

Name: _____ Date: _____

Score: _____
(passing score is 80%)

Core Training
Effective Communication Test

I. True or False: Answer whether 'True' or 'False' (11 points each)

1. T or F: Communication is a two-way street, requiring both a sender and receiver.

2. T or F: Active Listening is a skill that does not require learning or practicing.

3. T or F: Self-advocacy is the ability to understand and effectively communicate one's needs to other individuals. _____
4. T or F: Open dialogue, team meetings, and interdisciplinary teams prevent all miscommunications regarding the support of people with disabilities.

5. T or F: DSPs need to be effective communicators because they are often asked to serve as gatekeepers between people needing support and almost every aspect of their lives, including access to community, personal finances, physical well-being, relationships, employment, and everyday choices. _____

II. Multiple Choice: Answer the question with the correct choice (5 points each)

6. Active Listening involves all of the following techniques except:
 - a. Paraphrasing what the speaker said
 - b. Making assumptions about what the speaker is saying
 - c. Attending to the facts
 - d. Listening with full attention to the other person, including their body language

Answer: _____

7. The person who attaches meaning to a message is the:
 - a. transmitter
 - b. sender
 - c. receiver
 - d. encoder

Answer: _____



8. All of the following are good practices of effective communication except:
- a. Responsive (attention paid to the needs and perspective of the other person)
 - b. Clear (underlying issues are clear)
 - c. One way (more talk than listening)
 - d. Honest (true feelings, thoughts, and needs are stated)

Answer: _____

9. Good communication among DSPs and supervisors assist in all the following statements except:
- a. Preventing people with disabilities from becoming self-advocates
 - b. More confident about asking questions
 - c. Gaining a clearer understanding of job duties, workplace policies, and procedures
 - d. Feeling empowered enough to make comments and suggestions in meetings

Answer: _____

10. Which of the following is a quality of a poor listener?
- a. Asks questions in a non-threatening tone
 - b. Doesn't criticize, is non-judgmental
 - c. Gives little feedback
 - d. All of the above

Answer: _____

11. The three most common ways people communicate is :
- a. Verbal, body language, communication board
 - b. Verbal, written, body language
 - c. Written, body language, and sign language
 - d. All of the above

Answer: _____

12. Which of the following statements is TRUE :
- a. People all listen the same way, but learn differently.
 - b. People listen differently, but all learn the same way
 - c. People all listen the same way and learn the same way
 - d. People listen differently and learn differently

Answer: _____

- 13.** Which is not an empathetic listening strategy?
- a. Let the person work out the problem
 - b. Use your own biases to solve the problem
 - c. Listen to the entire story
 - d. Identify the how the person feels, their emotions

Answer: _____

- 14.** In empathic Listening, paraphrasing refers to:
- a. Restating in your own words the problem that was expressed
 - b. Restating in your own words the feelings of the speaker
 - c. Helping the speaker to restate the solutions that you have suggested
 - d. All of the above

Answer: _____