

QUIZZ!!! Instructions



- Detailed Answers are in the notes at the bottom of each slide
- A short version of the answers is on the following slide
- A handout for teams during quiz is on slide 3
- **HAVE FUN!**

TWEET PICS OF YOUR ACTIVITIES! #dropthejargon

QUIZZ!! Answers

QUESTION NUMBER and ANSWER	POINTS	QUESTION NUMBER and ANSWER	POINTS
1) C, D	2	6) Touch base offline –let's meet and talk face to face Peel the onion - to examine a problem in detail	2
2) FALSE	2	7) C- A glossary of terms	1
3) “you are being fired”	2	8) Award to funniest	5
4) D	2	9) C) Ask the person to tell you what they understood from what you said.	2
5) FALSE	2	10) That they can access an interpreter at your service	2
TOTAL			OUT OF 22

QUIZZ!! HANDOUT

QUESTION NUMBER and ANSWER	POINTS	QUESTION NUMBER and ANSWER	POINTS
1)	2	6) Touch base offline Peel the onion	2
2)	2	7)	1
3)	2	8)	5
4)	2	9)	2
5)	2	10)	
TOTAL			OUT OF 22



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on Tuesday 22nd October 2019



QUIZ!!!

1. Which of these are measures of readability?

- a) Richter Scale
- b) Appendices Bachman Index
- c) SMOG Index
- d) Flesch-Kincaid
- e) Matisse Chaussures Score
- f) F.L.E.M. analysis

2. TRUE OR FALSE

Plain language involves 'dumbing down' content?

3) JARGON TRANSLATION

What is the Ford CEO saying to Ford workers?

“Ford is transforming its Australian business by accelerating the introduction of new products for Australian customers, enhancing the sales and service experience, and improving its business efficiency and profitability,” he said in a statement.

“To better position the company to compete in a highly fragmented and competitive market, Ford will cease local manufacturing in October 2016. All entitlements are protected for the 1200 employees whose jobs are affected, and the company will work through the next three years to provide support.”

- CEO Bob Graziano



4. When should you use interpreters?

- a) At the beginning of the month
- b) Only when communicating with simplified language, gestures and pictures completely fails
- c) If your communication is text based.
- d) Whenever you identify language as a barrier to communication

5. TRUE OR FALSE

Writing shorter sentences guarantees effective communication.

6. What do these terms mean?

- 1) Touch base offline
- 2) Peel the onion

7. If you can't avoid using complicated terms in communication what can you add to a text to help?

- a) Photography
- b) Term specific diagrams
- c) A Glossary of terms
- d) Links to other services

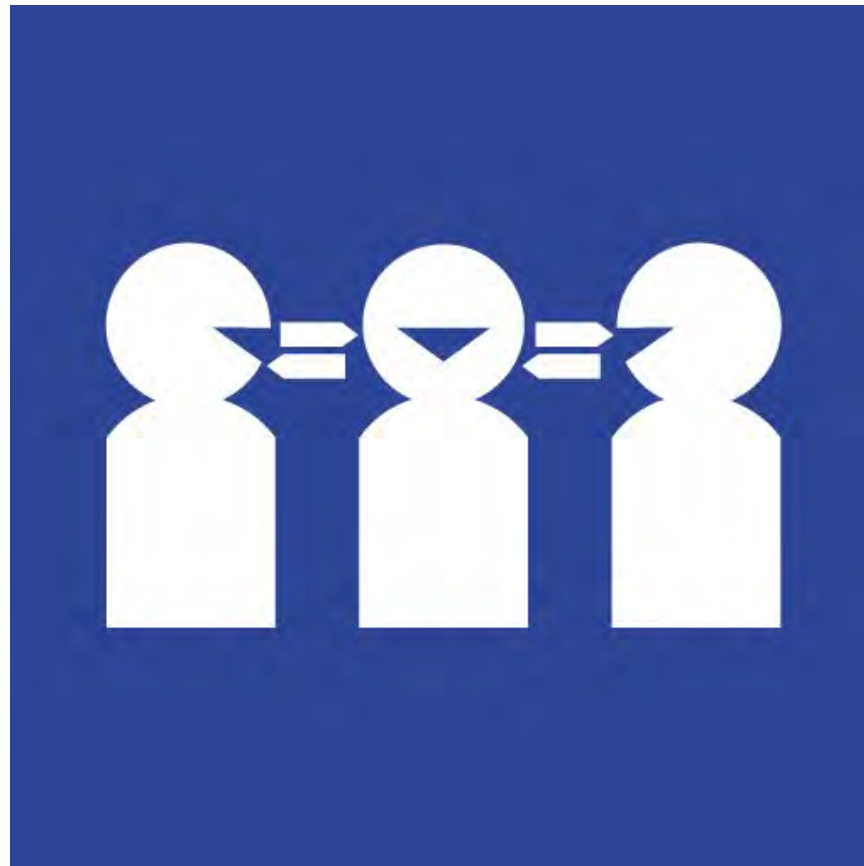


8. Caption this cartoon using plain language.

9. Which of these is the best way of checking a clients understanding of information?

- a) Watch their body language**
- b) Ask if they understood what you said**
- c) Ask the person to tell you what they understood from what you said.**

10. What does putting this symbol up in your reception signal to service users?



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