

State of Florida Department of Health
Public Safety Telecommunicator
WORKSHEET 1

The below worksheet is based off the DOH study guide dated 07/01/2017. This worksheet should be used as a guide to help learn the material within it in preparation for the state exam. This worksheet does not cover all elements of **Chapter 4**. When preparing for the state exam, the state study guide is the primary resource.

Chapter 4: Communication and interpersonal skills

1. List the four (4) voice techniques to utilize to control radio transmissions and telephone calls.

2. How are interpersonal skills utilized?

3. List five (5) factors essential in providing excellent customer service.

4. Indicate if the following is an example of verbal or non-verbal communications skill.

Skill	Verbal	Non-Verbal
Listening for background noise		
Ask clarifying questions when needed		
Reading body language		
Paraphrase statements to ensure understanding		
Use open or closed ended questions appropriately		

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5. List four (4) good decision making skills.

6. List five (5) calming techniques used to help control hysterical callers.

7. The use of voice inflection, to avoid making assumptions, and avoiding industry jargon are examples of what skill?

8. What are the five (5) components of the communication cycle?

9. List three (3) techniques a PST can use to recognize when information is appropriate to the situation.

10. To respect lifestyles and generational differences as well as respecting different cultures and backgrounds are all associated with what?
