Learner Feedback Questions

1. Assertion theory claims:
   a. not all individuals can develop assertion skills
   b. assertive behaviors help individuals gain control of people and situations
   c. everyone has basic human rights that are to be respected
   d. consensus takes precedence over individual needs in group discussions

2. Being positively assertive allows a person to:
   a. frame any negative communication to the positive
   b. directly express feelings at all times
   c. accentuate the positive in all interactions with others
d. give and receive constructive criticism

3. Which means of communication best conveys a message to others?
   a. words
   b. tone of voice
c. non-verbal body language
   d. pace of message delivered

4. Most people speak at how many words per minute (wpm)?
   a. 125
   b. 250
c. 300
d. 500

5. Which of the following is not a reason for tuning out someone’s message?
   a. old information
   b. boring
c. makes no sense
   d. perceived bias of the sender

6. Assertive communication is:
   a. evaluating the message
   b. responding to a message with advice
   c. interpreting the sender’s message
d. clarifying the sender’s message correctly. (c) Assertive communication is clarifying the sender’s message.

7. Which of the following is passive behavior?
   a. allowing others to get what they want
   b. maintaining relationships
   c. putting other people’s needs first
d. gentle on individuals while tough on the problem

8. Which action should be avoided when dealing with difficult situations?
   a. meet privately
   b. use “I” statements
   c. set a time sooner than later for resolution of problem
d. pay attention to your limits

9. Managing conflict does not include:
   a. managing anger and fear
   b. asking for assistance you need
   c. setting a time limit for resolution
   d. acknowledge your part in the conflict

10. Assertive individuals are all of the following except:
    a. direct
    b. honest
c. open
d. aggressive

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Registration/Answer Form

Before May 5, 2011, print this page, complete the multiple choice questions by circling the correct answer and mail or fax to: ADVANCE for Nurses, Learning Scope, 2900 Horizon Dr., King of Prussia, PA 19406; 610-278-1426.

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