

In-Home Aide Newsletter- September 2025 Posttest -Communication

Name: _____ **Date:** _____

Mark True or False

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

True False

2. We can control how we communicate.

True False

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

True False

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

True False

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

True False

6. Emotions can impact our communication.

True False

7. Cultural differences would never affect communication.

True False

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

True False

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

True False

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

True False