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Chapter 2. Communication – Test Questions

1. Communication is the:

a. Last step in the nursing process
b. Most vital link between diagnosis and disease
c. Exchange of information and ideas
d. Basis for all thinking processes

Answer:

2. Part of the communication process is:

a. Emotional
b. Mental
c. Physical
d. Feedback

Answer:

3. The person who interprets the message is called the:

a. Sender
b. Receiver
c. Method
d. Process

Answer:

4. A form of verbal communication is:

a. Body language
b. Gestures
c. Appearance
d. Words

Answer:

5. A professional appearance by the health care worker can communicate:

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a. Incompetence
b. Uncaring
c. Pride
d. Acceptance

Answer:

6. Which of the following behaviors by your patient indicates a willingness to communicate?

a. Downcast eyes
b. Face toward you
c. Legs tightly crossed
d. Slumping posture

Answer:

7. Which of the following describes nonverbal behavior? *Select all that apply.*

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a. Gestures
b. Spoken word
c. Tone of voice
d. Aggressive style

Answer:

8. Periods of silence during the communication process allow the health care worker to:

a. Redirect the patient
b. Observe nonverbal behavior
c. Relieve the patient's anxiety
d. Minimize rejection

Answer:

9. The communication style that serves to empower the individual is:

a. Assertive
b. Unassertive
c. Aggressive
d. Passive

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Answer:

10. Therapeutic communication:

a. Serves the needs of both participants
b. Involves equal sharing of thoughts and feelings
c. Is light and superficial in nature
d. Promotes trust and a good rapport

Answer:

11. Active listening requires an active mind and:

a. Closed posture
b. Leaning forward toward the patient
c. Staring intently at the patient
d. Sitting alongside the patient

Answer:

12. Being yourself as well as being open and truthful describes:

a. Warmth
b. Listening
c. Genuineness
d. Positive regard

Answer:

13. Understanding the patient's feelings and viewing the world as the patient does describe:

a. Sympathy
b. Empathy
c. Positive regard
d. Congruence

Answer:

14. Agreement between spoken words and body language describes:

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a. Congruence
b. Empathy
c. Positive regard
d. Validation

Answer:

15. Gaining insight into your personal feelings is an example of:

a. Empathy
b. Biases
c. Proxemics
d. Self-awareness

Answer:

16. You observe Sally communicating with 80-year-old Gerry, who is hearing impaired. The technique used is satisfactory if Sally:

a. Speaks to Gerry from his doorway
b. Speaks to Gerry in a loud tone
c. Speaks with Gerry in a darkened room
d. Asks Gerry for feedback verbally or in writing

Answer:

17. You overhear Jane telling her mother that she is afraid to ride over the bridge, and Jane's mother responds, "Don't be silly. Let's go." This is an example of:

a. Stereotyping
b. Belittling
c. Giving advice
d. Giving false reassurance

Answer:

18. Mary, an elderly patient in the nursing home, states, "They are not doing anything to help me." Your best response would be:

a. "Don't worry. You will feel better soon."
b. "What do you want us to do?"

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c. "We are taking good care of you."
d. "Describe when you began feeling this way."

Answer:

19. John, age 54, is admitted for day surgery and is anxious and tense prior to the procedure. How would you respond?

a. "Calm down. You will be fine."
b. "You will only need light anesthesia."
c. "You're not dying. Why are you thinking this way?"
d. "You seem to be concerned about the surgery."

Answer:

20. After completing morning care for Sarah, an 83-year-old patient in the nursing home, she states, "You are the only one who takes the time to care for me." Your best response would be:

a. "You are still complaining, Sarah."
b. "You feel others don't take the time?"
c. "You are such a worrier."
d. "Sarah, you know that's not true."

Answer:

21. Which of the following questions is open-ended and would best help a person describe his or her pain?

a. "Do you have a lot of pain?"
b. "Does it hurt when you walk?"
c. "Is your pain sharp?"
d. "Describe what your pain is like."

Answer:

22. The caregiver notices that one of her patients is in her room crying. The caregiver's best response is:

a. "I'm sure things will get better."
b. "A good cry will make you feel better."

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c. "It may help to talk about what is upsetting you."
d. "Crying is just a waste of time."

Answer:

23. Your patient is usually very verbal. Today, you note that she is withdrawn and quiet. The best caregiver action is to:

a. Allow the patient to have privacy and time alone.
b. Attempt to offer light, superficial conversation.
c. State that "you need to talk about your problems."
d. Spend time with her and continue to observe her behavior.

Answer:

24. The caregiver says, "I'm not sure of the answer to your question." This response indicates that the caregiver is:

a. Evasive
b. Uninformed
c. Genuine
d. Nontherapeutic

Answer:

25. Touching a client suddenly without warning may be interpreted as:

a. Affectionate
b. Invasive
c. Empathic
d. Comforting

Answer:

26. Telling a client that you know exactly what the client is going through is an example of:

a. False reassurance
b. Giving advice
c. Stereotyping
d. Agreeing

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Answer:

27. When a health care worker changes the subject during a patient interaction, the result may:

a. Foster support of the client
b. Reduce the health care worker's anxiety
c. Add emphasis to the message
d. Build trust

Answer:

28. Which of the following influence(s) how a message is interpreted when a nurse is communicating with a patient? *(Select all that apply.)*

a. Age
b. Feelings
c. Gender
d. Attitude
e. Past experience

Answer:

29. Which of the following comments would be nontherapeutic? *(Select all that apply.)*

a. "You should stop smoking."
b. "Why are you always complaining?"
c. "I think you are making the right decision."
d. "How are you feeling about this?"
e. "Let's talk about happier times."

Answer:

30. A nurse promotes effective communication with patients by using principles of:

a. Empathy
b. Submissiveness
c. Power
d. Control

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Answer:

31. A nurse is utilizing the best techniques of therapeutic communication with a patient experiencing a stressful event when she:

a. Asks her to explain why she is behaving like that
b. Sits with the client in quiet support
c. Asks her to be quiet and thoughtful
d. Isolates the patient from others

Answer:

32. A nurse has achieved the highest level of practice in the art of therapeutic communication when he (select all that apply):

a. Supports the client's coping skills
b. Explores his feelings
c. Asks family members to keep the patient calm
d. Shares his feelings with the patient
e. Feels his goals and needs are met

Answer:

33. Touch is a powerful tool that a nurse can use in many situations; it can be used to (select all that apply):

a. Complement verbal communication
b. Demonstrate caring
c. Show empathy
d. Offer reassurance
e. Restrain an anxious patient

Answer:

Chapter 2. Communication – Test Questions With Answers and Rationales

1. Communication is the:

a. Last step in the nursing process

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b. Most vital link between diagnosis and disease
c. Exchange of information and ideas
d. Basis for all thinking processes

Answer: c
Rationale: Communication is the basic exchange of ideas and information between individuals.

Nursing Process: Assessment
Client Needs: Psychosocial Integrity

2. Part of the communication process is:

a. Emotional
b. Mental
c. Physical
d. Feedback

Answer: d
Rationale: Feedback is the part of the communication process in which a response is given to the message.

Nursing Process: Planning
Client Needs: Psychosocial Integrity

3. The person who interprets the message is called the:

a. Sender
b. Receiver
c. Method
d. Process

Answer: b
Rationale: The receiver is the person to whom the message is sent.

Nursing Process: Assessment
Client Needs: Psychosocial Integrity

4. A form of verbal communication is:

a. Body language
b. Gestures

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c. Appearance
d. Words

Answer: d
Rationale: Verbal communication uses words in speech or in writing.

Nursing Process: Assessment
Client Needs: Psychosocial Integrity

5. A professional appearance by the health care worker can communicate:

a. Incompetence
b. Uncaring
c. Pride
d. Acceptance

Answer: c
Rationale: A person's appearance sends a message about how one feels about oneself.

Nursing Process: Planning
Client Needs: Psychosocial Integrity

6. Which of the following behaviors by your patient indicates a willingness to communicate?

a. Downcast eyes
b. Face toward you
c. Legs tightly crossed
d. Slumping posture

Answer: b
Rationale: Facing a person when communicating with him or her indicates that you are listening and focused on the person you are speaking to.

Nursing Process: Evaluation
Client Needs: Psychosocial Integrity

7. Which of the following describes nonverbal behavior?

a. Gestures
b. Spoken word
c. Tone of voice
d. Aggressive style

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Answer: a, c
Rationale: Nonverbal behavior uses gestures, ~~and~~ body language, and tone of voice to convey thoughts or feelings.

Nursing Process: Evaluation
Client Needs: Psychosocial Integrity

8. Periods of silence during the communication process allow the health care worker to:

a. Redirect the patient
b. Observe nonverbal behavior
c. Relieve the patient's anxiety
d. Minimize rejection

Answer: a
Rationale: Periods of silence during communication can be useful, in that they allow the person to think over what was said or what he or she is feeling.

Nursing Process: Implementation
Client Needs: Psychosocial Integrity

9. The communication style that serves to empower the individual is:

a. Assertive
b. Unassertive
c. Aggressive
d. Passive

Answer: a
Rationale: Assertive individuals are able to express their feelings with confidence.

Nursing Process: Planning
Client Needs: Psychosocial Integrity

10. Therapeutic communication:

a. Serves the needs of both participants
b. Involves equal sharing of thoughts and feelings
c. Is light and superficial in nature
d. Promotes trust and a good rapport

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Answer: d
Rationale: Therapeutic communication promotes trust by using honesty.

Nursing Process: Planning
Client Needs: Psychosocial Integrity

11. Active listening requires an active mind and:

a. Closed posture
b. Leaning forward toward the patient
c. Staring intently at the patient
d. Sitting alongside the patient

Answer: b
Rationale: Active listening requires a posture indicating that you are focused on the patient and on what he or she is saying.

Nursing Process: Implementation
Client Needs: Psychosocial Integrity

12. Being yourself as well as being open and truthful describes:

a. Warmth
b. Listening
c. Genuineness
d. Positive regard

Answer: c
Rationale: Genuineness implies that the person is honest and sincere.

Nursing Process: Implementation
Client Needs: Psychosocial Integrity

13. Understanding the patient's feelings and viewing the world as the patient does describe:

a. Sympathy
b. Empathy
c. Positive regard
d. Congruence

Answer: b
Rationale: Empathy suggests that you can put yourself in the other person's shoes.

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Nursing Process: Implementation
Client Needs: Psychosocial Integrity

14. Agreement between spoken words and body language describes:

a. Congruence
b. Empathy
c. Positive regard
d. Validation

Answer: a
Rationale: Congruence occurs when the verbal and nonverbal messages are in harmony.

Nursing Process: Assessment
Client Needs: Psychosocial Integrity

15. Gaining insight into your personal feelings is an example of:

a. Empathy
b. Biases
c. Proxemics
d. Self-awareness

Answer: d
Rationale: Self-awareness, or insight, allows a person to understand the ways in which he or she feels, thinks, or acts.

Nursing Process: Implementation
Client Needs: Psychosocial Integrity

16. You observe Sally communicating with 80-year-old Gerry, who is hearing impaired. The technique used is satisfactory if Sally:

a. Speaks to Gerry from his doorway
b. Speaks to Gerry in a loud tone
c. Speaks with Gerry in a darkened room
d. Asks Gerry for feedback verbally or in writing

Answer: d
Rationale: Seeking clarification, or feedback, makes certain that the person understood what was said.

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Nursing Process: Implementation
Client Needs: Psychosocial Integrity

17. You overhear Jane telling her mother that she is afraid to ride over the bridge, and Jane's mother responds, "Don't be silly. Let's go." This is an example of:

a. Stereotyping
b. Belittling
c. Giving advice
d. Giving false reassurance

Answer: b
Rationale: Belittling tends to make light of a person's fears or beliefs.

Nursing Process: Assessment
Client Needs: Psychosocial Integrity

18. Mary, an elderly patient in the nursing home, states, "They are not doing anything to help me." Your best response would be:

a. "Don't worry. You will feel better soon."
b. "What do you want us to do?"
c. "We are taking good care of you."
d. "Describe when you began feeling this way."

Answer: d
Rationale: The technique that uses clarification attempts to seek information necessary to better understand what is said.

Nursing Process: Implementation
Client Needs: Psychosocial Integrity

19. John, age 54, is admitted for day surgery and is anxious and tense during the procedure. How would you respond?

a. "Calm down. You will be fine."
b. "You will only need light anesthesia."
c. "You're not dying. Why are you thinking this way?"
d. "You seem to be concerned about the surgery."

Answer: d

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Rationale: Using reflection, you can state your perception of the patient's message.

Nursing Process: Implementation
Client Needs: Psychosocial Integrity

20. After completing morning care for Sarah, an 83-year-old patient in the nursing home, she states, "You are the only one who takes the time to care for me." Your best response would be:

a. "You are still complaining, Sarah."
b. "You feel others don't take the time?"
c. "You are such a worrier."
d. "Sarah, you know that's not true."

Answer: b
Rationale: Communication is the best when it attempts to clarify what the person is really saying.

Nursing Process: Implementation
Client Needs: Psychosocial Integrity

21. Which of the following questions is open-ended and would best help a person describe his or her pain?

a. "Do you have a lot of pain?"
b. "Does it hurt when you walk?"
c. "Is your pain sharp?"
d. "Describe what your pain is like."

Answer: d
Rationale: Open-ended questions help individuals describe their feelings.

Nursing Process: Evaluation
Client Needs: Physiological Integrity

22. The caregiver notices that one of her patients is in her room crying. The caregiver's best response is:

a. "I'm sure things will get better."
b. "A good cry will make you feel better."
c. "It may help to talk about what is upsetting you."
d. "Crying is just a waste of time."

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Answer: c
Rationale: Listening is a valuable tool that helps individuals express their feelings.

Nursing Process: Implementation
Client Needs: Psychosocial Integrity

23. Your patient is usually very verbal. Today, you note that she is withdrawn and quiet. The best caregiver action is to:

a. Allow the patient to have privacy and time alone.
b. Attempt to offer light, superficial conversation.
c. State that "you need to talk about your problems."
d. Spend time with her and continue to observe her behavior.

Answer: d
Rationale: Observation while spending time with an individual values the person.

Nursing Process: Implementation
Client Needs: Psychosocial Integrity

24. The caregiver says, "I'm not sure of the answer to your question." This response indicates that the caregiver is:

a. Evasive
b. Uninformed
c. Genuine
d. Nontherapeutic

Answer: c
Rationale: Genuineness is being open and truthful.

Nursing Process: Implementation
Client Needs: Psychosocial Integrity

25. Touching a client suddenly without warning may be interpreted as:

a. Affectionate
b. Invasive
c. Empathic
d. Comforting

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Answer: b
Rationale: Sudden, unexpected touch may be interpreted as invasive or aggressive.

Nursing Process: Implementation
Client Needs: Psychosocial Integrity

26. Telling a client that you know exactly what the client is going through is an example of:

a. False reassurance
b. Giving advice
c. Stereotyping
d. Agreeing

Answer: c
Rationale: Stereotyping offers an insincere, superficial statement that is based on the belief that all individuals have the same feelings.

Nursing Process: Implementation
Client Needs: Psychosocial Integrity

27. When a health care worker changes the subject during a patient interaction, the result may:

a. Foster support of the client
b. Reduce the health care worker's anxiety
c. Add emphasis to the message
d. Build trust

Answer: b
Rationale: Changing the subject during a client interaction may block communication and reduce the caregiver's anxiety.

Nursing Process: Implementation
Client Needs: Psychosocial Integrity

28. Which of the following influence(s) how a message is interpreted when a nurse is communicating with a patient? *(Select all that apply.)*

a. Age
b. Feelings
c. Gender
d. Attitude
e. Past experience

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Answer: a, b, c, d, e
Rationale: A message is best interpreted when all these factors are used.
Nursing Process: Assessment
Client Needs: Psychological Integrity

29. Which of the following comments would be nontherapeutic? *(Select all that apply.)*

a. "You should stop smoking."
b. "Why are you always complaining?"
c. "I think you are making the right decision."
d. "How are you feeling about this?"
e. "Let's talk about happier times."

Answer: a, b, c, e
Rationale: Belittling, changing the subject, agreeing, and asking closed-ended questions are all considered blocks or nontherapeutic techniques.

Nursing Process: Implementation
Client Needs: Psychosocial Integrity

30. A nurse promotes effective communication with patients by using principles of:

a. Empathy
b. Submissiveness
c. Power
d. Control

Answer: a
Rationale: For communication to be effective, the health care worker must show warmth, empathy, and interest and be attentive to what the patient is saying and feeling.

Nursing Process: Implementation
Client Needs: Psychosocial Integrity

31. A nurse is utilizing the best techniques of therapeutic communication with a patient experiencing a stressful event when she:

a. Asks her to explain why she is behaving like that
b. Sits with the client in quiet support
c. Asks her to be quiet and thoughtful
d. Isolates the patient from others

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Answer: b

Rationale: In a stressful event where words are not enough, a nurse supports a patient by offering themselves.

Nursing Process: Evaluation
Client Needs: Psychosocial Integrity

32. A nurse has achieved the highest level of practice in the art of therapeutic communication when he *(select all that apply)*:

a. Supports the client's coping skills
b. Explores his feelings
c. Asks family members to keep the patient calm
d. Shares his feelings with the patient
e. Feels his goals and needs are met

Answer: a, b
Rationale: A nurse has attained the highest level of communication when they follow the six principles of therapeutic communication: Listening, attentiveness, warmth, genuineness, empathy, and positive regard.

Nursing Process: Implementation
Client Needs: Psychosocial Integrity

33. Touch is a powerful tool that a nurse can use in many situations; it can be used to *(select all that apply)*:

a. Complement verbal communication
b. Demonstrate caring
c. Show empathy
d. Offer reassurance
e. Restrain an anxious patient

Answer: a, b, c, d
Rationale: Touch can evoke positive responses and can be used to place emphasis on the verbal message, demonstrate caring, show empathy, and offer reassurance.

Nursing Process: Assessment
Client Needs: Psychosocial Integrity

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