

**CHUKA**



**UNIVERSITY**

**UNIVERSITY EXAMINATIONS**

**FIRST YEAR EXAMINATION FOR BACHELOR OF SCIENCE IN  
NURSING**

**NURS 132: COMMUNICATION SKILLS AND COUNSELLING**

**STREAMS: Y1S1**

**TIME: 2 HOURS**

**DAY/DATE: MONDAY 14/12/2020**

**11.30 A.M -1.30 P.M.**

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**INSTRUCTIONS:**

1. Do not write anything on the question paper.
2. Mobile phones and any other reference materials are NOT allowed in the examination room.
3. Answer ALL the questions.
4. Write your answers legibly and use your time wisely

**A. MCQs 20mks**

1. Which of the following would be a therapeutic communication technique that involves BOTH verbal and nonverbal types of communication?
  - a. Active listening
  - b. Talking
  - c. Touch
  - d. Personal space
2. Which of the following statements about touch and therapeutic communication is CORRECT?
  - a. Some cultures prohibit touching between strangers of opposite genders.
  - b. Touching is always appropriate.
  - c. You should avoid touching anyone as this only causes people stress.
  - d. Touch isn't always appropriate but is always soothing nonetheless.
3. A patient with a diagnosis of major depression who has attempted suicide says to the nurse, "I should have died! I've always been a failure. Nothing ever goes right for me." Which response demonstrates therapeutic communication?
  - a. "You have everything to live for."

- b. "Why do you see yourself as a failure?"
  - c. "Feeling like this is all part of being depressed."
  - d. "You've been feeling like a failure for a while?"
4. A client is admitted to the emergency room with a diagnosis of acute myocardial infarction. The client tells the nurse, "I'm scared. I think I'm going to die." Which of the following responses by the nurse would be *MOST* appropriate?
- a. "Everything is going to be fine. We'll take good care of you."
  - b. "I know what you mean. I thought I was having a heart attack once."
  - c. "I'll call your doctor so you can discuss it with him."
  - d. "It's normal to feel frightened. We're doing everything we can for you."
5. Which of the following is a non- verbal method of Communication
- a. Tone of Voice
  - b. Listening
  - c. Writing
  - d. Reading
6. Which statement is most accurate about active listening
- a. It only takes a lot of concentration
  - b. It takes energy and concentration.
  - c. It is a process of hearing spoken words only
  - d. It is noting nonverbal behavior
7. Which statement is most accurate about Communication Techniques. It involves
- a. Reflecting and Paraphrasing
  - b. Reflecting and Self-Disclosure
  - c. Summarizing and Genuineness
  - d. Focusing and caring
8. The characteristics of *An effective nonverbal communicator are:-*
- a. Leans toward the other person and Restates
  - b. Listens and Acknowledges
  - c. Leans toward the other person and establishes eye contact
  - d. Relaxes and Listens
9. Which of these is a communication skill?
- a. Talking at the same time as someone else
  - b. Listening to what people say
  - c. Putting your fingers in your ears
  - d. Chewing a gum
10. If you don't agree with someone else, what would you say?
- a. You are wrong
  - b. Stop talking rubbish
  - c. I don't agree
  - d. Stop cheating

**Short answer questions (40mks).**

1. Outline five (5 )Communication Techniques (6marks)
2. State six (6) qualities of an effective counsellor (6marks)

3. Describe three (3) fundamental principles of Gestalt Therapy According to Latner (1973) (6marks)
4. Explain the three (3) integrating components of human personality According to Freud (6marks)
5. State six (6) purposes of nurse-patient relationship (6marks)
6. Describe the three (3) Phases of Nurse-Client Communication (6marks)
7. Outline the Communication Process (4marks)

**B. Long answer question (20marks)**

1. When communicating with client, the nurse recognizes that barriers to effective communication can occur at all levels of communication process
    - a. Explain five(5) barriers in Communication(that have to do with the **(communicator)** (10marks)
    - b. Explain five (5) barriers in Communication (that have to do with the **(receiver)** (10marks)
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