Communication Skills
End of Module Quiz (10 Questions)

1. Which of the following is not a common barrier to communication?
   A. Jargon
   B. Sexual Bias
   C. Moralizing
   D. Offer options, not directives
   E. Closed ended questions
   F. B and D
   G. All of the above are barriers to communication

   Incorrect Answer Response: Partner services providers offer a variety of options for the patient to consider regarding behavior change, not directives. Communicating nonjudgmental respect to patients strengthens rapport. Use of jargon, negative or closed ended questions, pressure tactics, moralizing/judging, sexual bias, cultural bias, and interrupting are examples of barriers to communication.

   Where question content is presented: Passport to Partner Service – Communication Skills Module 7; Topic 2; page 19 & Topic 3; pages 3 – 13.

2. What are the benefits of open ended questions?
   A. Keeps the answers short and to the point
   B. Keep the conversation moving
   C. Less judgmental
   D. A, B, and C
   E. B and C
   F. None of the above

   Incorrect Answer Response: Open-ended questions require more than just a “yes” or “no” answer as a response and help to engage the patient in the conversation. Another benefit of open-ended questions: a non-judgmental tone. For example, asking someone “Do you use drugs when you have sex?” may cause a person to be less than honest in their response, for fear of being judged. However, asking someone “What drugs do you use when you have sex?” sets a tone that there is an understanding that some people do use drugs during sex and you are encouraging them to discuss their usage.

   Where question content is presented: Passport to Partner Service – Communication Skills Module 7; Topic 4; page 8

3. Which of the following is a definition for assertiveness?
   A. To demand one’s rights or position at the expense of others
   B. To give up one’s rights or position to someone else
   C. To claim or maintain one’s rights or position without compromising the rights of others
   D. The predominating attitudes that characterize a group or organization
Incorrect Answer Response: Assertiveness is defined as: To claim or maintain one’s rights or position without compromising the rights of others. Assertiveness is both a communication skill and a problem-solving skill.

Where question content is presented: Passport to Partner Service – Communication Skills Module 7; Topic 6; page 3.

4. Which of the following is not an example of confrontation?
   A. Present Information
   B. Informal Scolding
   C. Direct Challenge
   D. Withdrawal of Reinforcement

Incorrect Answer Response: Four forms of confrontation include: Present Information (confront the patient by stating the facts, based on case analysis, that challenge what the patient has told you); Direct Challenge (confront the patient with a direct challenge when s/he makes a statement that runs contrary to the truth); Self-Involvement (confront the patient by asking him/her to show you evidence of the truthfulness of his/her information in a direct way); Withdraw Reinforcement (Confront the patient by expressing disappointment with the patient’s present behavior and/or withdraw positive feedback previously given).

Where question content is presented: Passport to Partner Service – Communication Skills Module 7; Topic 7; Page 11.

5. CHART is an acronym that:
   A. Describes potential motivations for identifying partners
   B. Describes the method of eliciting partners
   C. Describes problem solving methodology
   D. None of the above

Incorrect Answer Response: The STD motivations acronym, CHART, can help you remember ways to help you motivate the patient and tailor your response to the specific circumstances of the patient. It stands for the following: C – Complications of untreated infection; H – HIV connection; A – Asymptomatic nature of Infection; R – Re-infection; T – Transmission.

Where question content is presented: Passport to Partner Service – Communication Skills Module 7; Topic 7; page 7.

6. Which of the following would be a good example of a verification question?
   A. Do you want to tell me about that?
   B. Don’t you think your partner has a right to know about this?
   C. Can you remember what happened?
   D. What concerns you most about talking to me about your partner?

Incorrect Answer Response: “V” in the LOVER Problem Solving Methodology stands for Verify. By asking open-ended verification questions (What concerns you about this? What are you worried about? Tell me what is going on for you) help define the patient’s problem.

Where question content is presented: Passport to Partner Service – Communication Skills Module 7; Topic 7; page 7.

7. Information Gathering, Community Mapping, and Checking Resources (such as the internet) are all examples of:
A. The Cultural Objectivity Model
B. Strategies to learn more about cultures
C. Problem Solving Methodology
D. None of the above

Incorrect Answer Response: Several strategies may help you learn more about cultures you are unfamiliar with: Information Gathering (observe, ask, research and listen); Community Mapping (visiting a community to find out what kind of and where activities take place); Ask the patient; Ask other Providers; Check out other Resources (use the internet to find out about cultures, trends, and languages).

Where question content is presented: Passport to Partner Service – Communication Skills Module 7; Topic 5; Page 7.

8. Which of the following is not one of the four steps of the Cultural Competence Objectivity Model?
A. Imagine a particular point of view
B. Think about the impact of this view on an interview
C. Consider reasons a person might hold this view
D. Think of steps the person could take to deal with the view/personal barrier
E. Employ Community Mapping

Incorrect Answer Response: Four Steps of the Cultural Competency/Objectivity Model: imagine that a partner services provider has a particular view point; take a minute to think about the impact this view might have during an interview; consider some reasons this person holds this view; think of steps that this person could take to deal with this view/personal barrier.

Where question content is presented: Passport to Partner Service – Communication Skills Module 7 Topic 5; Page 10.

9. Change in pace, jumping around in speaking, stalling, and contradictions are:
A. Things you would observe in a patient to indicate a problem may exist
B. Things you would listen for in a patient to indicate a problem may exist
C. Things you would do with a patient to solve a problem
D. Part of your response to a patient when solving a problem
E. None of the above

Incorrect Answer Response: Our job in problem solving is to uncover the patient’s plans, reveal how it can go wrong, discuss consequences, and come up with ways to deal with them. The first step in problem solving is recognizing that the problem exists, which we do by listening to and observing cues from patient. “L” is for Listen; we listen to what is said, not said, or how it is said to identify verbal problem indicators. This may include: changing pace, stalling, contradictions, confusion, inconsistent conversation, jumping around, parroting the provider, or a change in volume or tone.

Where question content is presented: Passport to Partner Service – Communication Skills Module 7; Topic 7; pages 1 & 7.

10. Which of the following is not an STD motivator?
A. Re-Infection
B. Asymptomatic Infection
C. Complications
D. Resistance to treatment
E. None of the above

Incorrect Answer Response: The STD motivations acronym, CHART, can help you remember ways to help you motivate the patient and tailor your response to the specific circumstances of the patient. It stands for the following: C – Complications of untreated infection; H – HIV connection; A – Asymptomatic nature of Infection; R – Re-infection; T – Transmission.

Where question content is presented: Passport to Partner Service – Communication Skills Module 7; Topic 7, page 7.