# Interacting with People – Multiple Choice Questions

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?
	1. 1
	2. 2
	3. 3
	4. 4
	5. 5
2. What is Verbal Communication?
	1. Talking to someone
	2. When someone is talking and someone else is listening
	3. When more than one person is talking
	4. Using verbal noises to show you are listening like “uh huh”
	5. All the above
3. If someone has a trouble speaking, for example had a stroke, what should you do?
	1. Guess what they are trying to say
	2. Give them paper so they can write it down
	3. Teach them sign language
	4. Allow them time to answer
	5. Use other forms of communication
4. If you are speaking with someone who has a hearing impairment, what should you do?
	1. Make sure you face them when you are talking
	2. You should not be speaking to them, this is disrespectful as they cannot hear you
	3. Give them paper and pen and write to each other
	4. You should learn sign language to communicate with them
	5. Just mouth the words as it is easier for them to read your lips
5. What is communication without words?
	1. There is no communication without words
	2. Non-verbal communication
	3. Telepathy
	4. Sign language
	5. Gestures
6. Which of the following is NOT a form of non-verbal communication?
	1. Body language
	2. Tone of voice
	3. Written communication
	4. Facial expressions
	5. Telepathy
7. What are the two parts to communication?
	1. There only needs to be one part, when someone says something
	2. When someone says something, and the other person has understood
	3. When someone says something, and the other person has replied
	4. When someone says something while using non-verbal communication
	5. There is four parts to communication
8. What needs to be complete for there to have been effective communication?
	1. The persons sentence
	2. The documentation
	3. Both the sending and receiving of the message
	4. The task that was asked of the person
	5. 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?
	1. No, at this stage it is one-way communication
	2. No, when they answer you they will have communicated back, completing two-way communication
	3. No, but they are being rude
	4. Yes, they have used non-verbal communication
	5. Sort of, you won’t really know until they answer though
10. Why are there rules about how to communicate?
	1. There are no rules about how to communicate
	2. Your workplace is just making sure it has full control over you
	3. It is to make sure everyone understands each other
	4. Your workplace is obliged to have a policy because of OSH
	5. 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?
	1. Verbal contact
	2. Face to face communication
	3. Talking
	4. Interaction
	5. Body language
2. How will you find out how you should answer the phone at your workplace?
	1. You should not be answering the phone at your workplace
	2. Listen to what the others say
	3. Do what feels most comfortable
	4. In the policies manual
	5. 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?
	1. Verbal and tone of voice
	2. Verbal and body language
	3. Verbal
	4. Nonverbal communication
	5. Face to face
4. When speaking on the phone, you need to ensure you do not do what?
	1. Break communication law
	2. Break telephone contracts
	3. Breach confidentiality
	4. Hang up on someone
	5. Speak any language other than English
5. Is text messaging an acceptable form of communication?
	1. It is not formally classed as communication as communication involves talking
	2. Yes, in certain circumstances
	3. Yes, it should be the preferred choice when making arrangements
	4. No, under no circumstances should you text for work reasons
	5. 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?
	1. Methods of communication are acceptable to use with a client
	2. There are not really policies on communication
	3. Why you should communicate
	4. What not to say when communicating
	5. All of the above
7. How can a person correctly communicate?
	1. Speaking
	2. Text message
	3. Email
	4. Phone
	5. All of the above
8. Which of the following is NOT an instance to use text messaging or Email?
	1. To change an appointment time
	2. To swap a shift
	3. A reminder for an appointment
	4. To quickly give test results
	5. To let a client know you are running late
9. Who can give out information on the phone?
	1. The care giver
	2. The manager
	3. The nurse
	4. All of the above
	5. b and c
10. What should never be discussed on social media?
	1. Workplace politics
	2. Clients in the facility
	3. How you feel about management
	4. How much you dislike your job
	5. All of the above

## Segment 3 – Verbal communication and Body Language

1. How much of language is made up of non-verbal communication?
	1. 10%
	2. 38%
	3. 52%
	4. 76%
	5. 93%
2. How many types of communication are there?
	1. 2
	2. 4
	3. 6
	4. 8
	5. 10
3. How can people use verbal communication?
	1. Verbal communication is any words used during face to face contact
	2. Verbal communication can happen face to face, telephone, skype
	3. Verbal communication is the use of words but not sounds
	4. Verbal communication is any words either spoken or written but does not include body language
	5. 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)?
	1. Show you are listening
	2. Encourage your client
	3. So you don’t interrupt
	4. Avoid answering a question
	5. Show you understand
5. What is the term used to describe the emotion or feeling in your voice?
	1. Affect
	2. Verbal communication
	3. Tone
	4. Sarcasm
	5. Sentiment
6. Using your whole body to communicate is called what?
	1. Miming
	2. Body language
	3. Sign language
	4. Exuberant communication
	5. Full communication
7. If your cross your arms when talking to someone you are doing what?
	1. Being very rude
	2. Putting your body in a closed position
	3. Putting your body in an open position
	4. Putting your body in a defensive position
	5. Showing that you are really listening
8. Waving is what type of communication?
	1. Gestures
	2. Body language
	3. Sign language
	4. Body position
	5. Tactile signing
9. Facial expressions are a part of what?
	1. Gestures
	2. Sign language
	3. Body language
	4. Verbal communication
	5. Non-effective communication
10. Sitting in a position where you are below a person, looking up is a sign of what?
	1. You think they are more powerful than you
	2. You think you should give them more power
	3. You are weaker than the other person
	4. You are showing respect to their Mana
	5. 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?
	1. Policies
	2. Emails
	3. Text Messages
	4. Notes
	5. Anything written is written communication
2. When writing a formal letter, what do you need to begin with?
	1. Date
	2. Greeting
	3. Address
	4. Subject header
	5. Signature
3. When writing a letter, what do you NOT have to help you get your message across?
	1. Spell check
	2. Emoji’s
	3. Body language
	4. Edit function
	5. Facial expressions
4. When using electronic communication, which of the following is something you should NOT do?
	1. Use jargon
	2. Use text language
	3. Give private information
	4. Give important news
	5. All of the above
5. Which of the following is a legal document?
	1. Any emails with a client’s name
	2. Any emails regardless of content
	3. Policy manual
	4. Client notes
	5. Any written documentation
6. When writing clinical notes, you should only write what?
	1. The cares you have done
	2. Factual information
	3. Your perspective of their overall health for the day
	4. What the client has given permission for you to write
	5. What needs to happen the following day
7. Notes should be written in what colour?
	1. Blue or Black
	2. Blue
	3. Black
	4. Red
	5. Any colour is fine
8. Why are policies and procedures created?
	1. So the staff are legally bound to behave in a certain way
	2. So a health care worker can be disciplined if it is not done the way the manager wants
	3. To give the golden standard to aim for with cares
	4. To ensure everyone follows the same rules and guidelines
	5. To give the general idea of how things should be done
9. How often are policies reviewed?
	1. Every 6 months
	2. Every year
	3. Every 2 years
	4. Every 5 years
	5. Every time there is an incident
10. If you think a policy has become outdated, what should you do?
	1. Change it
	2. Talk to your manager
	3. Nothing, it will be reviewed at some stage
	4. Ignore it
	5. 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?
	1. 1
	2. 2
	3. 3
	4. 4
	5. 5
2. What is sign language?
	1. Using your hands to make gestures that form words
	2. Another name for lip reading
	3. Written signs
	4. Using a series of tapping to create words
	5. Using facial gestures as a code
3. When using sign language, it is important to remember what?
	1. To only use your left hand
	2. The signs vary from country to country
	3. To only use your right hand
	4. To show no emotion on your face
	5. Sign language should only be used in emergencies
4. Who uses tactile-signing?
	1. People that have hearing impairment
	2. People who are deaf
	3. People who are blind
	4. People who are deaf-blind
	5. People who are hearing impaired and cannot use their hands
5. Which of the following is NOT a way of tactile signing?
	1. Finger spelling
	2. Hand-over-hand signing
	3. Adapted written signs
	4. On-body signing
	5. Lip Reading
6. How do you need to stand for someone who is lip reading?
	1. To the left of them
	2. To the right of them
	3. Looking up to them
	4. Facing them
	5. In front of them
7. How do you get the attention of someone who has hearing impairment?
	1. Make a very loud noise
	2. Wave at them
	3. Touch them gently
	4. Get close to their face
	5. Clap
8. What is Braille?
	1. A specific form of sign language
	2. Raised dots to create characters and words for a person to feel and read
	3. Fancy handwriting
	4. Where a person puts their hand over someone else’s to feel the signs being gestured
	5. Raised handwriting for a person to feel and read
9. How would you find out if a person had specific communication needs?
	1. It will be in their care plan
	2. The other health care assistants will tell you
	3. You would figure it out as you try to interact with the person
	4. The client will tell you
	5. There will be a sign on their door

## Segment 6 – Importance of Listening

1. What is listening well called?
	1. Correct listening
	2. Passive listening
	3. Active listening
	4. Total listening
	5. Complete listening
2. Fill in the blank: Active listening involves listening and ­­­­\_\_\_\_\_\_\_\_?
	1. Action
	2. Responding
	3. Agreeing
	4. Being active
	5. Caring
3. How many types of active listening is there?
	1. 1
	2. 2
	3. 3
	4. 4
	5. 5
4. Which type of listening is missing, empathetic listing, informational listening and?
	1. Functional listening
	2. Critical listening
	3. Casual listening
	4. Passive listening
	5. Focused listening
5. If you are showing that you are interested in what a person is saying, then this shows what?
	1. That you care
	2. That you agree with them
	3. That you are good at your job
	4. You are encouraging them to talk more
	5. That you think they are worthy of your time
6. What is a good way to continue the communication?
	1. Make good eye contact
	2. Active listening
	3. Nod while they make a point
	4. Ask questions
	5. Do not interrupt
7. What is the term used when you are checking that you understand what has been communicated?
	1. Paraphrasing
	2. Reflecting Back
	3. Active listening
	4. a and b
	5. b and c
8. What is the term used when you are listening to learn?
	1. Critical listening
	2. Informational listening
	3. Focused listening
	4. Empathetic listening
	5. Learning listening

## Segment 7 – Asking Questions

1. Why should you ask questions?
	1. You shouldn’t, you should only respond if a person tells you something
	2. To check you have understood something
	3. It shows you are interested
	4. a and b
	5. b and c
2. What is an effective way to show that you are interested in what the person is saying?
	1. Say “mmhmm” a lot
	2. Nod your head
	3. Use follow up questions
	4. Let them talk about it for ages
	5. Tell them what you know about the topic
3. How can you check you have understood what the person is saying?
	1. Ask a few more questions
	2. Use paraphrasing
	3. Repeat back word for word
	4. You will know if you don’t do what is required correctly
	5. Get them to repeat what they have said
4. What is the difference between reflecting and paraphrasing?
	1. Reflecting goes on to check how the person is feeling, not just checking you understand
	2. Paraphrasing goes on to check how the person is feeling, not just checking you understand
	3. Reflecting is when you repeat back word for word while paraphrasing means you change it slightly
	4. Paraphrasing is when you repeat back word for word while reflecting means you change is slightly
	5. They mean the same thing
5. How many forms do questions come in?
	1. 1
	2. 2
	3. 3
	4. 4
	5. 5
6. Which style of question shows you are interested in what the person is saying?
	1. Paraphrasing
	2. Reflecting
	3. Closed questions
	4. Open questions
	5. Descriptive questions
7. Which type of question is the following: Are you in pain?
	1. Informative question
	2. Open question
	3. Closed question
	4. Critical question
	5. Observational question
8. When are closed questions helpful?
	1. When you do not want the person to keep talking
	2. When the client is short of breath
	3. If they have a condition that makes it challenging to have a conversation
	4. When you do not understand the conversation
	5. Closed questions are never helpful
9. Which of the following is an example of an open question?
	1. Do you want to go to the shops today?
	2. Can you get yourself dressed?
	3. Would you like to go to your room or the lounge?
	4. How did you sleep last night?
	5. Do you want the lamb or fish?
10. Which of these questions do you need to ask yourself before asking a question?
	1. Is it an appropriate time to ask?
	2. Is this an appropriate place to ask?
	3. Would I feel comfortable to answer this question?
	4. Will my knowing the answer benefit the client?
	5. All of the above

## Segment 8 – Language Difficulties

1. Which of the following is NOT an aspect of being able to speak professionally?
	1. Polite tone of voice
	2. Using more formal language
	3. Open body language
	4. Removing slang words
	5. Using technical language
2. What is the name used to describe the body of terms used for a profession?
	1. Jargon
	2. Paraphrasing
	3. Terminology
	4. Lingo
	5. ESOL
3. Who should you not use terminology with?
	1. People that do not understand
	2. Clients with chronic illness
	3. Families of clients
	4. Health care assistants who have English as a second language
	5. Managers
4. What is the term used to describe words or expressions used by a specific group of people?
	1. Terminology
	2. Jargon
	3. Lingo
	4. Paraphrasing
	5. Reflection
5. What happens when you are using jargon or terminology with someone who doesn’t understand it?
	1. You are demonstrating you are smarter than them
	2. You are excluding them
	3. You are embarrassing them
	4. You are causing miscommunication
	5. You are helping them to learn through emersion
6. No matter who you are speaking to, you must always speak what?
	1. The truth
	2. With respect
	3. English
	4. With correct terminology
	5. How you are most comfortable
7. For anyone that has trouble with communication, you need to ensure what?
	1. You have an interpreter
	2. You have paper and pen to write for them
	3. You make extra time for their cares
	4. You speak slowly and clearly
	5. You only use simple words
8. When working with someone who has trouble speaking, it is helpful to do what?
	1. Guess what they are trying to say
	2. Speak for them
	3. Give them more time to speak
	4. Teach them another form of communication
	5. All of the above

## Segment 9 – Reporting

1. How many ways of reporting are there?
	1. 1
	2. 2
	3. 3
	4. 4
	5. 5
2. How can a verbal report be done?
	1. Face to Face or on the phone
	2. Face to Face only
	3. To a board or panel of people
	4. At meetings
	5. All reports should be written
3. Fill in the blank: Verbal reports can be about a clients cares, their health or ­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_?
	1. Finances
	2. Complaints
	3. Concerns
	4. The facility
	5. Medicine
4. Who would you NOT give a verbal report to?
	1. The family of the client
	2. The manager of the facility
	3. Other health care assistants
	4. Health professions
	5. Health and Disability Commission
5. Why do you need to give a verbal report?
	1. Speed, convenience, saves having to write
	2. Effective Communication, saves having to write, helps with remembering
	3. Effective communication, speed, helps with remembering
	4. Convenience, helps with remembering, Saves having to write
	5. 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?
	1. You would give the person first aid then write an incident report
	2. You would give the person first aid, verbally report to nurse and other assistants that may be helping and write an incident report afterwards
	3. You would be giving a verbal report to anyone who comes to help and to the nurse
	4. You would be talking to people who come to help but this is not considered a report, you would do an incident report later
	5. 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?
	1. Emailing a health professional about a client
	2. Writing up a clients’ daily notes
	3. Writing up an incident report
	4. Writing in a maintenance log
	5. This are all written reports
8. How soon after an incident should you write a report?
	1. Within 24 hours of the event
	2. At the end of your shift
	3. Within 5 hours of the event happening
	4. As soon as practical after the event
	5. You should start writing as things happen
9. Written reports ensure effective communication and are what?
	1. Legally required
	2. Highly recommended
	3. Helpful for the future
	4. Are required for incidents only
	5. Are time consuming
10. When writing a report, what should you write?
	1. Everything you can remember including the perceptions of any witnesses
	2. Both factual information and subjective information
	3. All the information needs to be factual
	4. Anything the client says
	5. Anything you think may be relevant