

Effective Communication

Please fill in the box next to the best answer. (Fill in only one box per question)

1. What are the elements of effective listening? (Choose one)
 - Authentic listening, be aware of triggers, express empathy, and use empowering language.
 - Authentic listening, ignore triggers, express empathy, and use empowering language.
 - Authentic listening, ignore triggers, show no feelings, and use empowering language.
 - Authentic listening, be aware of triggers, express empathy, and use language that makes the child feel bad.

2. What are the three steps of authentic listening? (Choose one)
 - Read and mirror body language, repeat back what they said and repeat it again.
 - Take a deep breath to calm yourself, speak first, and then let the other person speak.
 - Listen attentively without interrupting, state your understanding of what was being said, and check for confirmation that your understanding of what was said is correct.
 - Create a safe space, listen with a smile on your face, reply carefully and calmly.

3. When communicating about sensitive issues with a child who has experienced trauma and loss, it is important to: (Choose one)
 - Talk about things immediately and not let them fester.
 - Schedule a time and place with your child for having the conversation, so they know when it is happening.
 - Pay attention to your body language and tone of voice.
 - Not overthink things and just say what is on your mind.

4. Remaining calm and empathetic while listening to a child talk about their story is important because it conveys all of the following, **EXCEPT**: (Choose one)
- Their feelings and experiences are important.
 - They are respected.
 - They matter.
 - Their story is not worth caring about.
5. What are some practical strategies that can be used to develop open communication with children? (Choose one)
- Maintain a curious and open attitude, even tone of voice, and calm demeanor.
 - Have conversations while sharing an activity such as riding in the car or taking a walk.
 - Use language that is appropriate for the child's age and developmental level.
 - All of the above.
6. When sharing sensitive information with a child, it is important to: (Choose one)
- Give more information than the child is asking for.
 - Be truthful, empathetic and give information in a developmentally appropriate way.
 - Protect the child from information that might be painful.
 - Make up a pretty story.