

Student Exercise

1. What is the difference between verbal and non-verbal communication?
2. List two examples of verbal communication.
 - a.
 - b.
3. List two examples of non-verbal communication.
 - a.
 - b.
4. **(Circle)** — Which of the following is an example of an effective communication technique?
 - a. Changing the subject.
 - b. Showing interest in the client when he is talking.
 - c. Giving a personal opinion about a person without being asked.
 - d. Jumping to conclusions without knowing the whole story.
5. What is the correct way to answer the telephone at a client's home?
6. What is the difference between hearing and listening?

Circle an (E) if the statement represents effective communication or a (B) if the statement represents a communication barrier.

7. E / B If communication is not taking place, explore the reasons.
8. E / B Allow time for the client to talk and express his feelings.
9. E / B Give reassurance to the client even if it is untrue.
10. E / B Argue with a client to make him understand when he is wrong.
11. E / B Ask questions to show the client you are listening.
12. E / B Talk while the client is talking.