

In-Home Aide Newsletter- September 2025 Posttest -Communication

ANSWERS

1. Communication is the process of exchanging information through sending and receiving messages using signs, symbols, words, drawings and pictures.

True

2. We can control how we communicate.

True

3. The most important part of communicating with clients and families is listening.

True

4. It takes energy, concentration, and effort to be a good listener.

True

5. Body language is not very important in the communication process.

False

6. Emotions can impact our communication.

True

7. Cultural differences would never affect communication.

False

8. The simplest form of communication is a three-way process.

True

9. A person who is hard of hearing may need certain types of communication devices.

True

10. Your agency should have guidelines on how to communicate with agency staff.

True