Dental Assisting A Comprehensive Approach 5th edition Phinney Test Bank

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Name:_____ Class:_____ Date:_____

Chapter 02: Psychology, Communication, and Multicultural Interaction

1. One of the components of the communication process includes a written communication called the message.
   a. True
   b. False

ANSWER: True
RATIONALE: The message can also be spoken or conveyed through nonverbal communication.
POINTS: 1
DIFFICULTY: E
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: DENT.PHIN.18.2.1 - Describe the components of the communication process.
TOPICS: Components of the Communication Process
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2. The sender of a communication cannot stimulate one's sense of taste or smell.
   a. True
   b. False

ANSWER: False
RATIONALE: The sender may use the senses of taste, touch, smell, and other external stimuli to inspire an individual to begin communicating.
POINTS: 1
DIFFICULTY: H
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: DENT.PHIN.18.2.1 - Describe the components of the communication process.
TOPICS: Components of the Communication Process
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3. A reassuring touch by the dental assistant is the demonstration of communication through the kinesthetic channel.
   a. True
   b. False

ANSWER: True
RATIONALE: The dental assistant may frequently use kinesthetic forms of communication with patients.
POINTS: 1
DIFFICULTY: M
QUESTION TYPE: True / False
HAS VARIABLES: False
LEARNING OBJECTIVES: DENT.PHIN.18.2.1 - Describe the components of the communication process.
TOPICS: Components of the Communication Process
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4. The communication process consists of two major components.

a. True

b. False

ANSWER:	False
RATIONALE:	The communication process consists of five major components: the sender, the message, the feedback, the channel, and the receiver.
POINTS:	1
DIFFICULTY:	E
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	DENT.PHIN.18.2.1 - Describe the components of the communication process.
TOPICS:	Components of the Communication Process
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5. Communication is 80 percent verbal and 20 percent non-verbal.

a. True

b. False

ANSWER:	False
RATIONALE:	Communication is 20 percent verbal and 80 percent non-verbal.
POINTS:	1
DIFFICULTY:	E
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	DENT.PHIN.18.2.2 - Differentiate the terms used in verbal and non-verbal communication.
TOPICS:	Verbal and Non-Verbal Communication
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6. The patient may form his or her first impression via the telephone.

a. True

b. False

ANSWER:	True
RATIONALE:	The patient may form his or her first impression via the telephone.
POINTS:	1
DIFFICULTY:	E
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	DENT.PHIN.18.2.3 - List the skills used in listening.
TOPICS:	Telephone Listening
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7. Territoriality indicates the amount of space an individual needs to feel comfortable with others.
   a. True
   b. False

ANSWER:	True
RATIONALE:	Territoriality is handled differently by different people and within different cultures.
POINTS:	1
DIFFICULTY:	M
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	DENT.PHIN.18.2.2 - Differentiate the terms used in verbal and non-verbal communication.
TOPICS:	Territoriality and Spatial Relation
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8. In Maslow's hierarchy of needs, self-actualization is the most basic need.
   a. True
   b. False

ANSWER:	False
RATIONALE:	In Maslow's hierarchy of needs, survival is the most basic need.
POINTS:	1
DIFFICULTY:	E
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	DENT.PHIN.18.2.4 - Discuss how Maslow's hierarchy of needs is used and how it relates to communication in today's dental office.
TOPICS:	Maslow's Hierarchy of Needs
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9. When addressing patients who speak English as their second language, speak slowly in a normal tone of voice.
   a. True
   b. False

ANSWER:	True
RATIONALE:	It is helpful to face the patient as well.
POINTS:	1
DIFFICULTY:	E
QUESTION TYPE:	True / False
HAS VARIABLES:	False
LEARNING OBJECTIVES:	DENT.PHIN.18.2.5 - Describe some general behaviors of multicultural patient populations.
TOPICS:	Multicultural Interactions
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10. Is it important that dental assistants avoid stereotyping individuals according to culture, customs, traditions, and beliefs.

a. True

b. False

ANSWER: True

RATIONALE: All people must be treated with respect and courtesy. It is important to be aware of and acknowledge the beliefs and traditions of patients with cultural backgrounds that vary from one's own in order to establish trust and rapport.

POINTS: 1

DIFFICULTY: M

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: DENT.PHIN.18.2.5 - Describe some general behaviors of multicultural patient populations.

TOPICS: Multicultural Interactions

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11. Appropriate communication by the dental assistant is key to successful patient interaction.

a. True

b. False

ANSWER: True

RATIONALE: The dental assistant must be able to communicate clearly and effectively with patients to establish rapport and trust. This will put the patient at ease, make the treatment more comfortable, and increase patient compliance.

POINTS: 1

DIFFICULTY: E

QUESTION TYPE: True / False

HAS VARIABLES: False

LEARNING OBJECTIVES: DENT.PHIN.18.2.2 - Differentiate the terms used in verbal and non-verbal communication.

TOPICS: Verbal and Non-Verbal Communication

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12. The science of the mind and the reasons people act the way they do is called _____.

a. communication b. diplomacy

c. paradigm d. psychology

ANSWER: d

RATIONALE: The science of the mind and the reasons people act the way they do is called psychology.

POINTS: 1

DIFFICULTY: M

QUESTION TYPE: Multiple Choice

HAS VARIABLES: False

LEARNING OBJECTIVES: DENT.PHIN.18.2.6 - Define psychology and paradigm.

TOPICS: Communication

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13. The communication process begins with the _____.
a. message b. sender
c. channel d. receiver

ANSWER: c
RATIONALE: The communication process begins with the sender.
POINTS: 1
DIFFICULTY: E
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: DENT.PHIN.18.2.1 - Describe the components of the communication process.
TOPICS: Components of the Communication Process
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14. One of the three communication channels is _____.
a. auditory b. kinesthetic
c. visual d. all of the above

ANSWER: d
RATIONALE: There are three channels of communication: auditory (hearing or listening), visual (observing, seeing, perceiving), and kinesthetic (caring touch).
POINTS: 1
DIFFICULTY: E
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: DENT.PHIN.18.2.1 - Describe the components of the communication process.
TOPICS: Components to the Communication Process
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15. Repeating the message to the sender is which part of the communication process?
a. Channel b. Feedback
c. Receiver d. Discussion

ANSWER: b
RATIONALE: Feedback is the process of decoding the message and ensuring the message was interpreted correctly through repetition of the message to the sender.
POINTS: 1
DIFFICULTY: M
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: DENT.PHIN.18.2.1 - Describe the components of the communication process.

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Chapter 02: Psychology, Communication, and Multicultural Interaction

TOPICS: Components of the Communication Process
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16. Communication is 80 percent _____.
a. verbal b. non-verbal
c. listening d. none of the above
ANSWER: b
RATIONALE: Communication is 80 percent non-verbal and 20 percent verbal.
POINTS: 1
DIFFICULTY: E
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: DENT.PHIN.18.2.2 - Differentiate the terms used in verbal and non-verbal communication.
TOPICS: Verbal and Non-Verbal Communication
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17. _____ is considered one of the most observed and critical components of non-verbal communication.
a. Slumped shoulders
b. Patient seated with arm and legs crossed
c. Facial expression
d. Tight patient posture
ANSWER: c
RATIONALE: Facial expression is one of the most observed and critical components of non-verbal communication. The patient's face may reveal pain, fear, or anxiety. The dental assistant should be alert to non-verbal signals to be able to react appropriately to the patient.
POINTS: 1
DIFFICULTY: M
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: DENT.PHIN.18.2.7 - Demonstrate the following body language used in non-verbal communication: spatial, posture, facial expression, gestures, and perception.
TOPICS: Verbal and Non-Verbal Communication
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18. _____ founded a movement called humanistic psychology.
a. Abraham Maslow b. Aristotle
c. Guy de Chauliac d. Pierre Fauchard
ANSWER: a
RATIONALE: Abraham Maslow founded a movement called humanistic psychology. Based on his theories, individuals must first attain basic needs before higher level needs can be achieved.
POINTS: 1

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DIFFICULTY: E
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: DENT.PHIN.18.2.4 - Discuss how Maslow's hierarchy of needs is used and how it relates to communication in today's dental office.
TOPICS: Maslow's Hierarchy of Needs
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19. This generation is very technologically savvy and prefers that communication occur via cell phones and BlackBerry devices.

a. Baby boomers b. Echo boomers
c. The Me generation d. The MTV generation

ANSWER: b
RATIONALE: Echo boomers is another name for generation "Y" who have been raised with various technological gadgets and are accustomed to communicating via text and the Internet as well as social networking sites.
POINTS: 1
DIFFICULTY: M
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: DENT.PHIN.18.2.8 - Describe how the generation of baby boomers may differ from generations X and Y.
TOPICS: Generation Y
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20. When a patient feels shame, guilt, or fear, he or she may react using _____.

a. violence b. affection
c. defense mechanisms d. none of the above

ANSWER: c
RATIONALE: A patient who feels shame, guilt, or fear may react with defense mechanisms and impair the communication process.
POINTS: 1
DIFFICULTY: M
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: DENT.PHIN.18.2.9 - Discuss how defense mechanisms can inhibit communication.
TOPICS: Defense Mechanisms
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21. A frown or scowl, the arms crossed in front of the chest, and hunched shoulders are all examples of _____.

a. body language b. auditory communication

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c. verbal communication d. listening

ANSWER: a
RATIONALE: Facial expression, gestures, and posture are all examples of body language.
POINTS: 1
DIFFICULTY: M
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
LEARNING OBJECTIVES: DENT.PHIN.18.2.7 - Demonstrate the following body language used in non-verbal communication: spatial, posture, facial expression, gestures, and perception.
TOPICS: Verbal and Non-Verbal Communication
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To interact successfully with patients, the dental assistant must have excellent communication skills. Match the communication term with its definition.

a. Communication
b. Transmit an idea
c. Connect with another individual
d. Listening

DIFFICULTY: M
QUESTION TYPE: Matching
HAS VARIABLES: False
LEARNING OBJECTIVES: DENT.PHIN.18.2.1 - Describe the components of the communication process.
TOPICS: Components of the Communication Process
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22. Hear the entire message
ANSWER: d
POINTS: 1

23. Provide feedback
ANSWER: c
POINTS: 1

24. The message
ANSWER: a
POINTS: 1

25. Receive the message
ANSWER: b
POINTS: 1

26. Which generation has taken hobbies and turned them into jobs?

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a. Generation W
b. Generation X
c. Generation Y
d. Generation Z

ANSWER: d
RATIONALE: Generation Z has taken hobbies and turned them into jobs, and then into businesses.
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
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27. Good communication is one method to resolve conflict.

a. True
b. False

ANSWER: True
RATIONALE: Good communication will aid in finding a method to resolve the conflict.
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
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