

Philadelphia University

**School of Nursing**

Communication and Ethics Final Exam (sample)

**Date:**

**Time:**

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| **Student’s information** |
|  **Name of Student:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Registration Number:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Course Coordinator:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| **Questions** | **Number of Questions** | **Actual Marks** | **Obtained Marks** |
| Multiple choices | 30 |  |  |
| Total  |  |  |  |

 **Number of Pages of the Exam** = (7) pages **Obtained Marks** = --------------------------------------------------------------- |

Circle the correct answer :

1. **A nurse cares for a patient with heart failure. The patient has not been eating or taking his medications as directed. What type of communication should the nurse use with this patient to promote self-care?**
2. **Assertive, responsible, and caring communication**
3. Aggressive, sympathetic, and realistic communication
4. Authoritative, honest, and outright communication
5. Positive, expert, and focused communication
6. **Successfully implement communication strategies that are assertive and responsible is an example on:**
7. Cognitive domain
8. Affective domain
9. **Psychomotor domain**
10. Mental domain
11. **The individual who elevates themselves by bringing others down is:**
12. **Aggressive**
13. Assertive
14. Nonassertive
15. Autocratic
16. **One of the following is not a right of assertiveness:**
17. An equitable wage
18. Determine your own priorities
19. Ask for what you want
20. **Refuse any task that you find inappropriate for you.**
21. **One of the following is an example on the irrational beliefs that impede assertive communication:**
22. Other person may prefer open and honest communication
23. Angry response is the choice of the other person
24. Assertiveness is honest, respects the other person’s opinion, builds relationships
25. **I will be devastated if the other person is angry**
26. **The DESC Script for Developing an Assertive Response include the following EXCEPT:**
27. Describe the situation
28. **Expect what will happen in your imagination**
29. Specify your request
30. Consequences

1. **When a simple assertion failed to achieve your objectives and your rights continue to be violated, this form of expressing assertiveness is more effective.**
2. Basic
3. Empathic
4. **Escalating**
5. Aggressive style
6. **The benefit of assertive communication is as follows:**
7. You are more likely to get what you want if you ask explicitly
8. People value straightforward, open, and honest communication
9. When the rights of others are violated, you avoid inviting aggression.
10. **All options are correct**
11. **In helping relationship, we typically categorize attitudes toward nursing in general as:**
12. **Affective domain**
13. Cognitive domain
14. Psychomotor domain
15. Practical domain
16. **Clients’ rights as consumers of healthcare service including the followings EXCEPT:**
17. To trust that the confidentiality of one's personal information would be protected.
18. To be notified of any actions that will be taken for their benefit.
19. To obtain assistance without issues or obstacles.
20. **To decline or consent to nursing treatments may, however, impact the patient's connection with his or her nurses.**
21. **One of the features of a successful client–nurse interaction is the expressing of caring in a platonic manner. Platonic feature means**
22. Present in any setting
23. Efficacious, effective, and efficient
24. Personally tailored—individualized
25. **Not passionate**
26. **Repetition to the client of what the nurse considers to be the essential message or thinking presented. This technique is known as:**
27. **Restating**
28. Reflecting
29. Summarizing
30. Making open end comments
31. **A communication style that conveys a superior attitude toward the client.**
32. **Patronizing**
33. Parroting
34. Defending
35. Reassuring
36. **We do not consider *Reassuring* to be a therapeutic communication approach for the following reason:**
37. **Negate fear, feeling, and other communication of the client**
38. Negate the client right to express their opinion
39. Implicate the nurse has the right to dependency relationship
40. Negate the significance of the client communication
41. **In the relationship between the client and the nurse, do the following EXCEPT:**
42. Be philanthropic in your approach to clients
43. Be plucky in planning and generating creative solutions
44. Be proficient in the nursing skills required to safely and successfully care for your clients
45. **Pretend to have knowledge that you do not**
46. **In client-nurse relationships, the following behavioral aspect is not indicative of patient-side bonding:**
47. Verbalizes feelings, psychosocial implication of disease in his or her life
48. Talks about support persons and other resources
49. Talks about other personal concerns
50. **Shows cold treatment toward nurse**
51. **In client-nurse relationships, the following behavioral aspect is not indicative of nurse-side bonding:**
52. **Discourages inquiries from patient**
53. Asks patient what patient knows already
54. Listens attentively to verbalization of patient’s feelings, health condition, and personal/family information
55. Asks patient/family about other pertinent information that may not be in the record
56. **When analyzing warmth in communication, the following mouth characteristics are correct EXCEPT:**
57. Lips are loose and relaxed, not tight or pursed
58. The jaw is flexible, relaxed, and slightly clenched
59. Gestures such as biting a lip or forcing a smile are absent
60. Smile appropriate
61. **When analyzing warmth in communication, the following leg characteristics are correct EXCEPT:**
62. Crossed or uncrossed
63. Legs are kept in a comfortable and natural position during standing,
64. **Knees should be flexed or locked**
65. All options are correct
66. **As a part of the F.O.C.U.S. model, the “C” stands for:**
67. Communicate.
68. **Connect.**
69. Convince.
70. Concern.
71. **The community health nurse is listening to a client talk about a personal problem. Which of these actions by the nurse is most appropriate?**
72. The nurse should increase the physical distance from the client.
73. The nurse should initiate the physical assessment to distract the client.
74. The nurse should periodically interrupt the client to ask questions.
75. **The nurse should lean toward the client and make eye contact.**
76. **The nurse manager is evaluating a group of newly licensed registered nurses. All of the following behaviors best describe the expectations for this group EXCEPT:**
77. Possess theoretic background for decision-making
78. Utilize the nursing process in a systematic way
79. Recognize own abilities and limitations
80. Delegate all tasks to unlicensed personnel
81. **A nursing student is seeking employment as a new graduate. Which source is most prominent for potential jobs?**
82. Internet
83. Newspapers
84. Conferences
85. Trade journals
86. **A nursing student is preparing to develop a professional résumé. Which format best represents a professional résumé?**
87. Formal appearance, without errors
88. Designed to multiple situations
89. Primarily used to hire during interviews
90. Mainly used to identify potential employers
91. **The nursing student is developing a résumé for an employment fair/ market. Which critical element is most important to include?**
92. Work history
93. Educational background
94. Career objectives
95. Volunteer experience
96. **The nursing student is preparing for a telephone interview. Which is the priority advantage of a telephone interview**?
97. Appearance doesn’t matter without a video link.
98. No preparation is needed prior to interview.
99. Panel interviews are not utilized.
100. No follow-up is needed after interview.
101. **The nursing student is preparing for the interviewing process. Which behaviors are considered interviewing errors?**
102. Negative comments about former employers
103. Ignoring nonverbal behaviors
104. Role playing
105. Giving attention to all interviewer panel
106. **The nursing student is developing career goals. The following areas should the student have as focused career goals EXCEPT:**
107. Clinical competency
108. Areas of nursing practice
109. Administrative skills
110. Ask a supervisor about the best area
111. **The nursing student is setting personal career goals. Which action is the first step in this process?**
112. Perform a thorough self-assessment.
113. Develop long-term goals.
114. Maintain competencies.
115. Practice self-reflection.
116. **A student is anxious about transitioning into the new graduate role. Which method best supports the graduate’s transition into this new role?**
117. Working with senior nurse/ mentor
118. Working on preferred hospital
119. Promoting individual confidence
120. Self-directed study