

STATE OF FL DOH PST 6th EDITION WORKBOOK SECTION 4 QUIZ-KEY

The below is intended to compliment or be used in conjunction with the FL DOH PST 6th Edition Workbook dated 2024. FL APCO Training Committee recommends the workbook be thoroughly read in preparation for the state examination. The below is meant to aid, not to substitute or supersede the information found in the workbook.

1. Active listening goes beyond receiving words; it involves grasping the emotions and needs behind them. **Workbook Pg. 72**

True or False

2. An inference is a conclusion or interpretation drawn from available evidence or facts. It involves making deductions or educated guesses based on the information at hand. **Workbook Pg. 77**

True or False

3. Pronunciation: Involves the articulation and clarity with which words are spoken. It emphasizes the precise formation of sounds and syllables to ensure they are distinctly heard and understood. **Workbook Pg. 74**

True or **False**

4. Strategic questioning helps in obtaining essential information, clarifying details, and ensuring a comprehensive understanding of the situation. **Workbook Pg. 81**

True or False

5. Remaining neutral and non-confrontational while providing reassurance and support are de-escalation techniques used by the PST. **Workbook Pg. 87**

True or False

6. Outstanding customer service extends beyond callers to encompass all interactions. **Workbook Pg. 78**

True or False

7. The stages of the communications cycle are sender, receiver, message, transmission, noise, feedback and **Workbook Pg. 71**

Context

DEMONSTRATE COMMUNICATION AND INTERPERSONAL SKILLS



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8. When handling suspicious information, the PST must **Workbook Pg. 83**

Maintaining Professionalism. Engaging Protocols and Supervisors, Documenting and Reporting

9. Define Fact **Workbook Pg. 77**

A statement that can be objectively verified or proven to be true. It is based on observable, concrete evidence and is not subject to interpretation.

10. List the 3 main ways to identify suspicious information. **Workbook Pg. 83**

Inconsistencies or Contradictions, Vague or Evasive Responses, Unusual Requests or Behavior

11. To ensure seamless handoffs and continuous support which enhances overall call management there must be **Collaboration** within the telecommunication team. **Workbook Pg. 82**

12. Effective and respectful interaction, bridge potential misunderstanding and ensure everyone receive appropriate help are reasons **Cultural Sensitivity** is important. **Workbook Pg. 73**

13. Language training, cultural awareness training as well as _____, are strategies to develop cultural competence. **Workbook Pg. 86**

A. Ethics

B. Engagement with diverse communities

C. Professionalism

D. Bias

14. The correct way of saying words, including sounds, stress, and intonation patterns specific to a language is known as **Workbook Pg. 74**

A. Pronunciation

B. Enunciation

C. Clarity

D. Radio etiquette

15. The following are factors that influence effective communication except **Workbook Pg. 74**

A. Active listening

B. Empathy

C. Cultural sensitivity

D. Misunderstanding

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16. The following are strategies for effectively giving instructions except **Workbook Pg. 75**

- A. Confirm Understanding
- B. Be Specific and Detailed
- C. Subjectivity**
- D. Clarity and Simplicity

17. Professionalism and courtesy, decision making and problem solving, knowledge of resources and protocols are some of the skills that play a vital role in the PST practicing **Workbook Pg. 78**

- A. Professional customer service
- B. Critical thinking
- C. Active listening
- D. Radio discipline

18. The following are radio transmission techniques except **Workbook Pg. 89**

- A. Empathetic tone**
- B. Appropriate Pacing and Tone
- C. Radio Discipline
- D. Clear Enunciation

19. Communication hurdles, misinterpretation of cultural clues, cultural sensitivity and bias are challenges faced by the PST with regards to **Workbook Pg. 85**

- A. Active listening
- B. Clear enunciation
- C. Cultural diversity**
- D. Difficult callers

20. The following are strategies for effectively following instructions except **Workbook Pg. 75**

- A. Active Listening
- B. Take Immediate Action
- C. Repeat and Confirm
- D. Team Collaboration**

21. The following are the PST'S approach to effectively communicate with a challenging caller. **Workbook Pg. 87**

- A. Remain Calm and Composed
- B. Active Listening and Empathy
- C. Use Clear and Simple Language
- D. All of the above**

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22. Two reasons that demonstrate the importance of _____ are, it minimizes misunderstanding and builds trust and confidence. **Workbook Pg. 75**

- A. Breath control
- B. Cultural sensitivity
- C. Voice modulation
- D. Clear instructions delivery**

23. Radio transmissions are enhanced with voice control strategies such as **Workbook Pg. 89**

- A. Questioning and Probing
- B. Avoiding vocal fatigue
- C. Modulation and pitch
- D. B & C**

24. What is the purpose of the phonetic alphabet? **Workbook Pg. 74**

Ensures precision and reduces ambiguity when conveying critical information like spellings or codes.

25. Any interference that distorts the message during transmission. It could be external, like physical distractions, or internal, such as biases, emotions, or differing language proficiency. This stage of the communications cycle is known as

- A. Feedback
- B. Noise**
- C. Context
- D. Transmission

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