1. One reason a pharmacist may want to work to improve communication skills is to:

a) Increase the number of prescriptions filled.

b) Improve patient adherence with medications.

c) Improve the patient-physician relationship.

d) Increase personal job satisfaction.

2. It is important to understand our own learning style so that we can:

a) Tailor the way we educate patients to best meet their needs.

b) Ensure that we provide comprehensive care to patients.

c) Persuade patients to follow advice given.

d) Encourage patients to learn in the same way that we do.

3. Which statement best describes empathy?

a) Empathy is about listening to patients complain about their health problems.

b) Empathy is about being sympathetic when things go wrong for a patient.

c) Empathy is about agreeing with a patient when they express their feelings.

d) Empathy is about being open to, accepting and acknowledging feelings.