



**AMREF INTERNATIONAL UNIVERSITY
SCHOOL OF MEDICAL SCIENCES
DEPARTMENT OF NURSING AND MIDWIFERY SCIENCES
KENYA REGISTERED COMMUNITY HEALTH NURSING
END OF SEMESTER EXAMINATIONS**

DNS 111: ICT COMMUNICATION AND COUNSELLING

DATE: MONDAY 4TH DECEMBER 2023

TIME: 2 Hours

Start: 0900 HOURS

Finish: 1100 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 counselling skill that involves directing a conversation with a client towards certain topics or areas is referred to as:-

- A. Focusing
- B. Questioning
- C. Empathy
- D. Listening

2. In Communication, the person who notices, decodes, and attaches meaning to a message is the:-

- A. Receiver
- B. Originator
- C. Sender
- D. Manager

3. The following is an example of a verbal communication:-

- A. Faith tells her therapist that she feels satisfied with her life.
- B. Andrew is slumped over in his seat.
- C. Rebekah refuses to touch her partner.
- D. Joel frowns when asked about his job.

4. The _____ in usage of words may be a serious barrier to effective communication.

- A. Disturbance
- B. Discrimination
- C. Disorder
- D. Distortion

5. The following are used in addition to words to convey meaning during communication:-

- A. Words and gestures
- B. Gestures and Tone
- C. Body language and posture
- D. Posture and eye contact

6. An advantage of oral communication is that it ensures :-

- A. Fluency; speed
- B. Adequate attention; immediate response
- C. Speedy interaction; immediate response
- D. Speed; attention

7. The primary goal of communication is to _____.
- A. Pass information
 - B. Allow social interaction
 - C. Cause a change
 - D. Limit misunderstandings
 - E.
8. The statement that best demonstrates that a nurse acknowledges a patient's arm pain is:-
- A. "Tell me more about your pain."
 - B. "You said that your pain goes from your arm to your chest? "
 - C. "The pain in your arm is real and not in your imagination."
 - D. "When you said your arm is hurt, where is the pain located?"
9. The most useful communication strategy that a nurse can employ when dealing with a client who is has received bad news and has verbalised that no one understands their predicament is:-
- A. Silence
 - B. Empathy
 - C. Reflection
 - D. Summarizing
10. 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
11. When speaking to an individual with a hearing impairment:-
- A. Face the individual when talking
 - B. Speak with respect as they cannot hear you
 - C. Use a paper and pen to communicate in writing instead of using verbal speech
 - D. Mouth the words clearly.
12. The appropriate therapeutic response to a client who receives bad news and starts to cry is:-.
- A. Ask the client why they are crying
 - B. Give the client time to cry, then talk about what is making them cry.
 - C. Leave the room to give him some privacy and alone time.
 - D. Ask the client to stop crying because life has to go on.

13. The appropriate strategy to verify a discrepancy between what a patient verbalizes regarding a medical symptom and their non verbal cues is to:-
- A. Ask more questions
 - B. Offer medication targeting the non verbal cues
 - C. Call a specialist to verify the symptoms
 - D. Conduct a thorough head-to-toe assessment
14. The following is correct: the process of communication:-
- A. encoding, receiver, message, response, feedback, the sender
 - B. sender, encoding, message, decoding, receiver, response, feedback
 - C. sender, response encoding, message, decoding, receiver, feedback
 - D. sender, decoding, message, encoding, receiver, response, feedback
15. In customer care, the appropriate step to take when there is a misunderstanding with a client is to:-
- A. Listen actively to the Client's perspective and seek to address their concerns.
 - B. Instruct the client to write their issue down then advise them to see the manager
 - C. Inform the supervisor immediately
 - D. Give the client what they want.
16. The ability to confidently express one's 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 that facilitating counseling are:-
- A. Empathy, Genuineness, and unconditional positive regard
 - B. Empathy, Sympathy, and genuineness
 - C. Confidentiality, unconditional positive regard, and rapport
 - D. Listening, confidentiality and non-judgmental approach.
18. The following is not a cause of conflict:-
- A. Accommodation
 - B. Communication
 - C. Power
 - D. Goals

19. The following is NOT a strategy of dealing with a reluctant client:-
- A. Show confidence and do not be intimidated.
 - B. Establish why the client is reluctant .
 - C. Interpret the reasons for the reluctance
 - D. Have a family member talk to them
20. To demonstrate teamwork when working with colleagues, it is critical to:-
- A. Always demonstrate that that you know what you are doing
 - B. Take up more duties to relieve your colleagues of fatigue
 - C. Appropriately complete requisite documentation and records of your work
 - D. Always be jovial and ready to assist when called upon.

SECTION II: SHORT ANSWER QUESTIONS (30 MARKS)

1. State five (5) disadvantages of verbal communication (5 Marks)
2. Explain three (3) skills in communication (6 Marks)
3. Briefly explain five (5) barriers to communication (5 Marks)
4. State five (5) elements of communication (5 Marks)
5. Highlight four (4) skills of a good communicator. (4 marks)
6. Identify five (5) areas of specific need you should consider when communicating with a patient (5marks)

SECTION III: LONG ANSWER QUESTION (20 MARKS)

1. Discuss five (5) barriers to effective communication among health care professionals (10 Marks)
2. Explain using a diagram the process of communication (10 Marks)