

Peer support and communication

Name: _____

Date: _____

☞ This test will **not** be used to mark you for the university/college course. Please check the answers below. For us, the instructors, it is more important that you check **'don't know'**, than take a guess, because we would like to find out **before** the course what you already know and what we need to teach.

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|---|--------------------------|--------------------------|--------------------------|
| 1. Peer helping is any of the following: | yes | no | don't know |
| a) providing therapy and treatment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) clarifying thoughts and feelings | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) exploring options and alternatives | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) telling clients what they should do | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e) listening and understanding | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f) paying attention to non-verbal behaviour | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g) knowing about available resources and services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h) knowing when another professional should help | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| i) solving the problem for the client | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| j) offering a supportive relationship | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| k) facilitating others in defining their own solutions | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Peer helping skills... | yes | no | don't know |
| a) can be learned | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) can be improved | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) are skills that a person is born with | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) are too difficult to be taught | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. About bias | yes | no | don't know |
| a) It is probably impossible to listen to another person in a completely unbiased way | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) My biases can get in the way of building a relationship with a client if I am not aware of them | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) It is important to make sure the client knows if I have a bias against them | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Maintaining confidentiality includes | yes | no | don't know |
| a) not talking about a client's problems with anybody else | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) making sure that a client can not be identified when talking about her problems with somebody else | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) not giving the name of a client to a service provider, unless she has given permission | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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|---|--------------------------|--------------------------|--------------------------|
| 5. The elements of verbal communication include: | yes | no | don't know |
| a) ideas, information, facts | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) feelings, opinions, attitudes, values | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) written information | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) non-verbal behaviour | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e) context, e.g., the role of the people involved | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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|-----------------------------------|--------------------------|--------------------------|--------------------------|
| 6. Non-verbal behaviour includes: | yes | no | don't know |
| a) tone of voice | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b) intonation | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c) facts and information | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d) facial expressions | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e) how a person is dressed | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f) gestures | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g) body posture | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h) the position that somebody has | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

7. When two people or more are together, it is impossible not to communicate.
 yes no don't know

ANSWERS

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|-----------|--------|--------|--------|--------|--------|
| 1. a) no | b) yes | c) yes | d) no | e) yes | f) yes |
| g) yes | h) yes | i) no | j) yes | k) yes | |
| 2. a) yes | b) yes | c) no | d) no | | |
| 3. a) yes | b) yes | c) no | | | |
| 4. a) no | b) yes | c) yes | | | |
| 5. a) yes | b) yes | c) no | d) yes | e) yes | |
| 6. a) yes | b) yes | c) no | d) yes | e) no | |
| f) yes | g) yes | h) yes | | | |
| 7. yes | | | | | |