



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:

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 the conversation with a client towards a certain topic or area is known as:-
 - A. Focusing
 - B. Questioning
 - C. Empathy
 - D. Listening

2. 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 counselor
 - C. Is a sign that the client was forced to attend counseling against their wishes
 - D. Means that the therapeutic relationship is a positive one

3. The most effective communication strategy for a counselling session in which a client is devastated by a difficult medical diagnosis and states that they feel alone alone with no one who understands is:-
 - A. Advising and giving hope
 - B. Empathy
 - C. Reflection
 - D. Questioning

4. In communication, the person who transmits the message is the:-
 - A. Receiver
 - B. Driver
 - C. Sender
 - D. Consultant

5. The technique that can be used by a nurse to establish veracity when a client's verbal claim is incongruent with their non-verbal communication and body language is:-
 - A. Asking questions
 - B. Offering medication
 - C. Calling a specialist
 - D. Doing a head-to-toe assessment

6. A message is any signal that triggers the response of a :-
 - A. Receiver
 - B. Decoder
 - C. Sender
 - D. Adapter

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

8. 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.

9. The statement that best reflects respectful and caring communication in a nurse - patient interaction with a well-oriented inpatient adult client is:-
 - 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"

10. 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

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

12. The ability to confidently express one's thoughts and feelings in a clear and direct manner while respecting the rights of the other party is known as:-
- A. Proper communication
 - B. Therapeutic communication
 - C. Assertive communication
 - D. Aggressive communication.
13. 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 lip
14. 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
15. The statement appropriate for a client to whom you have broken bad 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"
16. A nurse asked to accomplish a task 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

17. 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
18. The first three core conditions in counseling that are also referred to as “facilitative conditions” are:-
- A. Empathy, Genuineness, and unconditional positive regard
 - B. Empathy, Sympathy, and genuineness
 - C. Confidentiality, unconditional regard, and rapport
 - D. Listening, confidentiality and non-judgmental approach
19. During the understanding stage of counseling:-
- 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. A counselling technique in which a counselor repeats what the client says, using words that are different than what the client used, is known as :-
- A. Paraphrasing
 - B. Probing
 - C. Reflecting
 - D. Analyzing

SECTION II: SHORT ANSWER QUESTIONS (30 MARKS)

1. Outline any five (5) characteristics of an effective verbal communicator (5 Marks)
2. Identify five (5) elements of communication (5 Marks)
3. Highlight five (5) skills of a good communicator. (5 Marks)
4. Identify five (5) areas of specific need you should consider when communicating with others (5 Marks)
5. State five (5) skills in communication (5 Marks)
6. State five (5) reasons why learning communication skills is important (5 Marks)

SECTION III: LONG ANSWER QUESTIONS (20 MARKS)

1. Discuss five (5) barriers to effective communication among healthcare professionals (10 Marks)
2. Discuss the importance of critical thinking in nursing practice. (10 Marks)

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