Body Language

1. Indicate whether these statements are true or false based on the information you just studied by circling the best answer.

   It is recommended that you:
   
   a. Sit upright or leaning forward [True] [False]
   b. Maintain constant eye contact [True] [False]
   c. Avoid moving around [True] [False]
   d. Nod to show you are listening [True] [False]

2. Give two examples of inappropriate facial expressions.

   a. __________________________________________________________
   b. __________________________________________________________

Verbal Skills

3. Indicate whether these statements are true or false based on the information you just studied by circling the best answer.

   It is recommended that you:
   
   a. Only ask questions that require “yes” or “no” responses [True] [False]
   b. Avoid saying things like “hmmm” and “uh-huh” [True] [False]
   c. Try to look at the situation from your friend’s perspective [True] [False]
   d. Change topics if your friend seems upset [True] [False]

4. Give two examples of how you might state, name, or reflect back emotions your friend describes.

   a. __________________________________________________________
   b. __________________________________________________________
Support

5. Indicate whether these statements are true or false based on the information you just studied by circling the best answer.

   It is recommended that you:

   a. Talk about your own experiences if they are similar
      
      True     False

   b. Give advice in a supportive tone
      
      True     False

   c. Avoid reassuring your friend in a way that might minimize their situation
      
      True     False

   d. Say things like, “Try not to worry about it”
      
      True     False

   e. Avoid making judgments like, “I think it would be better for you to ______.”
      
      True     False

6. Give one example of a way to point out your friend’s strengths and two examples of validating your friend’s emotions.

   a. Pointing out strengths: _____________________________________________

   b. Validating: _______________________________________________________

   c. Validating _______________________________________________________