



(Knowledge for Development)

KIBABII UNIVERSITY

UNIVERSITY EXAMINATIONS 2021/2022

ACADEMIC YEAR

FIRST YEAR THIRD TRIMESTER

MAIN EXAMINATION

FOR BACHELOR OF SCIENCE IN NURSING DEGREE

COURSE CODE: NUR 135

COURSE TITLE: COUNSELLING AND COMMUNICATIONS IN NURSING

DATE: 25/08/2022

TIME: 2pm – 5pm

INSTRUCTIONS TO CANDIDATES

Answer ALL Section one (1) MULTIPLE CHOICE QUESTIONS and ALL Section two (2) SHORT ANSWER QUESTIONS and any one (1) section THREE (3) LONG ANSWER QUESTION.

TIME: 3 Hours

This paper consists of 10 printed pages. Please Turn Over
KIBU observes ZERO tolerance to examination cheating



SECTION 1 (MULTIPLE CHOICE QUESTIONS) (50 MARKS)

1. Which of the following is graphic visual communication?
 - a. Charts, cartoons and drawings
 - b. Tables, graphs and charts
 - c. Charts, diagrams and picture
 - d. Televisions, videos and tapes

2. The following are disadvantages of oral communication except
 - a. Can lead to personal clashes – it can be hard to subdue personal sentiment.
 - b. Can be poorly planned especially when not ‘minuted’
 - c. Time consuming
 - d. Takes a formal and distant stand

3. Indicate whether the following statements are true or false. (each correct response is ½ a mark)
 - a. Therapeutic communication should have well defined goals
 - b. Non-verbal communication forms over 50% of our communication

4. Messages sent to the speaker from the listener are called.
 - a. Feedback
 - b. Channels
 - c. Encoding
 - d. Decoding

5. Which of the following levels of communication is most formal
 - a. Public
 - b. Interpersonal
 - c. Intrapersonal
 - d. Group

6. According to the communication elements model, the listener.
 - a. Merely encodes the feedback
 - b. Encodes feedback and decodes the message
 - c. Decodes the feedback and encodes the message
 - d. Decodes both the message and the feedback

7. Which statement about the grapevine is true?
 - a. Most information on the grapevine is untrustworthy
 - b. It is a good model of communication processes in real organizations
 - c. Managers should try to manage the grapevine to avoid misinformation
 - d. It is a rich medium influencing participants positively

8. Good communication skills are vital today because
 - a. people need to adapt to a constantly changing workplace.
 - b. of an aging population.
 - c. there are multiple sets of generations in the workplace that have different methods of communication.
 - d. of the numerous kinds of media used to communicate.

9. All of the following are examples of unethical communication practices *except*:
- distorting visuals
 - using jargon
 - plagiarism
 - misquoting
10. Listeners who engage in selective perception
- focus on the speaker's appearance.
 - mould messages to fit what they already believe about the subject.
 - let their attention wander.
 - do all of the above
11. Forming opinions on others based upon their affiliation or membership in a particular group is called
- stereotyping.
 - ethics.
 - ethnocentrism.
 - context.
12. Effective listeners will engage in all of the following *except*:
- making eye contact with the speaker
 - giving the speaker nonverbal cues
 - interrupting when they disagree
 - looking for opportunities to learn
13. Miscommunication between cultures often occurs because
- the senders and receivers are encoding and decoding messages using the assumptions of their different cultures.
 - the senders are encoding messages that the receivers will not be able to decode.
 - the receivers are decoding messages that the senders were not able to encode.
 - the senders and receivers are encoding and decoding messages that offend each other.
14. Communication is the process of
- transferring knowledge.
 - listening actively.
 - sending and receiving messages.
 - writing effective messages.
15. One of the greatest challenges that communicators face in the new age of information is
- effectively formatting their documents.
 - successfully analyzing their audience.
 - effectively catching their audience's attention.
 - successfully editing for clarity.

16. Sara is giving her speech on tobacco production. After she gives a statistic on how much tobacco is harvested each year in this country, she repeats the statistic, pauses briefly, smiles, and says "That's *a lot* of smoke!" Sara is trying to

- a. substitute for a visual aid
- b. enhance credibility
- c. add emphasis
- d. show relevance

17. You are listening to a speech that starts off with the following: "What would you do if you won the lottery today? Would you spend the money? Would you save it? Would you donate it?" You recognize this as what type of introduction?

- a. startling statement
- b. rhetorical question
- c. reference
- d. emotional impact

18. Groupthink

- a. is to be commended, it shows the group members are all on the same page.
- b. is the result of storming
- c. can be prevented by avoiding disagreement
- d. none of the above are true in relation to groupthink

19. Okwengu says "Man, I really blew that assignment, I guess I'm just not cut out for Anatomy!" Aleno replies "If I understand you right, you didn't do a good job on last night's homework?" Barney is using what strategy of improving understanding?

- a. empathy
- b. questioning
- c. attending
- d. paraphrasing

20. Arguments exist about the "art" of communication versus the "science" of communication. Select the item below which supports the position that there is a science of communication.

- a. Research with medical students indicates benefits from communication training persist for years.
- b. Communication skills are non-specific and difficult to observe
- c. Communication skills cannot be evaluated objectively.
- d. Communication is a natural talent with which one is or is not born.

21. Which is the most salient reason that health care providers must become culturally competent?
- There exist a growing gap between the ethnic distribution of the population and the characteristics of health care providers.
 - You must always incorporate into the treatment plan the patient's folk medication and folk beliefs
 - You must always directly inquire about the patient's belief in the supernatural or use of nontraditional cures.
 - Minority populations are noncompliant unless treated by a member of their own ethnic group
22. A 42-year-old woman comes to you, as her family doctor with a chief complaint of pain and discomfort around her vagina. The patient is concerned that she may have acquired an infection from a recent sexual encounter. Which of the following questions should you, as the nurse, ask to determine the patient's sexual orientation?
- Have you recently had sex with a minor?
 - Are you gay or straight?
 - Do you have sex with men, women or both men and women?
 - Would you describe yourself as heterosexual, or homosexual?
23. During the course of taking a history, an example of a confrontational response would be
- T can see that you have been through a lot".
 - "I've been through this very thing myself.
 - "You are looking very upset. What is happening?"
 - "How terrible".
24. The use of influencing skills by the nurse
- Is not appropriate in interviews, since the nurse's objective is to gather complete and unbiased information about the patient
 - May involve self-disclosure
 - Is primarily for getting the patient to talk about sensitive subjects
 - Occurs in only certain interviews
25. Which of the following is true about "jargon"?
- It is a commonplace terminology unique to people within a specific type of work that should be avoided when talking to clients or patients.
 - Health care workers are expected to learn Jargon and use it daily.
 - It is scientific terminology that is exact and should be used with patients.
 - Jargon is indicative of highly qualified and professional workers.
26. A postoperative patient obtained more than 13 points in a Glasgow-Coma scale test. After the test, he was tired and partially lethargic. Which of the following elements of communication could be the most effective to convey a message to?
- Eye contact
 - Gesture
 - Voice
 - Silence

27. Which of the following are considered nonverbal cues?
- Tone and rate of voice, Eye contact
 - Eye contact and physical appearance, Jargon
 - Jargon, Eye contact
 - Use of touch, Jargon
28. It may mean an intention to interact.
- Eye contact
 - When we say "aha."
 - A handshake
 - Silence
29. When is a nurse suffering from laryngitis, which of the following nonverbal cues could be the most effective in communicating with a patient?
- A soft voice and physical appearance
 - Gestures and eye contact
 - Write a note and tell the patient you are sick
 - Posture and hand movements
30. A practical nurse with a BMI of 35 teaches a patient about Cardiac diet. Besides being a nurse, she is also a nutritionist. However, the patient has doubts about what she is teaching. What could be the reason?
- Use of Jargon
 - Physical Appearance
 - Too academic
 - The nurse has an accent
31. You find out that the CEO of the hospital has just been admitted and happens to be your patient. Since you have worked with him before, you know that he is very authoritative and does not mingle much with others. Which of the following nonverbal cues would he expect that you observe?
- Use of gestures
 - Open posture
 - Extended eye contact
 - Closed posture
32. Which of the following are consistent with open posturing?
- Smile and direct eye contact, Sitting down near the bedside
 - Sitting down near the bedside, Using the word "Sir" or "Ma'am"
 - The slight shift of body position towards individual, Using the word "Sir" or "Ma'am"
 - Using the word "Sir" or "Ma'am", Smile and direct eye contact

33. The most effective way to discuss pain is expressed through which nonverbal cue?
- Eye contact
 - Gestures
 - Sound
 - Posture
34. Which of the following statements is true about verbal and nonverbal communication?
- When they are not incongruent, the verbal message will most likely be the one received.
 - When they are consistent, the verbal message will most likely be the one received.
 - Nonverbal communication is as powerful as verbal communication.
 - Nonverbal communication is not as powerful as verbal communication.
35. At 2:55 pm, five minutes before the end of her shift, the nurse answered a call light only to find out that an ambulatory patient wanted her to look for the remote control so that he could watch an ongoing football game. The nurse replies: "I will call the patient attendant right now so that you can watch the game." The patient answers, "Why don't you look for it yourself?" And the nurse responds back, "I would if I could, but I do have a meeting after work, and I would not want them to wait for me." What do you call this style of communication?
- Authoritative communication
 - Aggressive communication
 - Assertive communication
 - Delegating communication
36. A frequent cause of misunderstanding
- Incongruence
 - Loquaciousness
 - Assertiveness
 - Silence
37. Which of the following statements is not true about touch as a nonverbal means of communication?
- Culture, age, sex, duration, and intensity of contact will affect the interpretation of touch.
 - It is always good to give a patient a back rub regardless of gender or age difference.
 - When you are comfortable with physical contact with a patient, touch has great potential for conveying warmth.
 - A small child who is scared by the hospital environment will respond better to being cuddled than to a verbal explanation of what is taking place.

38. A subtle therapeutic technique that communicates to the patient that you are interested and want to hear more. It indicates your acceptance of the patient as a person. It usually involves nonverbal cues such as eye contact and nodding.
- Therapeutic relationship
 - Moral support
 - Minimal encouragement
 - Act of kindness
39. It empowers the patient to verbalize possible solutions and, at the same time, places the patient in a position of control and promotes self-esteem. It allows patients to see that their ideas and thoughts are important and have worth.
- Introspecting
 - Speculating
 - Reflecting
 - Meditating
40. A patient says that he does not feel any pain at all, but he grimaces every time you touch his arm. What technique could validate the accuracy of what you see?
- Asking questions
 - Offering medication
 - Stating observation
 - Doing a head to toe assessment
41. It means providing a review of the main points covered in an interaction.
- Paraphrasing
 - Summarizing
 - Reflecting
 - Restating
42. It enhances feelings of well-being, reduces anxiety, and encourages a sense of hope.
- Use of humor
 - Going home
 - Feeling better
 - Getting well
43. When talking to a patient from another culture and with another language, the most effective way to communicate is:
- Using pictures
 - Using gestures
 - Using a translator
 - Using an interpreter
44. Which of the following are physiologic factors of communication?
- Age, pain, distance
 - Altered cognition, pain, hearing impairment
 - Pain, distance, altered cognition
 - Impaired hearing, distance, pain

45. When talking to an older patient with a hearing aid, what would be the most effective way to communicate?
- Direct your voice to the ear without a hearing.
 - Increase the volume of your voice.
 - Be sure your face is visible to the patient.
 - Just say what you want to say whatever the patient is doing.
46. The difference between expressive aphasia and receptive aphasia?
- Expressive is not being able to talk; receptive is not being able to understand
 - Expressive is not being able to feel; receptive is not being able to receive
 - Expressive is not being able to have facial expression; receptive is being able to react with a facial expression
 - Expressive and receptive are both psychosocial disorders
47. Which of the following are alternative methods of communication for ventilator-dependent patients?
- Communication board, pen and paper, signal system
 - Pen and paper, translator, interpreter
 - Translator, interpreter, signal system, pen and paper
 - Signal system, communication board, translator interpreter
48. Impaired verbal communication refers to:
- Expressive or receptive aphasia
 - Hearing disability
 - Decreased, delayed, or absent ability to process and use a system of symbols.
 - Mental retardation
49. Which of the following are essential elements of communication?
- Sender, words, message
 - Words, message, receiver
 - Message, receiver, sender
 - Receiver, words, sender
50. While working, one of the patients looked at you and said that "You are hot!". What kind of communication is he using?
- Flirtatious
 - Denotative
 - Connotative
 - Expressive

SECTION B: SHORT ANSWER QUESTIONS ANSWER ALL QUESTIONS (30 MARKS)

1. State 6 factors that determine the choice a medium in communication (6marks)
2. State 4types of noise in communication (4marks)
3. Briefly describe 4 factors that impact on communication (8 marks)
4. Enumerate 6 barriers to communication (3 marks)
5. State 5 principles of therapeutic interaction (5marks)
6. State any 4 techniques of therapeutic communication (4 marks)

SECTION C: LONG ESSAY QUESTION ANSWER ANY ONE QUESTION (20 MARKS)

The county director of health has written a memo to the hospital and sub-county administrators to send the yearly Annual Operational Plan (AOP) reports by the 5th of October 2022. Sixty percent of the administrators send the AOP reports as requested. There is no further communication to that effect.

Use the above communication case;

1. Discuss the elements of communication. (20 marks)
2. Discuss the 7 'Cs' principles of communication (20 marks)