - b. The manager of the facility
 - c. Other health care assistants
 - d. Health professions
 - e. Health and Disability Commission**

- 5) Why do you need to give a verbal report?
 - a. Speed, convenience, saves having to write
 - b. Effective Communication, saves having to write, helps with remembering
 - c. Effective communication, speed, helps with remembering**
 - d. Convenience, helps with remembering, Saves having to write
 - e. Saves having to write, Speed, Effective communication

- 6) Scenario: You are walking with a client and they faint and hit their head, what type of report do you need to do?
 - a. You would give the person first aid then write an incident report
 - b. You would give the person first aid, verbally report to nurse and other assistants that may be helping and write an incident report afterwards**
 - c. You would be giving a verbal report to anyone who comes to help and to the nurse
 - d. You would be talking to people who come to help but this is not considered a report, you would do an incident report later
 - e. You just need to give first aid in this instance, there are no reports required as long as it is documented in the clients notes

- 7) Which one of the following is NOT a written report?
- a. Emailing a health professional about a client
 - b. Writing up a clients' daily notes
 - c. Writing up an incident report
 - d. Writing in a maintenance log
 - e. **This are all written reports**
- 8) How soon after an incident should you write a report?
- a. Within 24 hours of the event
 - b. At the end of your shift
 - c. Within 5 hours of the event happening
 - d. **As soon as practical after the event**
 - e. You should start writing as things happen
- 9) Written reports ensure effective communication and are what?
- a. **Legally required**
 - b. Highly recommended
 - c. Helpful for the future
 - d. Are required for incidents only
 - e. Are time consuming
- 10) When writing a report, what should you write?
- a. Everything you can remember including the perceptions of any witnesses
 - b. Both factual information and subjective information
 - c. **All the information needs to be factual**
 - d. Anything the client says
 - e. Anything you think may be relevant