

Hi-Touch Health Care: The Critical Six Soft Skills

Communication Competency: Non-Verbal Communication Skills

Post-Test

1. True or False? (circle the correct answer)

The use of touch is always an effective communication tool.

Why?

2. Describe the different aspects of voice and how they can affect communication.

3. In communication, touch is also called _____.

4. Describe the differences between:

Public distance

Social distance

Personal distance

Intimate distance

5. How should your body be oriented for an open communication session?

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KEY

1. False. Some individuals are threatened by touch, you must understand how they will respond first.
2. Tone, rate, pitch, volume, pauses
3. Haptics
4. Public distance – beyond 12 feet
Social distance – 4-12 feet
Personal distance – 18 inches to 4 feet. “arm’s distance”
Intimate distance – kissing to about 18 inches out
5. Body in open communication – facing the individual, leaning in slightly, not attending to anything else, good eye contact