

2022 | Communication skills

1. Allows the communicator to adjust his message and be more effective

: a. Feedback

b. Sender

c. Receiver

2. Communication involves physical ways of communication, like, tone of voice, touch, smell, and body motion :

a. Non-Verbal Communications

b. Visual Communications

c. Oral Communications

3. Cues that show you're not listening :

a. Smiling

b. By nodding

c. Crossing your arms around your chest

d. With small verbal comments

4. Letters Emails Video Presentations Visual Aids Conversation Public Speaking Etc. are examples of :

a. Written Communications

b. Oral Communications

c. Channel Mediums

d. Visual Communications

5. Putting yourself in another person's situation :

- a. Panty
- b. Sympathy
- c. Apathy
- d. Empathy

6. Which of the following is non-verbal communication?

- a. Body language
- b. Visual communication
- c. Audiovisual communication
- d. All of the above

7. An example of non-verbal communication is :

- a. Talking on the phone
- b. Texting on the phone
- c. Email
- d. Waving

8. All of the following are examples of effective communication skills except :

- a. Arms crossed
- b. Open body posture
- c. Eye contact
- d. Speaker calm voice

9. Which of the following is an example of active listening?

- a. Good eye contact
- b. Listener has encouraging facial expression
- c. Listener show interest person
- d. All of the above

10. Which is not an IMPORTANT CHARACTERISTICS OF COMMUNICATION:

- a. Communication does not involve mutuality of understanding between Sender and Receiver.
- b. Communication process happens between or among two or more parties. (Sender and Receiver)
- c. Communication involves exchange of ideas, feelings, information, thoughts, and knowledge.
- d. It is a 2-way process.

11. What is Communication?

- a. Exchanging thoughts, ideas, and messages through speech, writing, signals, and body language.
- b. Imparting information
- c. A system, such as mail, telephone, or television for sending and receiving messages.
- d. All of the above.

12. At the end of your presentation,....

- a. Repeat everything you have said.
- b. Stand silently waiting for applause.
- c. Summarize and ask for questions.

d. Say 'That's all.

13. Which of the following are barriers to effective communication?

a. Distraction.

b. Noise and movement

c. Poor timing

d. All of the above.

14. As a listener, what should you do every 5 – 10 seconds in a conversation to show you are paying attention?

a. Look at your phone.

b. Interrupt the speaker

c. Nod your head and/or say 'Uh - uh' or 'h-m-m'.

d Walk away in boredom

15. A patient was taken to the emergency department after a friend said he was threatening to make a suicide attempt. As the nurse begins to assess the patient's risk for suicide, the patient denies feeling suicidal but looks away from the nurse and begins to cry. Which of these understandings about communication will assist the nurse in critical thinking about this patient's level of risk?

a. When a patient says he or she is not feeling suicidal, nurses have to accept their verbal communication as accurate.

b. Interpersonal connectedness occurs through eye contact.

c. It has been estimated that 70% to 80% of message communication occurs nonverbally.

d. Since the patient has communicated a desire to get treatment by coming to the ER, his suicide risk is relatively low.

e. b & c.

16. One important skill of therapeutic communication is being able to be attentive to what the client is saying both verbally and nonverbally, in a way that communicates interest, caring, and respect. This communication skill is called :

Active listening

17. Warm, friendly understanding condition which is essential for an effective relationship between the client and the counsellor :

A. rapport

B. transference

C. attitude

D. relationship

18. Counseling psychology differs from clinical psychology in that :

A. it is more concerned with the treatment of inpatients

B. it is more concerned with severe behavior pathology.

C. it is more concerned with everyday problems in living.

D. all of the above

19. The sharing of information between two or more individuals or groups to reach a common

understanding. a. Channel

b. Communication

c. Message

d. Feedback

20. The response to a message:

a. Channel

b. Communication

c. Message

d. Feedback

21. active listening, restatement, reflection, elaboration, silence, focusing, clarification, and summarizing :

a. Verbal communication Skills

b. Nonverbal communication

c. communication starts within

d. NA communication link

22. Humans communicate nonverbally primarily by the use of the following:

a. Signs or Symbols

b. Body Language

c. Touch

d. Facial Expressions

e. All of the following

23. It is possible to communicate using the single way process.

a. True

b. False

• Because it's a cycle (more than one process)

24. Building a relationship based on trust and confidence.

A. rapport

B. transference

C. Empathy

D. Diffusing Negative Emotion

25. Which is not correct?

a. We listen to obtain information. b. We listen to understand.

c. We listen for enjoyment.

d. We listen to yearn.

26. Which of these is not a commandment of effective communication? a. Clarity in language

b. Listen poorly

c. Home communication skills

d. Adequate medium

27. Message is any signal that triggers the response of a :

a. Receiver

b. Driver

c. Sender

d. Cleaner

2022 | therapeutic and non-therapeutic relationship

1. Building a relationship based on trust and confidence.
 - a. Rapport
 - b. Diffusing Negative Emotion
 - c. Empathy

2. The phase of the therapeutic relationship in which a plan for continuing aftercare is mutually established by the doctor and patient is called...
 - a. Pre -interaction phase
 - b. Orientation (introductory) phase
 - c. Working phase
 - d. Termination phase

3. In which phase of the nurse-client relationship do clients often experience feelings of sadness and loss related to their relationship with the nurse?
 - a. Pre -interaction phase
 - b. Orientation (introductory) phase
 - c. Working phase
 - d. Termination phase

4. When a nurse conveys open, honest communication and there is congruence between what the nurse feels and what the nurse says, then the nurse is manifesting a quality of
 - a. Genuineness

b. Rapport

c. Trust

5. Which characteristic is most essential for the nurse to communicate when establishing a trusting therapeutic nurse- client relationship?

a. Genuineness

b. Confrontation

c. Catharsis

d. Giving advice

6. Each of the following is part of the definition of psychotherapy except

: A. trained professional

B. psychological methods

C. medical treatment methods.

D. based on psychological theory

7. A contemporary neo-Freudian form of psychotherapy that ignores unconscious motivation is called :

A. social skills training

B. systematic desensitization

C. interpersonal psychotherapy

D. assertiveness training

8. Which of these examples of a therapeutic communication technique is gonna be effective in the planning phase of the nursing process?

A. "We've discussed past coping skills. Let's see if these coping skills can be effective now."

- B. "Please tell me what brought you to the hospital."
C. "This new approach was good for you. Keep it up."
D. "I notice you hear noises that I do not hear."

9. A client speaks to the nurse. "I feel bad because my mother wants me not to return home after leaving the hospital." Which nursing response is therapeutic?

- a. It's quite common for clients to feel that way after a lengthy hospitalization."
B. "Why don't you talk to your mother? You may find out she doesn't feel that way."
C. "Your mother is like an understanding person. I'll help you."
D. "You feel that your mother does not want you to come back home."

• This is an example of the therapeutic communication technique of prephrasing ,

يعني تكرار الفكرة الرئيسية يلي حكاها المريض

10. Which of these nursing statements is a good example of the therapeutic communication technique of giving recognition?

- A. "You did not attend group today. Can we talk about that?"
B. "I'll sit with you till the family session."
C. "I notice you are wearing a new dress, and you have washed your hair."
D. "I'm happy you are careful with your medications. They will really help."

11. Which nursing statement is a good example of the therapeutic communication technique of giving recognition?

- A. "You did not attend group today. Can we

talk about that?"

B. "I'll sit with you until it is time for your family session."

C. "I notice you are wearing a new dress and you have washed your hair."

D. "I'm happy that you are now taking your medications. They will really help."

12. The nurse asks a newly admitted client. "What can we do to help you?" Find the purpose of this therapeutic communication technique.

A. To reframe the client's thoughts about a mental health treatment. B. To make the client calm.

C. To explore a subject, idea, experience, or relationship.

D. To communicate that the nurse is listening to the conversation

13. A student nurse tells the instructor, "I'm concerned that when a client asks me for advice I won't have a good solution." Which should be the nursing instructor's best response?

A. "It's scary to feel put on the spot by a client. Nurses don't always have the answer."

B. "Remember, clients, not nurses, are responsible for their own choices and decisions."

C. "Just keep the client's best interests in

mind and do the best that you can.

D. "Set a goal to continue to work on this aspect of your practice."

• انه الطبيب لما يعطي النصيحة للمريض بحكيه من خلالها ايش الا لاشي الصح يلي عمله و كيف يتصرف لانه يعتقد انه أدري فيه و انه المريض بكون غير قادر على توجيه حاله من تلقاء نفسه و هذا خطأ لانه يثبط من قدرة المريض على التفكير باستقلالية

14. A patient panics, the best way to communication as a doctor would be

A. Ask the patient a lot of questions.

B. Tell the patient not to overreact

C. To hold his hand. Calm the patient down and listen to him properly.

15. _____ is the best way to build the feeling of togetherness with the patient.

A. Active listening

B. Sharing humor.

C. Silence

D. Both A & C

16. __ is most important when patience is telling something very important in his statement.

A. Sharing humor

B. Showing empathy

C. Focus

D. Physical touch

17. Which of the following statements do not describe a therapeutic relationship?

A. It is a goal directed process with focus on the needs of the client.

B. Individuals share mutual ideas, feelings and experiences

C. The client is encouraged to problem with out interjecting preferences

D. The staff is mainly responsible for maintaining the relationship

18. The nurse realizes that the pt is having a hard dealing with their diagnosis. The pt states that he is feeling alone with no one who understands. Which type of communication could be the most useful for the pt?

A. Silence

B. Empathy

C. Reflection

D. Summarization

19. During a nurse-client interaction, which nursing statement may belittle the client's feelings and concerns?

A. "Don't worry. Everything will be alright."

B. "You appear uptight."

C. "I notice you have bitten your nails to the quick."

D. "You are jumping to conclusions."

20. Which therapeutic communication technique should the nurse use when communicating with a client who is experiencing auditory hallucinations?

A. "My sister has the same diagnosis as you and she also hear voices."

B. "I understand that the voices seem real to you, but I do not hear any voices."

C. "Why not turn up the radio so that the voices are muted."

D. "I wouldn't worry about these voices. The medication will make them disappear."

21. A client slammed a door on the unit several times. The nurse responds. "You seem angry." The client states. "I'm not angry." What therapeutic communication technique has the nurse employed and what defense mechanism is the client unconsciously demonstrating?

A. Making observations and the defense mechanism of suppression

B. Verbalizing the implied and the defense mechanism of denial

C. Reflection and the defense mechanism of projection

D. Encouraging descriptions of perceptions and the defense mechanism of displacement

22. mother rescues two of her four children from a house fire. In the emergency department. she cries. "I should have gone back in to get them. I should have died. not them." What is the nurse's best response?

A. "The smoke was too thick. You couldn't have gone back in."

B. "You're feeling guilty because you weren't able to save your children."

C. "Focus on the fact that you could have lost all four of your children."

D. "It's best if you try not to think about what happened. Try to move on."

• بحكي علي المشاعر للمريض بالوجه الصريح حتى بنعرف ع الوضع و يتقبله

23. Dorothy was involved in an automobile accident while under the influence of alcohol. She swerved her car into a tree and narrowly missed hitting a child on a bicycle. She is in the hospital with multiple abrasions and contusions. She is talking about the accident with the nurse. Which of the following statements by the nurse is most appropriate?

a. "Now that you know what can happen when you drink and drive, I'm sure you won't let it happen again."

b. "You know that was a terrible thing you did. That child could have been killed."

C. "I'm sure everything is going to be okay now that you understand the possible consequences of such behavior."

d. "How are you feeling about what happened."

24. Walter is angry with his psychiatrist and says to the nurse, "He doesn't know what he is doing. That medication isn't helping a thing!" The nurse responds, "He has been a doctor for many years and has helped many people." This is an example of what nontherapeutic technique?

a. Rejecting

b. Disapproving

c. Probing

d. Defending

25. "I wouldn't worry about that If I were you." "Everything will be all right :

A.giving false reassurance

B.rejection

C.giving advice

D.probing

26. "I think you should...." "Why don't you...."

A.giving false reassurance

B.rejection

C.giving advice

D.probing

27. Tell me how your mother abused you when you were a child." "Tell me how you feel toward your mother now that she is dead." "Now tell me about...."

A.giving false reassurance

B.rejection

C.giving advice

D.probing

28. "No one here would lie to you." "You have a very capable physician. I'm sure he only has your best interests in mind."

A.rejection

B.giving advice

C.defending

d. Probing

29. Let's not discuss...." "I don't want to hear about

A.rejection

B.giving advice

C.defending

D.probing

30. I'm not sure that I understand your last comment." A.seeking clarification

B.giving advice

C.defending

D.probing

31. Example of False Reassurance :

- a. I don't want to hear about it.
- b. "Everything will be just fine."
- c. "What are you thinking about?"
- d. "You appear upset about something."

32. Example of Giving Advise

a. "You appear upset about something." B. "Why do you feel that way."

c. "I think you should leave him."

d. "I'll sit with you for awhile."

33. Requesting an explanation

a. "I think you should leave him."

b. "Why do you feel that way."

c. "What are you thinking about?"

d. What are your feelings in regards to?

34. "During the last hour we have discussed."

Summarizing

35. Client: I have nothing to live for. I wish I was dead. Nurse: Everyone gets down in the dumps. Or I've felt that way sometimes.

A. Belittling feelings expressed

B. Defending

C. Disagreeing

36. But how can you be President of the US? If you're dead, why is your heart beating?

A. Not listening

B. Challenging

C. Changing the subject

37. The day shift is always breaking the rules, my shift follows the policy of one smoke per 8 hours. Client: My daughter is hateful to me. Nurse: She must be just awful to live with.

A. Criticism of others

B. Probing

C. Challenging

38. This hospital has a fine reputation. I'm sure he has your welfare in mind when he...

A. Giving false reassurance

B. Giving approval

C. Defending

39. That's wrong. I definitely disagree with ..., I don't believe that.

A. Disagreeing

B. Defending

C. Belittling feelings expressed

40. "I wouldn't worry about that If I were you." "Everything will be all right

A. Giving approval

B. Defending

C. Giving false reassurance

41. Your voice is raised. I notice that you're biting your lips. I see you went to group :

A. Making Observations

B. Judging

C. Self focusing

2022 | cognitive disorder

1. A client diagnosed with borderline personality disorder approaches the nursing station often with various requests. The nurse intervenes by stating, "You may approach the nurse's station only once an hour." Which nursing intervention has been employed?

a. Providing reality orientation

b. Ensuring physical need fulfillment

c. Setting limits on behavior.

d. Providing client education

2. Which of the following do cognitive therapists believe?

A. uncovering childhood trauma is the goal of therapy

B. how we think is an important part of how we feel

C. altering one's unhealthy routines alone will lead to psychological well-being

D. certain medications are needed to help people maintain psychological health

3. The term "cognition" includes

A. thinking, problem solving, reasoning, and dreaming.

B. classical and instrumental conditioning.

C. the use of memory systems.

D. an active process by which sensory input is selected, organized, and integrated.

4. Family therapy is generally used to:

A. improve communications between members of the family.

b. resolve specific conflicts - for example between adolescents and their parents.

C. attempts to understand the family as a social system.

4. D. all of the above.

5. Which of these is the strongest risk factor for developing the disease?

A. Heredity

B. Age

C. Exposure to toxins

D. None of the above

6. To promote client's safety as intervention to a patient with dementia, which of the following nursing actions the doctor should do?

- a. Monitor amount of environmental stimuli.
- b. Encourage mild physical activity
- c. Offer assistance during bathing
- d. Prepare desirable foods for the patient

7. There are two types of cognitive disorders?

Reversible and irreversible

8. What is the most prevalent in cognitive disorders :

- a. Apraxia-difficulty initiating or performing movements.
- b. Aphasia
- c. Agnosia

9. Abrupt onset Reversible/brief Impaired short term memory LOC fluctuate Psychomotor agitation Emotional instability Slurred speech Visual/tactile hallucinations Anxious/startled :

- a. Delirium
- b. Amnesia
- c. Dementia

10. insidious onset Slow progressive development Impaired short term memory Long term memory fails slowly LOC unchanged Eventually loss abstract Misidentification Aphasia, Apraxia :

- a. Delirium
- b. Amnesia

c. Dementia

11. syndrome involving disturbance of consciousness with change in cognition :

a. Delirium

b. Amnesia

c. Dementia

12. deterioration of language function (i.e. Difficulty with verbal expression.). Usually begins with the inability to name familiar objects or people and the progresses to speech that becomes vague or empty.

a. aphasia

b. apraxia

c. Agnosia

d. disturbance in executive functioning

13. impairment to execute motor functions despite intact motor abilities (i.e. Unable to transfer to sitting position.)

a. apraxia

b. apraxia

c. Agnosia

d. disturbance in executive functioning

14. inability to recognize or name objects despite intact sensory abilities (Unable to identify a ball.)

a. apraxia

b. apraxia

c. Agnosia

d. disturbance in executive functioning

15. inability to think abstractly, to plan to initiate, to sequence and stop complex behavior (Unable to solve a math problem.)

a. apraxia

b. apraxia

c. Agnosia

d. disturbance in executive functioning

16. The patient can make up stories when questioned about events or activities that she does not remember. This can seem like lying, but it is actually an unconscious attempt to save self-esteem and prevent admitting that she does not remember the occasion.

a. Confabulation

b. Disorientation

c. Confusion

d. None of the above

17. Types of Cognitive Disorders :

a. Delirium

b. Amnesia

c. Dementia

d. None of the above

e. All of the following

1. When the therapist lets the client know that he or she understands and accepts the client, it is known as :

- A. cognitive restructuring.
- B. interpersonal learning.
- C. systematic desensitization.
- D. validation.

2. -----plays a significant role in equipping the student teacher for effectively guiding children and young people in their growth and development through learning.

- A. child psychology
- B. clinical psychology
- C. developmental psychology
- D. educational psychology

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