

## Communication Skills

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### A quiz for NSW palliative care volunteers

This quiz is based on Chapter 5 of *Palliare: A handbook for palliative care volunteers in NSW (2018)*

**Select the correct response to each of the following questions:**

1. The aim of communicating with a patient is:
  - a. To build a supportive relationship with the person.
  - b. To avoid insincerity, or being overly intimate, or power struggles.
  - c. To become friends with the person and their family.
  - d. To identify clinical goals for the person in palliative care.
  - e. Both a and b above.
2. Conversation is inherently intimate, so in working with patients conversation is probably not the best approach. Is this true or false?
3. Effective communication:
  - a. Is attentive to the person's total message, both verbal and non-verbal.
  - b. Requires the volunteer to be fully present, not distracted by their thoughts.
  - c. Is enhanced by the volunteer being a calm and attentive.
  - d. Involves careful attention to the context of the relationship.
  - e. All of the above.
4. Which of the following techniques will make your listening more effective:
  - a. Don't ever break eye contact.
  - b. Try and feel what the speaker is feeling.
  - c. Help the speaker finish the sentence.
  - d. Try and interpret what the speaker is saying.
  - e. All of the above.
5. You have been asked to assist a person with an intellectual disability who is attending a clinic and you find their speech hard to understand. The best approach is to:
  - a. Pretend that you can understand them and change the subject.
  - b. Ask them to repeat themselves or to use different words.
  - c. Communicate solely with their support worker.
  - d. Speak more slowly to them, in a loud voice.
  - e. None of the above.
6. A person has just been given a grim diagnosis. You are with them in the hours after they get the bad news. You respond by saying:
  - a. "That's nothing, my husband's cancer was much worse than that"
  - b. "Don't worry, you'll be fine, try and not think about it"
  - c. "It's probably because you've been a smoker all your life"
  - d. "Poor thing, you look ghastly"
  - e. None of the above.
7. People in a coma cannot be roused but may be able to hear and sense your touch. Is this true or false?
8. If a diagnosis has brought intense feelings to a person then it is likely that they may have misinterpreted the information given to them. Is this true or false?

1e; 2t; 3e; 4b; 5b; 6e; 7t; 8t