Mastering the Role Questions

1) Interpersonal communications solves all problems
   a. True
   b. False

2) Noise can be a barrier to communication. Which of the following is not a type of noise barrier?
   a. Physical/External
   b. Physiological
   c. Semantic
   d. All of the above are types of noise barriers

3) Language and word variety can effect:
   a. Initial perception
   b. Projects professionalism
   c. Demonstrate competence
   d. All of the above

4) Going into a communication situation with your mind already made up is an effective listening technique
   a. True
   b. False

5) Which of the following statements is not correct with regards to body language?
   a. It carries only a small portion of the information in a face to face message
   b. Communication can be enhanced by its proper use
   c. It consists of clusters of signals or postures
   d. It includes facial expressions

6) A number of different gestures can demonstrate to a speaker that you are distracted
   a. True
   b. False

7) Non judgmental responses:
   a. Respond to the behavior or idea, not the speaker
   b. Are in the present, not the past
   c. Describe, not evaluate
   d. All the above

8) Paraphrasing content provides opportunity for verification of your understanding by the patient
   a. True
   b. False

9) Displaying an “I don’t understand” facial expression to someone you are communicating with is inappropriate
   a. True
   b. False

10) Interpersonal communication skills can be learned and improved upon.
    a. True
    b. False