Chapter 4: Communication and interpersonal skills

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

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2. How are interpersonal skills utilized?

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

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

<table>
<thead>
<tr>
<th>Skill</th>
<th>Verbal</th>
<th>Non-Verbal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listening for background noise</td>
<td></td>
<td></td>
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<tr>
<td>Ask clarifying questions when needed</td>
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<tr>
<td>Reading body language</td>
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<tr>
<td>Paraphrase statements to ensure understanding</td>
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<tr>
<td>Use open or closed ended questions appropriately</td>
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5. List four (4) good decision making skills.

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

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

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

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

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

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