

*Preparing the Adult Mental Health Workforce to Succeed  
in a Transformed System of Care*

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*Module 10: Facilitating Recovery Through Communication*

*Post-test*

- 1) All of the following are factors that facilitate communication (check all that apply):
  - A. Attitudes/values
  - B. Cultural and linguistic competency
  - C. Listening to what others have to say
  - D. Arguing
  
- 2) The following are examples of values that promote positive communication (check all that apply):
  - A. Empathy
  - B. Kindness
  - C. Compassion
  - D. Yelling
  
- 3) Communication skills include (check all that apply)
  - a. Paraphrasing
  - b. Reflective listening
  - c. Asking for clarification
  - d. Questions
  
- 4) Active listening has only one component.
  - True
  - False

5) Non-verbal communication skills are not important to consider.

True

False

6) The ADS Center changed its name to Resource Center to Promote Acceptance, Dignity and Social Inclusion Associated with Mental Illness.

True

False

7) Language such as “resistant” and “dysfunctional” accurately describes consumers.

True

False

8) People with mental illnesses should be referred to as the mentally ill.

True

False

9) Education and income levels do not affect a person’s cultural context.

True

False

10) Understanding a person’s comprehensive cultural context will support their recovery.

True

False