**Communication: Supporting Individuals - Residential & HC**

**Online Questions**

**5xMC, 5xT/F, 5xFG**

**Vocab**

***Communication:***Communication is defined as ‘a two-way interaction where information, meanings and feelings are shared both verbally and non-verbally.’

***Verbal Communication:*** Verbal communication is the use of speech, and can be direct and face-to-face, or via phone or video. Verbal communication involves the spoken word, as well as the tone of one’s voice and sounds made.

***Non-verbal Communication:***Non-verbal communication involves non-speaking, visual forms of communication, such as facial expressions, eye contact, position, gestures and the use of sign language.

***Written Communication*:** Effective written communication relies on the older person being literate, understanding the text and having adequate vision or the ability to wear reading glasses.

***Assisted Communication*:** Assisted communication uses technology to replace spoken or written forms of communication. These are known as aided forms of Augmentative and Assistive Communication (AAC).

**Multiple Choice**

Written communication is only effective if:  
The person is able to read it

The person can understand the text

The message is clear   
All of the other answers

The tone of a person’s voice and the speed of their speech are examples of:

Verbal communication

Non-verbal communication

Written communication

Assisted communication

Facial expressions, eye contact and touch are examples of:

Verbal communication  
Non-verbal communication

Written communication  
Assisted communication

Using mobile phones, tablets or speech synthesizers are examples of:  
Verbal communication  
Non-verbal communication

Written communication

Assisted communication

When communicating with someone who has a sensory impairment:

Always identify yourself first  
Find a quiet place to speak with the person  
Consider using a variety of communication methods  
All of the other answers

**True/False**

Effective communication ensures that the older person is at the centre of safe, quality care. True

Everyone’s communication needs are the same. False

You should never leave a room without telling a visually impaired person where you are going. True

Verbal communication is just about the spoken word. False

It’s considered disrespectful to use a pet name unless the person has specifically asked you to do so. True

People will only use one form of communication at one time. False

**Fill the Gap**

According to the video, there are \_\_\_\_\_\_\_\_ main forms of communication.

four

three

Two

Ineffective communication can result in the individual feeling \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .

frustrated and confused  
safe and respected

understood and listened to

In order to communicate effectively, you should stand \_\_\_\_\_\_\_\_ the person.

facing  
beside  
behind

For someone with a cognitive impairment, you should speak \_\_\_\_\_\_\_ .  
slowly  
quickly

loudly

Assisted communication uses \_\_\_\_\_\_\_ to replace written or spoken forms of communication.

technology  
sign language

interpreter services