

MULTIPLE CHOICE

1. The nurse manager instructed the nursing assistant to “rinse her hands after touching the patient.” The nurse manager meant for the nursing assistant to use universal precautions. Which part of the communication process was compromised?
 - a. Ideation
 - b. Encoding
 - c. Transmission
 - d. Receiving

ANS: C

For the receiver to receive the message as transmitted, interference such as inappropriate directions must be overcome.

REF: 4

2. The client complains to the nurse about the noise at the nurse’s station at night. The nurse’s best response is:
 - a. “I appreciate your reporting this to me.”
 - b. “Thank you for contributing this information.”
 - c. “What do you want me to do about this?”
 - d. “Are you saying that you are unable to rest at night because of the noise?”

ANS: D

Clarification is used when one is not sure what the other person is saying.

REF: 5

3. During a unit meeting, the nurse manager discusses ways to deal with a hostile patient. The staff nurse suggests that more time be spent with the patient. How does the nurse manager enhance the value of the staff nurse’s suggestion?
 - a. Identify the staff nurse’s merits
 - b. Dismiss what the staff nurse said
 - c. Enhance the value of the unit
 - d. Accept others’ suggestions without regard to the staff nurse’s suggestion

ANS: A

Enhancing value differs from criticism. A merit may be a part of an idea, a good intention, an important issue that was addressed, or part of an action. One can ensure understanding and value by asking people about the value of their ideas.

REF: 5

4. The nurse educator begins the presentation on group process by asking the participants to sit in a circle. The nurse educator's use of this physical arrangement relates to which aspect of communication?
- Strategy
 - Structure
 - Support
 - Style

ANS: D

Style for oral communications involves planning to engage the audience through the use of eye contact, physical space, and body movement.

REF: 7

5. The school nurse wants to use a PowerPoint presentation to educate adolescents on sexually transmitted diseases. This method of presentation relates to which aspect of communication?
- Supplement
 - Style
 - Structure
 - Strategy

ANS: C

Structure begins with a forecast of the main ideas to capture the audience's attention and gives the audience an outline of the message. This can be done with PowerPoint presentations.

REF: 7

6. For the nurse educator to prepare PowerPoint presentations, the nurse must be able to use which of the following?
- Palm Pilot
 - Presentation software
 - Spreadsheet software
 - Handheld computers

ANS: B

Presentation software creates visual displays such as overhead projections and slides for oral presentations.

REF: 7

7. The nurse manager of a medical unit wants to assess how many clients develop urinary tract infections on the unit. The best way to collect and catalog this information is to use what type of software?
- Calendar and scheduling software
 - Word-processing software
 - Presentation software
 - Database software

ANS: D

Database software collects and catalogs information so that lots of well-organized data can be located and displayed.

REF: 7

8. A rural health nurse is evaluating the use of a telehealth system for the rural health clinic. Using this type of information technology can violate a client's rights when personnel:
- Disseminate client information to a local physician
 - Disseminate client information to nearby hospitals
 - Disseminate the client's password for easier access
 - Disseminate client information to third-party reimbursers

ANS: C

Breaches of confidentiality may involve unauthorized use of another's password.

REF: 8

9. The chief executive officer (CEO) of the institution asked the nurse manager to compile data on how many clients on the unit were considered to have a status of "critical." Using upward communication, the nurse manager:
- Reviewed the charts and reported the data to the CEO
 - Called a meeting of team leaders to discuss the status of clients
 - Called the business office for a list of medical diagnoses
 - Assessed each client on the floor to find those whose status was "critical"

ANS: B

Upward communication provides a means for motivating and satisfying personnel by allowing employee input. The manager summarizes information and passes it upward to the next level for use in decision-making.

REF: 10

10. A group of nursing assistants approached the nurse manager to discuss pay raises on another unit. This is a form of:
- Upward communication
 - Lateral communication
 - Diagonal communication
 - Informal communication

ANS: D

Informal communication spreads at an increasing rate as individuals from clusters inform other small groups of people who work nearby or with whom they have contact.

REF: 11

11. The staff nurse was providing discharge instructions to the client. After the nurse discussed the importance of making an appointment the following week for a follow-up visit with the physician, the client said, "I wonder if I can go visit my daughter who lives out of town next week." The nurse determined that the client:
- Used selective perception to hear what she wanted to hear

- b. Decided not to see the physician for a follow-up
- c. Had poor cognitive abilities
- d. Mistrusted the nurse's instructions

ANS: A

People unconsciously use selective perception to hear what they want to hear in terms of their biases.

REF: 12

12. A staff nurse was approached by a nursing assistant who wanted to give a report about a client's condition. The nurse said, "I don't have time to listen right now." This is an example of:
- a. Upward communication
 - b. Barrier to communication
 - c. Downward communication
 - d. Grapevine communication

ANS: B

Time pressures, used as an excuse for not listening, are a barrier to communication.

REF: 13

13. Two nurses, one male and one female, were discussing client assignments. Which of the following best illustrates gender differences between these two colleagues?
- a. Male: "I think the client needs to have a nursing assistant assigned on a one-to-one basis."
Female: "I agree with you."
 - b. Male: "I think the client is experiencing a loss related to the fact that he is no longer the breadwinner of the family."
Female: "I think the client is grieving."
 - c. Male: "I wonder if the client has expressed to his family his feelings of loss."
Female: "I think he is dealing with his feelings."
 - d. Male: "I plan to care for the client as part of my assignment—he will confide in me because I am a male."
Female: "I am just as competent to care for the client as you are."

ANS: D

Personal versus contextual style is one form of gender difference in communication, with males using the role-centered contextual style, and females using the personal style stressing equality.

REF: 13

14. Which of the following cultures views eye contact as indicating trustworthiness?
- a. Hispanic Americans
 - b. Asian Americans
 - c. White Americans of European origin
 - d. Native Americans

ANS: C

White Americans of European origin tend to view eye contact as indicating trustworthiness.

REF: 14

15. In assessment of cross-cultural communication, which nonverbal behavior is the most important?
- Placement of hands
 - Facial expression
 - Use of words
 - Eye contact

ANS: B

The face is considered the organ of emotion. It is a source of nonverbal communication.

REF: 14

16. A nurse educator is developing a presentation for a group of senior citizens. The nurse has 10 typewritten pages of notes and 20 PowerPoint slides for a 30-minute presentation. Which method of communication will enhance learning?
- Continue lecturing for the 30 minutes
 - Reduce the number of PowerPoint slides and use shorter sentences if possible
 - Cover topics related to careers for the senior citizen
 - Provide copies of notes to the senior citizens

ANS: B

Communications should be well organized and expressed in simple words, a clear style, and the shortest sentences possible.

REF: 16

17. The best response for the nurse manager to use with an angry employee is:
- "What is wrong?"
 - "You are really inappropriate with your anger."
 - "If you would like to talk, we can go into my office."
 - "I'm not sure why you are angry, but don't take it out on me."

ANS: C

One must consider the setting in which one communicates and time one's message for maximal impact. Listening, an active process that requires conscious attention, is critical to good communication.

REF: 19

18. In a unit meeting, a staff nurse exhibits what is commonly known as an adult tantrum. The nurse manager's best response is to:
- Call the staff nurse by name
 - Discourage the staff nurse from talking
 - Allow the staff nurse to finish the outburst
 - Ask the staff nurse open-ended questions

ANS: C

Adult tantrums are the grown-up version of childhood tantrums that are a defense mechanism to cope with feelings of fear, helplessness, and frustration. The exploder should be given time to finish the tantrum and regain self-control.

REF: 21

19. During a performance evaluation, the staff nurse tells the nurse manager, "I'm not the only one who takes a long lunch break, so I shouldn't be penalized for doing that." The nurse manager understands that the staff nurse's behavior is that of:
- An exploder
 - A sniper
 - An unresponsive person
 - A complainer

ANS: D

Complainers may dump on one directly or may complain about other "awful" people. Complaining helps people appear blameless and innocent, at least to themselves.

REF: 19

20. Which of the following is indicative of trashing other nurses?
- Nurses working together as a team
 - Nurses committing themselves to actions that they do not complete
 - Nurses identifying with their male colleagues
 - Nurses talking about other nurses behind their backs

ANS: D

Trashing is a form of character assassination that sets women against one another.

REF: 21

21. A staff nurse exploded angrily at the charge nurse and said, "I don't have time to turn the client because I have to catch up on my charting." The charge nurse replied, "I want to see you in my office right now!" This is an example of what type of transactional pattern?
- Adult to adult
 - Child to child
 - Parent to parent
 - Parent to child

ANS: D

In parent-to-child interactions one person takes a psychologically superior position to the other.

REF: 22

22. A staff nurse left the unit in anger. She told the nurse manager, "I would have gotten that promotion if it weren't for you." What type of game was the staff nurse playing?
- Blame others
 - Attack
 - Self-pity

d. The corner

ANS: A

“If it weren't for you” is the blaming game in which people who feel inadequate blame others for their inability to achieve.

REF: 24

23. The nurse manager was commenting to her staff about the overtime hours she was putting in because of a shortage of nurses. This is an example of what type of game?
- a. Blame others
 - b. “Poor me”
 - c. The corner
 - d. The bear trapper

ANS: B

Harried executives work hard to maintain a sense of being OK.

REF: 25

24. Which of the following people have a life position that indicates “I'm OK, you're not OK”?
- a. People who assume that they are less competent and less influential than others
 - b. People who feel OK about themselves and others
 - c. People who supervise others closely because they feel others cannot be trusted
 - d. People who lack confidence in themselves and trust others

ANS: C

People with the “I'm OK, you're not OK” life position do not believe they can rely on anyone but themselves.

REF: 26

25. A staff nurse complained to the nurse manager that she was too tired to continue a schedule that required her to double back to work. The nurse manager responded, “I understand that you get tired when you double back.” The nurse manager was demonstrating which assertive technique?
- a. Broken record
 - b. Fogging
 - c. Negative assertion
 - d. Negative inquiry

ANS: B

Fogging is agreeing with the truth, agreeing in principle, or agreeing with the odds rather than denying the criticism, getting defensive, or counterattacking with criticism.

REF: 28