

Hi-Touch Health Care: The Critical Six Soft Skills

Communication Competency: Interpersonal and Oral Communication

Post-Test

1. The top three root causes for sentinel events in the healthcare industry have been proven to be:
 - a. The Human Factor
 - b. _____
 - c. Leadership

2. The three factors in achieving competency in communication skills are:
 - a. Motivation
 - b. _____
 - c. _____

3. The Center for Disease Control defines active listening as:

4. True or False? (circle correct response)

Approximately 70-90% of our communication is spent speaking or listening.

5. True or False? (circle correct response)

According to research, body language does not have any effect on the effectiveness of communication.

6. What are the four steps in the Perception Process?

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Interpersonal and Oral Communication

KEY

1. Communication
2. Knowledge
Skills
3. Hearing what is said and paying attention to how it is said so the conversation can be adjusted to elicit the needed response utilizing various verbal and nonverbal techniques.
4. True
5. False
6. selection, organization, interpretation and negotiation