

1. What are the components of clinical empathy? Select all that apply.
 - Shows the patient you care
 - Creates connection
 - Focuses on communication from a patient -centered perspective
 - All of the above

2. Which is not an example of listening with empathy?
 - Listen for underlying feelings
 - Look for cues the speaker is finished
 - Reflect on your experience with the patient
 - Use subtle cues to convey that you are listening

3. Which is not an example of deflective listening?
 - Telling the other person what you think they should do.
 - Interpreting or evaluating a person's behavior.
 - Trying to make someone feel better.
 - I imagine you're exhausted and just want some sleep.

4. Select all the feelings that are on the Wheel of Universal Human Needs.
 - Rest
 - Exclusivity
 - Honesty
 - Safety

5. What factors affect how patients communicate with providers? Select all that apply.
 - Language
 - Beliefs
 - Practices
 - Cultural Backgrounds

6. Which is not a strategy to combat implicit bias?
 - Propose Alternatives
 - Introspection
 - Take Two
 - Mindfulness

7. Attributes that contribute to Social Perspective Taking? Select all that apply.
 - Resisting Snap Judgments
 - Frequently providing solutions
 - Receptive to feedback
 - Cope with uncertainty

8. Which is not a self-evaluation approach?
- Attentive to talk time ratios
 - Reviewing treatment decisions with colleagues
 - Noting differences in treatment decisions across care groups
 - Meditation
9. Which of the following are examples of cultural communication challenges?
- Language
 - Family members as translators
 - Clinician Patient Power Dynamic
 - All of the above
10. Simulation Theory of Social Perspective Taking is very similar to empathetic listening.
- True
 - False.