

Module 10: Facilitating Recovery through Communication

Post Test Answers

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. False

5. Non-verbal communication skills are not important to consider. False
6. The ADS Center changed its name to Resource Center to Promote Acceptance, Dignity and Social Inclusion Associated with Mental Illness. True
7. Language such as “resistant” and “dysfunctional” accurately describes consumers. False
8. People with mental illnesses should be referred to as the mentally ill. False
9. Education and income levels do not affect a person’s cultural context. False
10. Understanding a person’s comprehensive cultural context will support their recovery.

True