



(Knowledge for Development)

KIBABII UNIVERSITY

UNIVERSITY EXAMINATIONS 2022/2023

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: 07/07/2023

TIME: 09:00AM – 12:00 PM

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. How can a speaker manage nervousness during a public speech?
 - a) Avoid public speaking opportunities altogether
 - b) Focus solely on personal anxiety rather than the audience
 - c) Utilize relaxation techniques and positive self-talk
 - d) Speed up the delivery to finish the speech quickly

2. You are in the process of taking the history of a 23-year-old male patient who is new to your practice. During the course of the psychosocial history he becomes enraged when you ask him about his sexual relationship with his girlfriend of 4 years, informing you that "The bitch cheated on me with my best friend and I'm gonna kill her." The most appropriate response on your part would be to:
 - a. Ask him questions that assess the lethality or seriousness of his remark.
 - b. Ignore his remarks and continue with the interview.
 - c. Tell him to calm down and reassure him that things will be alright.
 - d. Excuse yourself and immediately inform the police.

3. What is policy advocacy?
 - a) Influencing policies and regulations to bring about positive change
 - b) Promoting personal interests and preferences
 - c) Ignoring existing policies and regulations
 - d) Preventing changes in healthcare systems

4. What is the recommended approach to preparing for a public speech?
 - a) Winging it without any preparation
 - b) Memorizing the entire speech word for word
 - c) Thoroughly researching the topic and practicing the delivery
 - d) Relying solely on visual aids to guide the presentation

5. What is interprofessional advocacy?
 - a) Advocacy carried out by healthcare professionals only
 - b) Advocacy that focuses on individual interests within a healthcare team
 - c) Collaborative advocacy efforts by healthcare professionals from different disciplines
 - d) Advocacy exclusively performed by interdisciplinary teams

6. Your 24 year old single white male American patient presents with the following chief complaint: "Rogue doctors entered my apartment last night and removed my spleen." Physical examination does not reveal the presence of any scars, incisions, fresh wounds or any other sign that the patient was a victim of invasive surgical procedures. During this first interview with this patient he says, "You can see my spleen has been removed, can't you, doctor?" The most useful response would be
 - a. "There are more important things to worry about besides your spleen right now."
 - b. "I can see this terrible surgical assault has occurred and we are going to help you."
 - c. "Your spleen has not been removed, you just think it has."
 - d. "I hear that this situation is concerning to you and I am here to help you"

7. What is the role of nurses as advocates in interdisciplinary healthcare teams?
- To dominate the decision-making process
 - To prioritize their own discipline's interests over others
 - To collaborate with other healthcare professionals and ensure patient-centered care
 - To limit communication and teamwork among healthcare professionals
8. What is counseling?
- A process of ensuring a patient is adhering to treatment to optimize outcome
 - Offering advice based on personal opinions, convictions and belief with the aim of empowering individuals
 - A therapeutic process that helps individuals overcome challenges and achieve personal growth
 - Conducting psychological analysis of clients and giving them advice based on the findings
9. Which counseling theory emphasizes the individual's inherent capacity for personal growth and self-actualization?
- Humanistic approach
 - Cognitive approach
 - Behavioral approach
 - Psychoanalytic approach
10. The cognitive approach in counseling focuses on:
- Changing observable behaviors
 - Analyzing unconscious conflicts
 - Identifying and challenging negative thinking patterns
 - Exploring the impact of culture on mental health
11. What is the wider primary goal of lobbying?
- To protect the interests of the general public
 - To promote transparency and accountability in government
 - To ensure equal representation for all citizens
 - To influence legislation and public policy decisions
12. The constructionist approach in counseling focuses on:
- Identifying and challenging negative thinking patterns
 - Exploring how thoughts influence behavior
 - Examining the impact of culture and language on an individual's experiences
 - Addressing family dynamics and communication patterns
13. Your 24-year-old single male patient presents with the following chief complaint: "Rogue doctors entered my apartment last night and removed my spleen." Physical examination does not reveal the presence of any scars, incisions, fresh wounds or any other sign that the patient was a victim of invasive surgical procedures. The type of psychiatric symptom exhibited by your patient is best described as a(n):
- Hallucination

- b. Delusion
- c. Bizarre Delusion
- d. Illusion

14. Which field of counseling specializes in supporting individuals who have disabilities or chronic health conditions?

- a. Rehabilitation counseling
- b. Career counseling
- c. Mental health counseling
- d. Geriatric counseling

15. Which skill in counseling involves conveying understanding and support for the client's emotions and experiences?

- a. Active listening
- b. Empathy
- c. Reflective listening
- d. Non-verbal communication

16. Your "foreign born" patient has migrated approximately 5 years ago from Eritrea. She is likely to have difficulty trusting you, understanding your treatment plans/rationale and being willing/able to follow your recommendations if her degree of acculturation is

- a. Assimilated
- b. Bicultural
- c. Traditional
- d. Marginal

17. Which skill in counseling involves being sincere, honest, and true to oneself?

- a. Active listening
- b. Genuineness
- c. Reflective listening
- d. Non-verbal communication

18. Which element of counseling involves establishing a positive and trusting relationship between the counselor and the client?

- a. Building rapport and understanding
- b. Gathering data
- c. Finding out the problem
- d. Giving hope

19. You are on holiday in Zanzibar, far away from your clinical practice in Nairobi. While at the beach you coincidentally encounter one of your patients, a person you find to be very attractive. The patient tells you that he/she is really attracted to you and would like to get together later for some intimate time together. In fact they are even. Willing to see a different physician back home so that they can pursue something with you. The most ethical course of action for you to take is:

- a. Accept the invitation if you wish

- b. Politely decline
 - c. Consult your attorney
 - d. Tell him/her that you must first think about it
20. Which element of counseling involves exploring and understanding the client's presenting issues and concerns?
- a. Building rapport and understanding
 - b. Gathering data
 - c. Finding out the problem
 - d. Establishing personal involvement
21. Which principle of counseling emphasizes the counselor's commitment to do no harm and take precautions to avoid causing harm?
- a. Beneficence
 - b. Non-maleficence
 - c. Cultural sensitivity
 - d. Respect for autonomy
22. Which characteristic of a good counselor involves being reliable, consistent, and keeping client information confidential?
- a. Empathy
 - b. Active listening
 - c. Non-judgmental attitude
 - d. Trustworthiness
23. Who engages in lobbying activities?
- a) Elected government officials
 - b) Private citizens without any affiliations
 - c) Non-profit organizations only
 - d) Individuals, organizations, and interest groups
24. What is the primary goal of counseling?
- a) To provide advice and solutions
 - b) To empower clients to make positive changes
 - c) To diagnose and treat mental disorders
 - d) To enforce compliance with societal norms
25. What factor of communication refers to the individual characteristics, knowledge, and experiences that influence the interpretation and understanding of messages?
- a) Encoding
 - b) Decoding
 - c) Feedback
 - d) Individual factors
26. Which ethical consideration is violated when a counselor engages in a romantic relationship with a client?

- a) Confidentiality
- b) Informed consent
- c) Dual relationships
- d) Duty to warn

27. What is a potential undesired outcome of counseling?

- a) Empowerment and personal growth
- b) Improved coping skills
- c) Dependency on the counselor
- d) Enhanced self-esteem

28. What ethical consideration requires counselors to obtain client consent before starting treatment?

- a) Competence
- b) Informed consent
- c) Non-discrimination
- d) Confidentiality

29. Which attitude helps a counselor build rapport with a client?

- a) Judgment
- b) Genuineness
- c) Indifference
- d) Superiority

30. Which communication channel is commonly used for formal presentations or public speaking engagements?

- a) Face-to-face communication
- b) Written communication
- c) Video conferencing
- d) Oral communication

31. What is the primary focus of the client-centered approach in counseling?

- a) Changing maladaptive behaviors
- b) Exploring unconscious conflicts
- c) Establishing a supportive therapeutic relationship
- d) Providing advice and solutions

32. Which communication skill involves paying full attention and seeking to understand the message and underlying emotions or concerns?

- a) Active listening
- b) Empathy
- c) Feedback
- d) Clarity

33. In the behavioral approach, what is the primary focus of intervention?

- a) Exploring unconscious conflicts

- b) Modifying observable behaviors
- c) Providing unconditional positive regard
- d) Facilitating self-exploration and growth

34. What is the key concept in the client-centered approach?

- a) Reinforcement
- b) Unconditional positive regard
- c) Behavior modification
- d) Exposure therapy

35. Which approach focuses on identifying and challenging irrational beliefs?

- a. Rational Emotive Approach
- b. Psycho-social approach
- c. Behavioral approach
- d. Humanistic approach

36. Which approach considers individuals within their social and cultural contexts?

- a. Rational Emotive Approach
- b. Psycho-social approach
- c. Cognitive-behavioral therapy
- d. Psychodynamic approach

37. The Rational Emotive Approach was developed as a response to which therapeutic approach?

- a. Cognitive-behavioral therapy
- b. Psychodynamic therapy
- c. Gestalt therapy
- d. Existential therapy

38. The Egan Model of Counseling is known for its focus on:

- a) Cognitive restructuring
- b) Problem-solving
- c) Unconditional positive regard
- d) Existential exploration

39. Eclectic counseling approach aims to:

- a) Address unconscious conflicts
- b) Modify maladaptive thoughts and behaviors
- c) Enhance self-awareness and self-acceptance
- d) Explore existential concerns

40. You are interviewing a female patient who works as an insurance sales rep for several different insurances. Her chief presenting issue is recurrent migraine headaches. As you explore this presenting illness, you learn that her headaches occur most often during certain days when she is assigned to work with a particularly insurance manager who is mean and

spiteful and makes the patient feel extremely uncomfortable. When the headaches do occur, she is forced to leave work. You suspect that the patient's headaches represent a learned behavior that allows her to avoid an unpleasant experience. This would be an example of:

- a. Positive reinforcement
- b. Presentation punishment
- c. Negative reinforcement
- d. Removal punishment

41. The main focus of social casework is to:

- a) Conduct research on human behavior
- b) Provide vocational guidance
- c) Help individuals achieve psychosocial well-being
- d) Treat severe mental illnesses

42. Which of the following is a characteristic of academic writing?

- a) Informal language
- b) Personal opinions
- c) Objective tone
- d) Use of slang

43. What is the purpose of a literature review in academic writing?

- a) To present personal anecdotes
- b) To put the academic writing in context
- c) To provide a subjective analysis
- d) To evaluate the credibility of sources

44. An effective interviewing skill includes the following behaviors: Listening carefully; "entering" the world of the patient; communicating that you imagine the patient's world as the patient sees and experiences it, YET, not becoming the patient---you relate, and also remain separate from the patient. From the following list, select the communication skill most closely described above:

- a. Empathy
- b. Respect and warmth
- c. Concreteness
- d. Immediacy

45. Which referencing style is commonly used in the social sciences and education fields?

- a) American Psychological Association (APA)
- b) Modern Language Association (MLA)
- c) Chicago
- d) Harvard

46. Which referencing style uses numeric citations in square brackets?

- a) American Psychological Association (APA)
- b) Modern Language Association (MLA)
- c) Institute of Electrical and Electronics Engineers (IEEE)

d) Vancouver

47. What is the primary purpose of a library?

- a) To provide entertainment
- b) To offer social gathering spaces
- c) To preserve cultural heritage
- d) To provide access to information and resources

48. What is referencing software primarily used for?

- a) Storing and organizing research data
- b) Formatting citations and references
- c) Conducting literature reviews
- d) Editing and proofreading documents

49. What is the primary purpose of feedback in the communication process?

- a) To initiate communication
- b) To encode the message
- c) To clarify understanding
- d) To select the communication channel

50. Which communication channel allows for immediate, real-time interaction between individuals located in different geographical locations?

- a) Email
- b) Telephone
- c) Written letter
- d) Social media

SECTION B: SHORT ANSWER QUESTIONS (30 MARKS)

1. State three (3) importance of library (3 marks)
2. State four (4) characteristic of academic writing? (4 marks)
3. List four (4) types of non-verbal communication (2 marks)
4. State five (5) attitudinal skills needed in counselling (5 marks)
5. Define each component of SOLER Egan model of attending (5 marks)
6. State 6 fundamental of effective lobbying (6 marks)
7. State five (5) principles of therapeutic interaction (5 marks)

SECTION C: LONG ESSAY QUESTION (20 MARKS)

1. Discuss five (5) theoretical approaches to counselling (20 marks)

2. Bern, a Sub-County Public Health Nurse is expected to give a speech to Mukumu girls high school students following and outbreak of a diarrheal disease:
 - a. Discuss the 7 'Cs' principles of communication (14 marks)
 - b. Describe 3 barriers to communication (6 marks)