Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Professional Communication Exam**

1. \_\_\_\_\_ Where might correctional officers communicate sensitive information to each other about inmates?
2. White board outside the cell
3. In the supervisor’s office
4. On a wristband on the inmate
5. Sensitive information is never to be written where others can see
6. \_\_\_\_\_ What term or code means that the inmate is suicidal?
7. MEDC
8. MENT
9. SUIC
10. 10-88
11. 10-C
12. \_\_\_\_\_ What term or code tells jail personnel that the prisoner has some type of general or generic medical problem or issue that is causing their isolation and/or observation classification?
13. MEDC
14. MENT
15. SUIC
16. 10-88
17. 10-C
18. \_\_\_\_\_ What term or code means that the inmate is violent toward law enforcement personnel?
19. MEDC
20. MENT
21. SUIC
22. 10-88
23. 10-C
24. \_\_\_\_\_ What term or code can be used to alert everyone that the prisoner suffers from mental problems to the point that it is required to keep him or her isolated and/or under observation?
25. MEDC
26. MENT
27. SUIC
28. 10-88
29. 10-C
30. \_\_\_\_\_ What term or code means that the inmate has severe mental problems?
    1. MEDC
    2. MENT
    3. SUIC
    4. 10-88
    5. 10-C

7. \_\_\_\_\_ Which of the following includes linens (sheets, pillowcases, blankets, towels) and clothing (undergarments, gym shorts, T-shirts, socks, pants, jacket, raingear, shoes or boots)?

1. Contraband
2. Necessity/Clothing Items

8. \_\_\_\_\_ Which of the following includes altered, out-of-place, or excesses of authorized property; and any item which an offender is prohibited to possess or obtain while in custody, unless received by the offender as the result of a state or federal court order or legitimately through the litigation process?

1. Contraband
2. Necessity/Clothing Items

9. \_\_\_\_\_ Which sub-group of contraband represents a threat to the security and safety of the unit?

1. Dangerous
2. Non-Dangerous

10. \_\_\_\_\_ Which sub-group of contraband includes items that represent a threat to management of the unit?

1. Dangerous
2. Non-Dangerous

11. \_\_\_\_\_ Which sub-group of contraband violates agency rules, state law, or federal law?

1. Dangerous
2. Non-Dangerous

12. \_\_\_\_\_ Which sub-group of contraband includes items related to security threat groups?

1. Dangerous
2. Non-Dangerous

13. \_\_\_\_\_ Which sub-group of contraband includes authorized property which has been altered, damaged, is in excess of allowable amounts, or is out of place?

1. Dangerous
2. Non-Dangerous

14. \_\_\_\_\_ Which sub-group of contraband includes weapons or ammunition?

1. Dangerous
2. Non-Dangerous

15. \_\_\_\_\_ Which sub-group of contraband includes intoxicants and tobacco products?

1. Dangerous
2. Non-Dangerous

16. \_\_\_\_\_ Which sub-group of contraband includes currency, negotiable instruments, and cell phones?

1. Dangerous
2. Non-Dangerous

17. \_\_\_\_\_ Which sub-group of contraband includes tools, repaired internal components, and electrical cords of electrical equipment?

1. Dangerous
2. Non-Dangerous

18. \_\_\_\_\_ Which sub-group of contraband includes any item not authorized for the offender to possess or any items made from State property without authorization?

1. Dangerous
2. Non-Dangerous

19. \_\_\_\_\_ Which sub-group of contraband includes explosives or combustible or flammable items?

1. Dangerous
2. Non-Dangerous

20. \_\_\_\_\_ Which sub-group of contraband includes controlled substances or authorized medicine not used in the manner prescribed?

1. Dangerous
2. Non-Dangerous

21. \_\_\_\_\_ Which of the following terms means a city judge?

1. Arraignment Court
2. Magistrate
3. Alias
4. Capias

22. \_\_\_\_\_ Which of the following terms means bondable charges that have not been plead on?

* + 1. Arraignment Court
    2. Magistrate
    3. Alias
    4. Capias

23. \_\_\_\_\_ Which of the following terms means going before the magistrate to have a bond set on their particular charge or to plea on a class C misdemeanor offense?

* + 1. Arraignment Court
    2. Magistrate
    3. Alias
    4. Capias

24. \_\_\_\_\_ Which of the following terms means a fine, and the charge already has the disposition of either guilty or no contest?

* + 1. Arraignment Court
    2. Magistrate
    3. Alias
    4. Capias

25. \_\_\_\_\_ Communication is the act of transferring a message from one person to another.

* + 1. True
    2. False

26. \_\_\_\_\_ How is communication not expressed?

1. Language
2. Thoughts
3. Posture
4. Tone of voice

27. \_\_\_\_\_ Most communication is done through body language.

1. True
2. False

28. \_\_\_\_\_ How is body language conveyed?

1. Eye contact
2. Facial expressions
3. How arms are positioned
4. How a person stands
5. Nodding or shaking of the head
6. I, II, III
7. I, III, IV, V
8. II, III, IV
9. II, III, V
10. I-V

29. \_\_\_\_\_ Communication can only be done through body language by the sender to the recipient.

1. True
2. False

30. \_\_\_\_\_ Speaking consists of giving careful attention to the one who is communicating and is an essential element in correctional awareness.

1. A. True
2. B. False

31. \_\_\_\_\_ When we actively listen to someone, we are also more effective when we communicate back to them because they know that they have been heard.

1. A. True
2. B. False

32. \_\_\_\_\_ Which of the following is not an approach to active listening?

1. Summarizing what the speaker said to let the speaker confirm understanding
2. Making eye contact and facing the speaker
3. Interrupting the speaker when you disagree with their opinion
4. Nodding your head as the speaker is speaking
5. Refraining from crossing your arms to show that they are open to what the speaker is saying

33. \_\_\_\_\_ When communicating with other correctional officers in emergency situations, how must thoughts be communicated?

1. Clear
2. Concise
3. Complete
4. A and C only
5. All of the above

34. \_\_\_\_\_ Why might terms have to be broken down into simpler words and concepts when speaking with inmates?

1. Lack of education
2. Their stress levels
3. Unfamiliarity with terms
4. A and C only
5. All of the above

35. \_\_\_\_\_ What must the officer do to communicate effectively?

1. Identify specifically what the issue is they are addressing
2. Understand their audience
3. Put themselves in their audience’s position
4. I
5. I, II
6. I,III
7. I,II,III