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 [x]  False [ ]

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

True [ ]  False [x]

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 [x]

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 [x]  False [ ]

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

True [ ]  False [x]

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

True [x]  False [ ]

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

True [x]  False [ ]