Chapter 6
Principles of Effective Communication

1. Which type of communications uses letters and words to express the language we speak?
p. 116

A.) Visual
B.) Verbal
*C.) Written
D.) Nonverbal

2. What is one of the key components of successful therapeutic communication?
p. 119

*A.) Trust
B.) Power
C.) Fear
D.) Knowledge

3. What percentage of communication is believed to be delivered by way of body language?
p. 117

A.) 7%
*B.) 55%
C.) 38%
D.) 18%

4. Which can be one of the biggest barriers when dealing with ill and injured patients?
p. 118

*A.) Emotional
B.) Perceptual
C.) Cultural
D.) Physical

5. Which of the following is NOT classified as nonverbal communications?
p. 116

*A.) Signs
B.) Eye contact
C.) Body language
D.) Gestures

6. Which of the following should NOT happen if communications fail?
p. 119

*A.) Become frustrated
B.) Improve your own communication
C.) Take it as a lesson
D.) Accept it

7. What initiate the communications system of the EMS?
p. 121

A.) EMS check-in
B.) Dispatch notification
*C.) 911 phone call
D.) Patient transfer

8. Which of the following is NOT a good interview technique when obtaining patient history?
p. 120

A.) Obtain and use the patient's name frequently
B.) Listen carefully to everything the patient tells you
C.) Immediately introduce yourself and your level of training
*D.) Position yourself at or above the patient's eye level

9. What is a main characteristic of good interpersonal communication?
p. 119

A.) One main sender for a large group of receivers
B.) Body language is not an issue
*C.) Immediate feedback between sender and receiver
D.) No miscommunication can occur

10. Which type of communication is the face-to-face process that focuses on advancing the physical and emotional well-being of a patient?
p. 119

A.) Interpersonal
B.) Interviewing
C.) Emotional
*D.) Therapeutic

11. What is a fixed antenna that is used to boost a radio signal?
p. 121

A.) Scanner
B.) Base station radio
*C.) Repeater
D.) Portable radio

12. What type of transfer of care happens when care of the patient is transferred from one care provider to the next?
p. 120

A.) Written
*B.) Verbal
C.) Implied
D.) Inherent

13. What should you state first when you wish to contact another resource in the system via the radio?
p. 122

A.) Specifics of the reason for the transmission
B.) Request for traffic clearance on the channel
C.) Your personal radio identifier
*D.) Radio identifier of the resource you are calling

14. When is it especially important to be assertive?
p. 119

A.) When you are in a rush
*B.) When safety is at stake
C.) When you are right
D.) When you need to impress

15. Which type of barrier to communication is distance?
p. 118

A.) Cultural
B.) Perceptual
*C.) Physical
D.) Interpersonal

16. How much of any given message is transmitted by the specific words used?
p. 117

A.) 38%
B.) 18%
C.) 55%
*D.) 7%

17. What must the receiver of the message do first after receiving the message?
p. 117

A.) Encode
*B.) Decode
C.) Get the idea
D.) Transmit a response

18. Who is the person introducing a new thought?
p. 117

A.) Receiver
B.) Communicator
C.) Messenger
*D.) Sender

19. Which of the following is NOT needed for a good transfer of care?
p. 121

*A.) Detailed account of patient's current condition
B.) Patient's name and age
C.) Patient's response to the care that has been given
D.) Patient's vital signs