

HICAP Chapter Two Test

Name: _____

Date: _____

Circle the correct answer

1. Pseudo-listening is a useful communication technique for documenting case information.

YES

NO

2. Rehearsing answers is another communication technique that all volunteers should practice.

YES

NO

3. Finishing a client's train of thought is useful in helping the client understand the problem being addressed.

YES

NO

4. Asking questions of a client demonstrates good listening skills.

YES

NO

5. Paraphrasing is a useful technique for communicating with the client.

YES

NO

6. Taking notes is an important tool when assisting a client.

YES

NO

Name: _____

7. Always introduce yourself to your client.

YES

NO

8. Always address the client by their first name.

YES

NO

9. Chewing gum can hinder communication with the client.

YES

NO

10. Good eye contact is an essential element for communicating with the client.

YES

NO