



Communication and Learning

Total points **4/59**

What is Supportive Communication?

0/1

To listen and clarify using close-ended questions

A communication that seeks to preserve a positive relationship between the communicators while still addressing the problem at hand

It involves a self-perceived flaw that an individual refuses to admit to another person, a sensitivity to that flaw, and an attack by another person that focuses on the flaw

The face-to-face process of interacting that focuses on advancing the physical and emotional well-being of a patient

Correct answer

A communication that seeks to preserve a positive relationship between the communicators while still addressing the problem at hand

What factors are essential in demonstrating supportive communication to patients?

0/1

Listening, clarifying the concerns and feelings of the patient using open questions

Listening, clarifying the physical needs of the patient using closed questions

Listening, clarifying the physical needs of the patient using open questions

Listening, reflecting back the patient's concerns and providing a solution

Correct answer



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Listening, clarifying the concerns and feelings of the patient using open questions

Supportive communication is important to create an environment where the individual patient feels heard and understood. Evidence-based approaches to effective communication involve all of the following, except:

0/1

Communication needs to be highly flexible, dependent upon cultural, social and environmental factors

Nurses need to communicate effectively with patients in order to deliver individualised safe care and manage

Nurses need to be able to accurately assess how much the patient wants to share their thoughts and feelings without assuming that they either do or do not wish to

Patient satisfaction is necessarily related to the acquisition of specific communication skills for nurses to enquire about the nature and manner of support that patient wants

Correct answer

Patient satisfaction is necessarily related to the acquisition of specific communication skills for nurses to enquire about the nature and manner of support that patient wants

Which behaviours will encourage a patient to talk about their concerns?

0/1

Giving reassurance and telling them not to worry

Asking the patient about their family and friends

Tell the patient you are interested in what is concerning them and that you are available to listen



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Tell the patient you are interested in what is concerning them and if they tell you, they will feel better

Correct answer

Tell the patient you are interested in what is concerning them and that you are available to listen

Which of the following is not an example of non-verbal communication?

0/1

Dress

Facial expression

Posture

Tone

Correct answer

Tone

Covert communication may include the following except:

0/1

Body language

Tone of voice

Appearance

Eye contact

Correct answer

Tone of voice

Adam has not been able to communicate with the nurses on duty. Using nonverbal communication and gestures to help one identify a service user's needs is important because:

0/1

The ability to communicate may be affected by illness



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It saves time and makes one more efficient

The service user may be distracted and might not enjoy talking to staff

All of the above

Correct answer

The ability to communicate may be affected by illness

The nonverbal communication that expresses emotion is:

0/1

Body positioning

Eye contact

Cultural artifacts

Facial expressions

Correct answer

Facial expressions

A nurse maintains an uncrossed arm and leg posture. This nonverbal behavior is reflective of which letter of the SOLER acronym for active listening?

0/1

S

O

L

E

R

Correct answer

O

In nonverbal communication, what does SOLER stand for?

0/1

Squarely, open posture, leaning slightly forward, eye contact, relaxed



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Squarely, open ended questions, leaning slightly forward, eye contact, relaxed

Squarely, open posture, leaning forward, eye contact, rested

Squarely, open ended questions, leaning slightly backwards, rested

Correct answer

Squarely, open posture, leaning slightly forward, eye contact, relaxed

Which of these is an example of an open question?

0/1

"Are you feeling better today?"

"When you said you are hurt, what do you mean?"

"Can you tell me what is concerning you?"

"Is that what you are looking for?"

Correct answer

"When you said you are hurt, what do you mean?"

Which of the following is an open ended question?

0/1

"Do you enjoy the activities in this care home?"

"Do you like the food in the ward?"

"Would you like me to take you out for a walk in the garden?"

"What are your favourite activities in the home?"

Correct answer

"What are your favourite activities in the home?"



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According to Argyle (1988), when two people communicate what percentage of what is communicated is actually in the words spoken?

1/1

- 90%
- 50%
- 23%
- 7%

Communication is not the message that was intended but rather the message that was received. The statement that best helps explain this is:

0/1

- Clean communication can ensure the client will receive the message intended
- Sincerity in communication is the responsibility of the sender and the receiver
- Attention to personal space can minimize misinterpretation of communication
- Contextual factors, such as attitudes, values, beliefs, and self-concept, influence communication

Correct answer

Contextual factors, such as attitudes, values, beliefs, and self-concept, influence communication

Which of the following are barriers to effective communication?

0/1

- Cultural differences
- Unfamiliar accents
- Overly technical language and terminology



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Hearing problems
All of the above

Correct answer

All of the above

Which of the following approaches creates a barrier to communication?

0/1

Using too many different skills during a single interaction

Giving advise rather than encouraging the patient to problem solve

Allowing the patient to become too anxious before changing the subject

Focusing on what the patient is saying rather than on the skill used

Correct answer

Allowing the patient to become too anxious before changing the subject

When communicating with someone who isn't a native English speaker, which of the following is not advisable?

0/1

Using a translator

Use short, precise sentences

Relying on their family or friends to help explain what you mean

Write things down

Correct answer

Relying on their family or friends to help explain what you mean

With any procedure, it is essential that the patient is psychologically prepared and consented. When the nurse encounters a patient who is



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not a native English speaker, who should be the most appropriate person to assist the nurse:

0/1

The hospital cleaner who can speak the patient's language

The chaplain who speaks to the patient quite often

The carer and the relative of the patient

The professional language interpreter

Correct answer

The professional language interpreter

When communicating with someone who isn't a native English speaker, which of the following is advisable?

0/1

Using an official translator

Ask the doctor

Relying on their family or friends

Ask the receptionist

Correct answer

Using an official translator

Mr Khan, is visiting his son in London when he was admitted in accident and emergency due to abdominal pain. Mr. Khan is from Pakistan and does not speak the English language. As his nurse, what is your best action:

0/1

Ask the relative

Ask a cleaner who speaks the same

Ask for an official interpreter

Transfer him to another hospital who can communicate with him



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Correct answer

Ask for an official interpreter

When communicating with a client who speaks a different language, which best practice should the nurse implement?

0/1

Speak loudly and slowly

Arrange for an interpreter to translate

Speak to the client and family together

Stand close to the client and speak loudly

Correct answer

Arrange for an interpreter to translate

When a patient arrives to the hospital who speaks a different language. Who is responsible for arranging an interpreter?

0/1

Doctor

Management

Registered Nurse

Nursing assistant

Correct answer

Registered Nurse

A patient who doesn't know English comes to hospital. Your role?

0/1

Use a professional interpreter

Try to use nonverbal communication technology

Use the security who knows patient's language

Correct answer

Use a professional interpreter



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Which of the following statements is true about acquired communication disorders?

0/1

- Dysphasia impairs a person's ability to process language by affecting how the muscles involved in speech function
- Dysarthria is a sensory speech disorder wherein neurological changes may cause difficulty in producing or sustaining the range, force, speed and coordination to produce speech
- Dyspraxia is a disorder of planning, initiating and sequencing purposeful or voluntary movement wherein verbal expressions may become hesitant with sound substitutions
- Dysphonia is a voice disorder and maybe solely caused by neurological problems that caused the difficulty in speaking

Correct answer

Dyspraxia is a disorder of planning, initiating and sequencing purposeful or voluntary movement wherein verbal expressions may become hesitant with sound substitutions

When communicating with a patient with delirium, the nurse must keep in mind, which of the following principle is not pertinent?

0/1

- It is essential to ensure that aids for visual and hearing impairments are functional and are being used
- Adjust environment to promote the patient's orientation for example visible clock or calendar, photographs of family
- Background noise should be kept to an optimum and the healthcare professional should introduce themselves to the patient



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- Give simple information in short statements when giving explicit explanation of any procedures or activities carried out with the individual and utilise closed questions

Correct answer

Background noise should be kept to an optimum and the healthcare professional should introduce themselves to the patient

A patient with dementia awakens, shouts at night and pulls out their night gown. What condition is the most likely cause of this behaviour, which is at times left undetected?

0/1

The treatment with Benzodiazepine is no longer effective

The patient is in pain

The patient's dementia is worsening

All of the options above

Correct answer

The patient is in pain

A nurse has been told that a client's communications are tangential. The nurse would expect that the clients verbal responses to questions would be:

0/1

Long and wordy

Loosely related to the questions

Rational and logical

Simplistic, short and incomplete

Correct answer

Loosely related to the questions

The nurse is discussing problem-solving strategies with a client who recently experienced the death of a family member and the loss of a



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full-time job. The client says to the nurse. "I hear what you're saying to me, but it just isn't making any sense to me. I can't think straight now." The client is expressing feelings of:

0/1

Rejection
Overload
Disqualification

Hostility

Correct answer

Overload

A nurse educator is providing in-service education to the nursing staff regarding transcultural nursing care. A staff member asks the nurse educator to describe the concept of acculturation. The most appropriate response in which of the following?

0/1

- It is subjective perspective of the person's heritage and sense of belonging to a group
- It is a group of individuals in a society that is culturally distinct and has a unique identity
- It is a process of learning, a different culture to adapt to a new or change in environment
- It is a group that share some of the characteristics of the larger population group of which it is a part

Correct answer

It is a process of learning, a different culture to adapt to a new or change in environment



Which of the following statements by a nurse would indicate an understanding of intrapersonal communications?

0/1

- Intrapersonal communications occurs within a person
- Intrapersonal communications occur between two or more people
- Interpersonal communications is the same as intrapersonal communication
- Nurses should avoid using intrapersonal communications

Correct answer

Intrapersonal communications occurs within a person

Which therapeutic communication technique is being used in this nurse-client interaction? Client: "When I get angry, I get into a fist fight with my wife or I take it out on the kids." Nurse: "I notice that you are smiling as you talk about this physical violence."

0/1

Formulating a plan of action

Making observations

Exploring

Encouraging comparison

Which therapeutic communication technique is being used in this nurse-client interaction? Client: "When I am anxious, the only thing that calms me down is alcohol." Nurse: "Other than drinking, what alternatives have you explored to decrease anxiety?"

0/1

Reflecting

Making observations

Formulating a plan of action

Giving recognition



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Correct answer

Formulating a plan of action

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

0/1

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

"You did not attend group today Can we talk about that?"

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

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

Correct answer

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

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

0/1

To reframe the client's thoughts about mental health treatment

To put the client at ease

To explore a subject, idea, experience, or relationship

To communicate that the nurse is listening to the conversation

Correct answer

To explore a subject, idea, experience, or relationship

Which nursing statement is good example of the therapeutic communication technique of focusing?

0/1

"Your counselling session is in 30 minutes i'll stay with you until then"

"You mentioned your relationship with your father Let's discuss that further"

"I'm having a difficult time understanding what you mean"

"Describe one of the best things that happened to you this week"



Option 5

Correct answer

"You mentioned your relationship with your father Let's discuss that further"

Which nursing response is an example of the non-therapeutic communication block of requesting an explanation?

1/1

- "Keep your chin up, I'll explain the procedure to you"
- "There is always an explanation for both good and bad behaviors"
- "Can you tell me why you said that?"
- "Are you not understanding the explanation I provided?"

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

0/1

"I wouldn't worry about these voices, the medication will make them disappear."

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

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

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

Correct answer

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

Which therapeutic nursing statement is a good example of the therapeutic communication technique of offering self?

0/1

"Would you like me to accompany you to your electroconvulsive therapy treatment?"

"I think it would be great if you talked about that problem during our next group session."



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"After discharge, would you like to meet me for lunch to review your outpatient progress?"

"I notice that you are offering help to other peers in the milieu."

Correct answer

"Would you like me to accompany you to your electroconvulsive therapy treatment?"

Which of the following tasks is crucial in therapeutic communication?

0/1

Listening attentively to a service user's story

Assessment of signs and symptoms

Documenting an incident report

All of the other answers

Correct answer

Listening attentively to a service user's story

According to the therapeutic communication theory, what criteria must be met for successful communication?

0/1

The communication needs to be efficient, appropriate, flexible, and include feedback

The individuals communicating with each other must share a similar perception of the conversation

The communication must be intrapersonal, interpersonal, group, or societal in nature

Nonverbal communication is consistent with verbal communication



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Correct answer

The communication needs to be efficient, appropriate, flexible, and include feedback

Which therapeutic communication technique is being used in this nurse-client interaction? Client: "My father spanked me often." Nurse: "Your father was a harsh disciplinarian."

0/1

Restatement

Offering general leads

Focusing

Accepting

Correct answer

Restatement

Which example of a therapeutic communication technique would be effective in the planning phase of the nursing process?

0/1

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

"Please tell me in your own words what brought you to the hospital."

"This new approach worked for you. Keep it up."

"I notice that you seem to be responding to voices that I do not hear."

Correct answer

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

Patient has just been told by the physician that she has stage III uterine cancer. The patient says to the nurse, "I don't know what to do."



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How do I tell my husband?" and begins to cry. Which of the following responses by the nurse is the most therapeutic?

0/1

"It seems to be that this is a lot to handle. I'll stay here with you."

"I think this will all be easier to deal with than you think"

"Why do you think this is happening to you?"

Correct answer

"It seems to be that this is a lot to handle. I'll stay here with you."

Which nursing statement is a good example of the therapeutic communication technique of focusing?

0/1

"Describe one of the best things that happened to you this week."

"I'm having a difficult time understanding what you mean."

"Your counseling session is in 30 minutes I'll stay with you until then."

"You mentioned your relationship with your father. Let's discuss that further."

Correct answer

"You mentioned your relationship with your father. Let's discuss that further."

When developing a program offering for patients who are newly diagnosed with diabetes, a nurse case manager demonstrates an understanding of learning styles by:

0/1

Utilising variety of educational materials

Providing a snack with a low glycemic index

Allowing patients's time to voice their opinions



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Administering a pre- and post test assessment

Correct answer

Utilising variety of educational materials

A client breathes shallowly and looks upward when listening to the nurse. Which sensory mode should the nurse plan to use with this client?

0/1

Auditory

Kinesthetic

Touch

Visual

Correct answer

Visual

The nurse is interacting with a client and observes the client's eyes moving from side to side prior to answering a question. The nurse interprets this behavior as:

0/1

The client being bored with the interaction

The client processing auditory information

The client engaging in intrapersonal communication

The client responding to auditory hallucinations

Correct answer

The client processing auditory information

You are assisting a doctor who is trying to assess and collect information from a child who does not seem to understand all that the doctor is telling and is restless. What will be your best response:

0/1

Stay quite and remain with the doctor



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Interrupt the doctor and ask the child the questions

Remain with the doctor and try to gain the confidence of the child and politely assess the child's level of understanding and help the doctor with the information he is looking for

Correct answer

Remain with the doctor and try to gain the confidence of the child and politely assess the child's level of understanding and help the doctor with the information he is looking for

The nurse is interviewing a newly admitted psychiatric client. Which nursing statement is an example of offering a "general lead"?

0/1

"Do you know why you are here?"

"Are you feeling depressed or anxious?"

"Yes, I see go on."

"Can you chronologically order the events that led to your admission?"

Correct answer

"Yes, I see go on."

What is the purpose of a nurse providing appropriate feedback?

0/1

To give the client good advice

To advise the client on appropriate behaviors

To evaluate the client's behavior

To give the client critical information

Correct answer

To give the client critical information

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



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1/1

"Don't worry, everything will be alright."

"You appear uptight."

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

"You are jumping to conclusions."

What is the difference between denial and collusion?

0/1

Denial is when a healthcare professional refuses to tell a patient their diagnosis for the protection of the patient whereas collusion is when healthcare professionals and the patient agree on the information to be told to relatives and friends

Denial is when a patient refuses treatment and collusion is when a patient agrees to it

Denial is a coping mechanism used by an individual with the intention of protecting themselves from painful or distressing information whereas collusion is the withholding of information from the patient with the intention of 'protecting them'

Denial is a normal acceptable response by a patient to a life-threatening diagnosis whereas collusion is not

Correct answer

Denial is a coping mechanism used by an individual with the intention of protecting themselves from painful or distressing information whereas collusion is the withholding of information from the patient with the intention of 'protecting them'

During which part of the client interview would it be best for the nurse to ask, "What's the weather forecast for today?"

1/1

Introduction

Body



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Closing Orientation

The nurse should avoid asking the client which of the following leading questions during a client interview:

0/1

"What medication do you take at home?"

"You are really excited about the plastic surgery, aren't you?"

"Were you aware I've has this same type of surgery?"

"What would you like to talk about?"

Correct answer

"You are really excited about the plastic surgery, aren't you?"

The nurse is most likely to collect timely, specific information by asking which of the following questions?

0/1

"Would you describe what you are feeling?"

"How are you today?"

"What would you like to talk about?"

"Where does it hurt?"

Correct answer

"Would you describe what you are feeling?"

A client comes to the local clinic complaining that sometimes his heart pounds and he has trouble sleeping. The physical exam is normal. The nurse learns that the client has recently started a new job with expanded responsibilities and is worried about succeeding. Which of the following responses by the nurse is best?



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0/1

"Have you talked to your family about your concerns?"

"You appear to have concerns about your ability to do your job."

"You could benefit from counselling."

"It's normal to feel anxious when starting a new job."

Correct answer

"You appear to have concerns about your ability to do your job."

Mrs X is posted for CT scan. Patient is afraid cancer will reveal during her scan. She asks "Why is this tested?". What will be your response as a nurse?

0/1

Understand her feelings and tell the patient that it is a normal procedure

Tell her that you will arrange a meeting with doctor after the procedure

Give a health education on cancer prevention

Ignore her question and take her for the procedure

Correct answer

Understand her feelings and tell the patient that it is a normal procedure

A client is diagnosed with cancer what is your response?

0/1

Take her to another room and allow her to discuss with the husband

Tell them to wait in the room and I will come and talk to u after my duty

Correct answer

Take her to another room and allow her to discuss with the husband



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After breaking bad news of expected death to a relative over phone, she says thanks for letting us know and becomes silent. Which of the following statements made by nurse would be more empathetic?

0/1

Say, "I will ask the doctor to call you."

"You seem stunned. You want me to help you think what you want to do next?"

"Call me back if you have got any questions."

Say, "Can I help you with funeral arrangements?"

Correct answer

"You seem stunned. You want me to help you think what you want to do next?"