

State of Florida Department of Health
Public Safety Telecommunicator
WORKSHEET 1

The below worksheet is based off the DOH study guide dated 07/01/2017. This worksheet should be used as a guide to help learn the material within it in preparation for the state exam. This worksheet does not cover all elements of **Chapter 4**. When preparing for the state exam, the state study guide is the primary resource.

Chapter 4: Communication and interpersonal skills

1. List the four (4) voice techniques to utilize to control radio transmissions and telephone calls.

2. How are interpersonal skills utilized?

3. List five (5) factors essential in providing excellent customer service.

4. Indicate if the following is an example of verbal or non-verbal communications skill.

Skill	Verbal	Non-Verbal
Listening for background noise		
Ask clarifying questions when needed		
Reading body language		
Paraphrase statements to ensure understanding		
Use open or closed ended questions appropriately		

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5. List four (4) good decision making skills.

6. List five (5) calming techniques used to help control hysterical callers.

7. The use of voice inflection, to avoid making assumptions, and avoiding industry jargon are examples of what skill?

8. What are the five (5) components of the communication cycle?

9. List three (3) techniques a PST can use to recognize when information is appropriate to the situation.

10. To respect lifestyles and generational differences as well as respecting different cultures and backgrounds are all associated with what?

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WORKSHEET 1 – Answer Key

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Chapter 4: Communication and interpersonal skills

1. List the four (4) voice techniques to utilize to control radio transmissions and telephone calls. (4.01)

Effective communications – Professionalism – Phonetic alphabet -
Plain language

2. How are interpersonal skills utilized? (4.02)

They are essential in establishing trust and a positive relationship between
the public and co-workers.

3. List five (5) factors essential in providing excellent customer service. (4.03)

Actively listen – Be compassionate – Be responsive – Focus on caller -
Maintain a calm controlled demeanor – Have patience – Clearly communicate
Be knowledgeable and know your resources – Don't take offense to abrasive
customers – Be able to handle the unknown – Use persuasion techniques -
Show tenacity – Terminate the call and/or conversation professionally - Be
willing to go the extra mile – Be assertive

4. Indicate if the following is an example of verbal or non-verbal communications skill. (4.04)

Skill	Verbal	Non-Verbal
Listening for background noise		X
Ask clarifying questions when needed	X	
Reading body language		X
Paraphrase statements to ensure understanding	X	
Use open or closed ended questions appropriately	X	

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5. List four (4) good decision making skills. (4.05)

Being confident – Being competent – Obtaining facts – Utilizing available resources – Acting quickly – knowing the possible consequences – Trusting your gut instinct – Relying on training – Learning from past mistakes

6. List five (5) calming techniques used to help control hysterical callers. (4.06)

Provide reassurance that the call has been received – Use voice control and inflection-do not elevate to the caller's emotional level – Refrain from sarcasm, which may escalate the situation – Provide clear direction – Repeat instructions or statements – Use the caller's name – Don't let the caller know you're frustrated – Build a good rapport with the caller – Don't take antagonistic callers personally – Recognize when you need help and ask for help

7. The use of voice inflection, to avoid making assumptions, and avoiding industry jargon are examples of what skill? (4.07)

Proper use of pronunciation and enunciation

8. What are the five (5) components of the communication cycle? (4.08)

Sender – Receiver – Message – Medium - Feedback

9. List three (3) techniques a PST can use to recognize when information is appropriate to the situation. (4.10)

Obtain enough information to determine whether the information is appropriate, consistent, or suspicious – Actively listen to background noises and comments that could possibly alter the situation – Rephrase or ask follow-up/open ended questions to gather information – Do not draw conclusions – Utilize resources – Trust your gut instinct – Evaluate the timeline of events – Zero in on key words

10. To respect lifestyles and generational differences as well as respecting different cultures and backgrounds are all associated with what? (4.11)

Human diversity