Successful Nurse Communication Revised Reprint - Safe Care Healthy Workplaces & Rewarding Careers 1st edition Boynton Test Bank

SKU: 9781719647922-TEST-BANK

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Chapter 2: Emotional Intelligence

MULTIPLE CHOICE

1. A nurse's ability to listen respectfully to a colleague's request for help at any point in time may vary with:
   A. How tired he is
   B. The IV pump alarm that keeps going off for no apparent reason
   C. His perception that his colleague is lazy
   D. All of the above

   ANS: D PTS: 1 REF: Page: 21 TOP: Emotional intelligence

2. A knowledge base in emotional intelligence will enhance nurses' ability to do all of the following EXCEPT:
   A. Be more sensitive to patients' needs and concerns
   B. Assess lung sounds of patients with pneumonia
   C. Provide patient-centered care
   D. Collaborate effectively with other healthcare professionals

   ANS: B PTS: 1 REF: Page: 16 TOP: Emotional intelligence

3. All of following descriptors belong in an explanation of Salovey and Mayer's ability-based model of emotional intelligence EXCEPT:
   A. Self-reported attributes regarding one's interpersonal relationships
   B. Being able to identify one's emotions
   C. Having an understanding of emotions in others
   D. Managing feelings of anger during a clinical emergency

   ANS: A PTS: 1 REF: Page: 17
   TOP: Models of emotional intelligence

4. A nurse's self-awareness of feelings of anxiety before calling a physician about a patient's increased edema in both lower extremities might include:
   A. A difficult conversation with this doctor earlier in the month
   B. The frantic insistence of the patient's husband that the nurse contact the doctor immediately
   C. A tense argument she had with her husband before coming to work
   D. Feelings of low self-esteem that come from her family background
   E. All of the above

   ANS: E PTS: 1 REF: Page: 19
   TOP: Emotional intelligence in nursing

5. A nurse who feels frustrated about a colleague's refusal to double-check a morphine dose he has calculated is demonstrating self-regulation when he:
   A. Takes a deep breath, acknowledges to himself that he doesn't know why she can't help, and seeks help from another colleague
   B. Decides he won't cover for his colleague's meal break later
   C. In a sarcastic voice states, "Thanks a lot!"
   D. Decides to save time and give what he believes is the correct dose

   ANS: A PTS: 1 REF: Page: 21
   TOP: Emotional intelligence in nursing

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6. Which of the following are considered to be among the five basic feelings?
   A. Fear, sorrow, anger, jealousy, and gladness
   B. Sorrow, anger, shame, and annoyance
   C. Shame, fear, gladness, and anger
   D. Anger, sorrow, surprise, fear

   ANS: C PTS: 1 REF: Page: 18 TOP: Emotional vocabulary

7. Nurses who develop and practice empathy are likely to:
   A. Recognize when a patient's verbal denial of worry does not match her facial expression
   B. Treat patients with dignity
   C. Have compassion for a colleague who is struggling to understand the computerized system for documenting physician's orders
   D. All of the above

   ANS: D PTS: 1 REF: Page: 23
   TOP: Emotional intelligence in nursing

8. The social skills involved in a nurse's ability to observe the environment around her and use it to enhance communication and collaboration are important in the following situations:
   A. A patient's condition is deteriorating and his wife is panicking.
   B. A colleague dismisses her concern about following the protocol for a needle-stick injury.
   C. She has to work with a colleague that she doesn't like.
   D. All of the above

   ANS: D PTS: 1 REF: Pages: 23-24
   TOP: Emotional intelligence in nursing

MULTIPLE RESPONSE

1. According to Wiseman, empathy includes which of the following attributes? *Select all that apply.*
   A. Taking the perspective of another person
   B. Judging others
   C. Recognizing others' emotions
   D. Persuading others to feel a certain emotion

   ANS: A, C PTS: 1 REF: Page: 23
   TOP: Emotional intelligence in nursing

2. Emotional intelligence competencies described by Goleman that are interrelated with assertive communication include which of the following? *Select all that apply.*
   A. Self-awareness
   B. Self-regulation
   C. Fear
   D. Motivation

   ANS: A, B, D PTS: 1 REF: Pages: 19-22
   TOP: Emotional intelligence in nursing

TRUE/FALSE

1. According to Goleman's model of emotional intelligence, motivation is an example of a personal competency.

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ANS: T PTS: 1 REF: Page: 21
TOP: Emotional intelligence in nursing

2. A nurse demonstrating respect for a colleague he doesn't like is an important part of effective collaboration.

ANS: T PTS: 1 REF: Page: 24
TOP: Emotional intelligence in nursing

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