



**AMREF INTERNATIONAL UNIVERSITY
SCHOOL OF MEDICAL SCIENCES
DEPARTMENT OF NURSING AND MIDWIFERY SCIENCES
KENYA REGISTERED COMMUNITY HEALTH NURSING
END OF JANUARY-APRIL 2023 SEMESTER EXAMINATION**

DNS 111: COMMUNICATION SKILLS

DATE: WEDNESDAY 5TH APRIL 2023

TIME: 2 Hours

Start: 1400 HOURS

Finish: 1600 HOURS

INSTRUCTIONS

- 1. This exam will be marked out of 70 Marks**
- 2. ALL Questions are compulsory.**
- 3. The Examination has Three Sections: Section I- Multiple Choice Questions, Section II: Short Answer Questions, Section III: Long Essay Questions**
- 4. Answer all Questions in the ANSWER BOOKLET provided**
- 5. Do Not write anything on the question paper -use the back of your booklet for rough work if need be.**

SECTION I: MULTIPLE-CHOICE QUESTIONS (20 MARKS)

1. The therapeutic communication technique being used in the nurse-client interaction below is:-

Client: “When I am anxious, the only thing that calms me down is eating ice cream.”

Nurse: “Other than eating ice cream, what alternatives have you explored to decrease anxiety?”

- A. Reflecting
 - B. Paraphrasing
 - C. Probing
 - D. Focusing
2. In communication, the person who transmits the message is the:-
- A. Receiver
 - B. Driver
 - C. Sender
 - D. Consultant
3. In Communication, the person who notices, decodes, and attaches some meaning to a message is the:-
- A. Receiver
 - B. Originator
 - C. Sender
 - D. Manager
4. A message is any signal that triggers the response of a :-
- A. Receiver
 - B. Decoder
 - C. Sender
 - D. Adapter

5. Providing a review of main points covered in an interaction is referred to as:-
 - A. Paraphrasing
 - B. Conclusion
 - C. Summarizing
 - D. Reflecting

6. The following statement best reflects respectful and caring communication by a nurse interacting with a well-oriented inpatient adult client:-
 - A. "Are you ready for our shower?"
 - B. "It's time to go to the dining room, honey."
 - C. "Are you comfortable, sir?"
 - D. "You would rather swallow the medication, wouldn't you"

7. The final step in the communication cycle is:-
 - A. Encoding
 - B. Decoding
 - C. Feedback
 - D. Receiving

8. The following is an example of verbal communication:-
 - A. Tracy reports to her therapist that she is happy with the examination results.
 - B. Kim fixes her gaze on the counselor's hands as they are conversing.
 - C. Pam Sneers when the counselor asks them to talk about their partner.
 - D. Liam laughs when asked about his girlfriend

9. When a counselor repeats what the client says, using words that are different than what the client used, the counselor is using:-
 - A. Paraphrasing
 - B. Questioning
 - C. Empathy
 - D. Nonverbal communication

10. When speaking to an individual with a hearing impairment:-
 - A. Face the individual when talking
 - B. Speaking to them is disrespectful as they cannot hear you
 - C. Instead use a paper and pen communicate in writing to each other
 - D. Mouth the words as it is easier for them to read your lips

11. The use of body language and facial expressions to communicate is referred to as:-
- A. Non-verbal communication
 - B. Telepathic communication
 - C. Sign language
 - D. Gesturing
12. The appropriate statement to be used on a client to whom you have told sad news is:-
- A. "I think you should try accepting the reality."
 - B. "Don't cry, everything is going to be okay."
 - C. "Do you have any questions for me right now?"
 - D. "The same thing happened to my relative and they survived"
13. When a nursing staff crosses their arms, rolls their eyes and remains silent when asked to accomplish a task, it means:-
- A. The communication is a one-way communication
 - B. The nurse has declined to accomplish the task
 - C. No feedback has been given to the sender
 - D. They have given a non-verbal response
14. The following statement best represents a collaborative relationship between a nurse and a primary care provider who has made a prescription for a client that the nurse has reservations about :-
- A. "I am withholding that new medication you prescribed for the client"
 - B. "I am concerned that the client's condition is not improving with your latest prescription "
 - C. "You need to urgently review this prescription, it is not working!"
 - D. "The prescription you have written for the client is wrong"
15. At the beginning of a counselling session, a safe and conducive environment is created by:--
- A. Assuring confidentiality
 - B. Creating rapport
 - C. Signing a consent note
 - D. Telling the client to feel at home

16. The ability to confidently express thoughts and feelings while respecting the rights of the other party is known as:-
- A. Proper communication
 - B. Therapeutic communication
 - C. Assertive communication
 - D. Aggressive communication
17. The first three core conditions in counseling which sometimes are referred to as “facilitative conditions” are:-
- A. Empathy, Genuineness, and unconditional positive regards
 - B. Empathy, Sympathy, and genuineness
 - C. Confidentiality, unconditional regard, and rapport
 - D. Listening, confidentiality and non-judgmental approach
18. Silence during a counselling session:-
- A. Allows the client to control of the content, pace and objectives.
 - B. Means the client does not wish to open up to the counsellor
 - C. Is a sign that the client was forced to attend counselling against their wishes
 - D. Means that the therapeutic relationship is a positive one
19. During the understanding stage of counselling:-
- A. The counsellor suggests the best course of action
 - B. The client must feel supported and challenged to face the task ahead
 - C. The client chooses the course of action
 - D. The counsellor offers advice to the client
20. In a counseling relationship, the responsibility of the counselor is to :-
- A. Express their views on the client’s problems.
 - B. Make decisions for the client.
 - C. Develop a plan of action and goals with the client.
 - D. Follow-up the client.

SECTION II: SHORT ANSWER QUESTIONS (30 MARKS)

1. Explain five (5) advantages of verbal communication (5 Marks)
2. Differentiate between assertive and non-assertive communication (5 Marks)
3. State five (5) techniques of communication (5 Marks)
4. State five (5) challenges faced in public relations and customer care (5 Marks)
5. Explain using a diagram the process of communication (5 Marks)
6. Describe five (5) types of customers (5 Marks)

SECTION III: LONG ANSWER QUESTION (20 MARKS)

1. Discuss the importance of communication among health care professionals (10 Marks)
2. Using examples discuss the decision making process (10 Marks)

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