The below worksheet answer key is based off the DOH study guide dated 07/01/2017. This worksheet does not cover all elements of Chapter 4.

**Chapter 4: Communication and interpersonal skills**

1. List the four (4) voice techniques to utilize to control radio transmissions and telephone calls. (4.01)

   - Effective communications
   - Professionalism
   - Phonetic alphabet
   - Plain language

2. How are interpersonal skills utilized? (4.02)

   They are essential in establishing trust and a positive relationship between the public and co-workers.

3. List five (5) factors essential in providing excellent customer service. (4.03)

   - Actively listen
   - Be compassionate
   - Be responsive
   - Focus on caller
   - Maintain a calm controlled demeanor
   - Have patience
   - Clearly communicate
   - Be knowledgeable and know your resources
   - Don’t take offense to abrasive customers
   - Be able to handle the unknown
   - Use persuasion techniques
   - Show tenacity
   - Terminate the call and/or conversation professionally
   - Be willing to go the extra mile
   - Be assertive

4. Indicate if the following is an example of verbal or non-verbal communications skill. (4.04)

<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>X</td>
</tr>
<tr>
<td>Ask clarifying questions when needed</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Reading body language</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Paraphrase statements to ensure understanding</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Use open or closed ended questions appropriately</td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>
5. List four (4) good decision making skills. (4.05)

- Being confident
- Being competent
- Obtaining facts
- Utilizing available resources
- Acting quickly
- Knowing the possible consequences
- Trusting your gut instinct
- Relying on training
- Learning from past mistakes

6. List five (5) calming techniques used to help control hysterical callers. (4.06)

- Provide reassurance that the call has been received
- Use voice control and inflection - do not elevate to the caller’s emotional level
- Refrain from sarcasm, which may escalate the situation
- Provide clear direction
- Repeat instructions or statements
- Use the caller’s name
- Don’t let the caller know you’re frustrated
- Build a good rapport with the caller
- Don’t take antagonistic callers personally
- Recognize when you need help and ask for help

7. The use of voice inflection, to avoid making assumptions, and avoiding industry jargon are examples of what skill? (4.07)

- Proper use of pronunciation and enunciation

8. What are the five (5) components of the communication cycle? (4.08)

- Sender
- Receiver
- Message
- Medium
- Feedback

9. List three (3) techniques a PST can use to recognize when information is appropriate to the situation. (4.10)

- Obtain enough information to determine whether the information is appropriate, consistent, or suspicious
- Actively listen to background noises and comments that could possibly alter the situation
- Rephrase or ask follow-up/open ended questions to gather information
- Do not draw conclusions
- Utilize resources
- Trust your gut instinct
- Evaluate the timeline of events
- Zero in on key words

10. To respect lifestyles and generational differences as well as respecting different cultures and backgrounds are all associated with what? (4.11)

- Human diversity