TRUE/FALSE QUESTIONS

Section 2

Manage Conflict

Effective Interaction and Problem-Solving

2.2 Select true or false in relation to the following statements:

a) Active listening can allow workers to empathise and understand the client’s perspectives and emotions.

True  False

1. When interacting with clients, workers do not have to explain medical jargon or terms.

True  False

c) Observing a client’s non-verbal behaviour is sufficient for the worker to gain full understanding of the client’s emotions and there is no need for further clarification.

True  False

Section 3

Respond to Behaviours of Concern

Ensuring Personal Safety

3.5 Select true or false in relation to the following statements:

a) Workers have the duty of care to uphold the rights of clients and prevent harm to clients.

True  False

b) Duty of care outweighs the client’s right to autonomy in all situations.

True  False

c) Workers should be aware of constraint and imprisonment legislations according to their state and territory.

True  False

1. Organisations have zero-tolerance policies against abuse to protect workers from violent aggressive behaviours.

True  False