

**Sample Test Material for:**

**Ensuring Effective Inter/Intra Agency Communications**

**Test material will be presented in a multiple-choice question format.**

There are 15 questions in this subject area.

**Test Task:** These questions test for understanding of techniques for interacting effectively with individuals and agencies, to educate and inform them about topics of concern, to clarify agency programs or policies, to negotiate conflicts or resolve complaints, and to represent one's agency or program in a manner in keeping with good public relations practices. Questions may also cover interacting with the staff of one's own agency and/or that of other agencies in cooperative efforts of public outreach or service.

**SAMPLE QUESTION:**

A person approaches you expressing anger about a recent action by your department. Which one of the following should be your **first** response to this person?

- A. Interrupt to say you cannot discuss the situation until he calms down.
- B. Say you are sorry that he has been negatively affected by your department's action.
- C. Listen and express understanding that he has been upset by your department's action.
- D. Give him an explanation of the reasons for your department's action.

*The correct answer to the sample question is Choice C.*

**SOLUTION:**

**Choice A** is not correct. It would be inappropriate to interrupt. In addition, saying that you cannot discuss the situation until the person calms down will likely aggravate him further.

**Choice B** is not correct. Apologizing for your department's action implies that the action was improper.

**Choice C** is the correct answer to this question. By listening and expressing understanding that your department's action has upset him, you demonstrate that you have heard and understand his feelings and point of view.

**Choice D** is not correct. While an explanation of the reasons for the action may be appropriate at a later time, at this moment the person is angry and would not be receptive to such an explanation.