

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

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.

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.

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.

True or False

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

True or False

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

True or False

6. Outstanding customer service extends beyond callers to encompass all interactions.

True or False

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

DEMONSTRATE COMMUNICATION AND INTERPERSONAL SKILLS



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

8. When handling suspicious information, the PST must

9. Define Fact

10. List the 3 main ways to identify suspicious information.

11. To ensure seamless handoffs and continuous support which enhances overall call management there must be _____ within the telecommunication team.

12. Effective and respectful interaction, bridge potential misunderstanding and ensure everyone receive appropriate help are reasons _____ is important.

13. Language training, cultural awareness training as well as _____, are strategies to develop cultural competence.

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

A. Pronunciation

B. Enunciation

C. Clarity

D. Radio etiquette

DEMONSTRATE COMMUNICATION AND INTERPERSONAL SKILLS



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

15. The following are factors that influence effective communication except

- A. Active listening
- B. Empathy
- C. Cultural sensitivity
- D. Misunderstanding

16. The following are strategies for effectively giving instructions except

- 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

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

18. The following are radio transmission techniques except

- 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

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

20. The following are strategies for effectively following instructions except

- 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.

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

DEMONSTRATE COMMUNICATION AND INTERPERSONAL SKILLS



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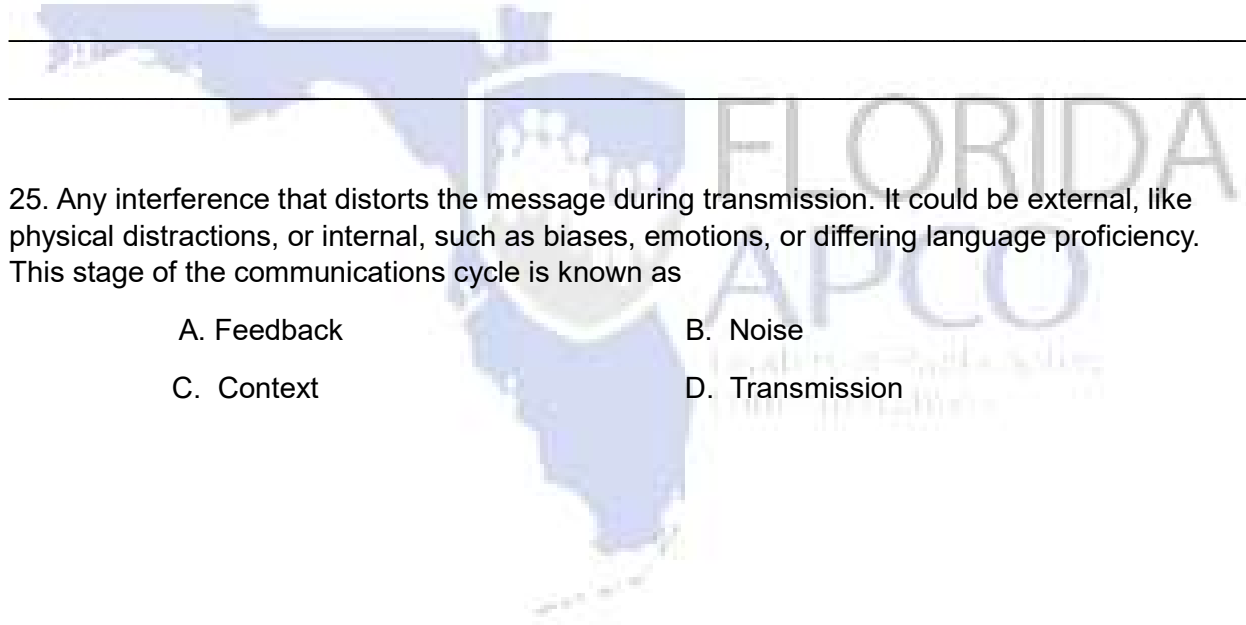
22. Two reasons that demonstrate the importance of _____ are, it minimizes misunderstanding and builds trust and confidence.

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

23. Radio transmissions are enhanced with voice control strategies such as

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

24. What is the purpose of the phonetic alphabet?



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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