1. According to Abraham Maslow, the need for _________________________________ is the highest need.

2. Culture is ____________________________________________________________
______________________________________________________________________.

3. Religion relates to ____________________________________________________
______________________________________________________________________.

4. List the rules to follow for verbal communication:
   a. _________________________________________
   b. _________________________________________
   c. _________________________________________
   d. _________________________________________
   e. _________________________________________
   f. _________________________________________
   g. _________________________________________
   h. _________________________________________
   i. _________________________________________

5. Touch means different things to different people. To use touch, you need to
______________________________________________________________________.

6. Your body language should show _________________________________________
______________________________________________________________________.

7. Listening requires that you _____________________ and ______________________.

8. _____________________________ lead or invite the person to share thoughts, feelings, or ideas.

9. _____________________________ lets you make sure that you understand the message.

10. _____________________________ is a powerful way to communicate. It is used in sad times and when a person is upset and needs time to regain control.
11. Explain why using unfamiliar language is a communication barrier.

________________________________________________________________________
________________________________________________________________________

12. Identify which communication technique is being used in the following examples:
   a. “Mr. Lopez, do you want to get up now?”
   b. “Could you please say that again? I don’t understand.”
   c. Using your senses; concentrating on what the person is saying; using good eye contact.

________________________________________________________________________

13. List nine communication barriers.
   a. ________________________________________
   b. ________________________________________
   c. ________________________________________
   d. ________________________________________
   e. ________________________________________
   f. ________________________________________
   g. ________________________________________
   h. ________________________________________
   i. ________________________________________

14. Discuss how the presence or absence of family and friends can affect recovery and quality of life. __________________________________________________________________________

________________________________________________________________________

15. Describe the following behaviors:
   a. Demanding behavior _______________________
   b. Aggressive behavior _______________________

________________________________________________________________________
________________________________________________________________________

16. List five causes of inappropriate sexual behaviors.
   a. ________________________________________
   b. ________________________________________
   c. ________________________________________
   d. ________________________________________
   e. ________________________________________