



**Human Relation and Communication (Nur120208)**

**Final exam**

**2<sup>nd</sup> level (2<sup>nd</sup> semester)**

**Date: 5 /6/2016**

**Time allowed : 2 hour**

**Total marks : 80 mark**

**I- Read the following questions carefully, then Choose the best answer: (35marks)**

- 1- The immune system of the spirit and helping an individual faces life problems., is:
  - a. Self-concept
  - b. Self-image
  - c. positive Self-esteem
  - d. Self-awareness
- 2- All of this factors affect the self-esteem except :
  - a- Development factors
  - b- Social factors
  - c- Cultural factors
  - d- Stress management
- 3- The process by which the nurse gains recognition of his or her own feeling, beliefs and attitudes is called:
  - a. Self-concept
  - b. Self-image
  - c. Self-esteem
  - d. Self-awareness
- 4- The part which represents beliefs and feeling known to the person but purposefully and consciously concealed from others it means:
  - a. private quadrant
  - b. closed quadrant
  - c. blind quadrant
  - d. open quadrant
- 5- During human interaction ,the goal of self-awareness is:
  - a. decrease of the size of the open and private quadrant
  - b. Enlarging the size of the closed quadrant.
  - c. Decrease the size of the closed quadrant and private quadrant
  - d. decrease of the size of the blind and private quadrant
- 6- Go through the following statements and indicate which is true :
  - a. Change does not need to be managed, it will sort itself out
  - b. Managing change requires specific competencies that need to be learned
  - c. Organizational changes don't affect individuals in the organization
  - d. Managing change is the same as crisis management
- 7- According to Kurt Lewin, change having three basic stages stated as the following order:
  - a- Moving ,unfreezing, Refreezing
  - b- Freezing, moving, Refreezing
  - c- Unfreezing, moving, Refreezing
  - d- Refreezing, unfreezing, moving





15- When all persons want to lead and none want to follow, this can cause:

- a- group disharmony
- b- source of conflict
- c- Stress
- d- change agent

16- During communication process paralanguage includes :

- a. The manner of dress, grooming provide clues to physical wellbeing
- b. General posture, head nodding, finger pointing, and hand gestures
- c. Tone of voice, volume of speech, stream of talk
- d. Sit – facing the client , Both feet on the floor , Knees parallel

17- When the client say he feels fine but he is grimaces, this is an example of

- a- Complementing message
- b- Contradictory message
- c- Accenting message
- d- Substituting message

18- Communication Skills for helping the person develop self-awareness includes:

- a- focusing
- b- clarifying
- c- Reflection
- d- introspection

19- To achieve agreement of interpretation of an event to make sure ,the nurse can uses:

- a- validation
- b- paraphrasing
- b- summarizing
- d- Clarifying

20- When patient told the nurse "I don't sleep. I stay awake all night".

The nurse responded with "You stay awake all night" this is an example of:

- a- validation
- b- paraphrasing
- c- Restatement
- d- Clarifying

21- Communication Skills to facilities person 's expression of needs and feelings include:

- b- focusing
- b- clarifying
- c- Reflection
- d- active listening

22- Communication Skills for helping the person develop self-awareness include:

- a- focusing
- b- clarifying
- c- Reflection
- d- active listening



- 23- Use of vocal cues e.g. speaking, helps prevent startling for:
- A- Blind client
  - b- Serious mental illness
  - C-Speech deficits
  - d- Hearing los
- 24- To understand and participate in therapeutic communication, the nurse must understand which of the following?
- a. More than half of all messages communicated are nonverbal.
  - b. All communication is best accomplished in a “social” space context.
  - c. The physical space between two individuals has no meaning.
  - d. The use of touch never varies across cultures.
- 25- Relationship involves two people who are emotionally committed to each other is called:
- a-Social relation
  - b- Intimate relation
  - C-helping relation
  - d- professional relation
- 26- Characteristics of Initiating phase of professional interpersonal relationship:-
- a- High level of knowledge
  - b-Lack of trust
  - c- Low level of anxiety
  - d- low level of dependence
- 27- The ability of the helper to perceive the meanings & feelings of the client and to communicate that understanding to the client. This is called :-
- a- Active listening.
  - b- Empathy
  - C- Positive regard.
  - d- Acceptance.
- 28- The stage when individuals challenge each other’s ideas during group formation is:
- a- Performing phase
  - b- Norming phase
  - C-Forming phase
  - d- Storming phase
- 29- Conflict between a nurse and a client , conflict with colleagues, and with doctors are an example of :
- a- Intergroup or inter-organizational conflict:
  - b- Interpersonal conflict
  - C-Intrapersonal conflict
  - d- Agency conflict
- 30- Conflict handling styles which cooperative but unassertive is called
- a- Competitive style
  - b- Accommodating style
  - c- Avoiding style
  - d- Collaborating style
- 31- Students who believe they will do poorly and view tests as extremely threatening tend to do poorly , is an example of:
- a- Cognitive appraisal of stress
  - b- stress management
  - c- Change management
  - d- conflict resolution





III- Choose the suitable answer from column B for the statements in column A  
(10marks)

Column A	Student answer	Column B
1. The win-win style in conflict resolution is assertive and cooperative		a- Context
2. This unconditional non-judgmental attitude		b- Cohesiveness
3. Is the strength of group members' desires to remain a part of their groups		c- Collaborating style
4. Environment or situation which communication takes place.		d- Accommodating style
5. A dynamic process we all experience it can be external to us and coming from forces around us		e- Positive regard
6- The client confident in the helper during interpersonal relation		f- Change
7- Relation primarily initiated for the purpose of friendship and companion ship		g- Autonomic nervous system
8- Prepared human to cope with threat through either a fight (aggression) or a flight (withdrawal) response.		h- Positive self-talk
9- I can handle this one step at a time(I can do it); it's an example of		i- Trust
10- Opposing viewpoints, forces, issues, and problems which confront individuals, groups, and institutions		j- Social relation
		k- Conflict

IV- Supply the missing part of the following statement: (5marks)

- 1- The process of observing one's own behavior in various situations and identify its themes and patterns is called .....
- 2- The absence of over control or under control during communication process is called .....
- 3- The ability to see things home the other person's perception and to communication this understanding to other person it means.....
- 4- .....the client can understand what is being said but cannot express thoughts or feelings in words.
- 5- ..... It is the ability of the helper to be open, honest and sincere in self-representation



V- Complete the following with suitable answers (20 mark)

1- List four most important key points of helping relationship:

- a- .....
- b- .....
- c- .....
- d- .....

2-list four causes of change resistances:

- a- .....
- b- .....
- c- .....
- d- .....

3-list four positive consequences of group Cohesion:

- a- .....
- b- .....
- c- .....
- d- .....

4-Four negative impact of interpersonal conflict

- a- .....
- b- .....
- c- .....
- d- .....

5- Most common strategies for improving Communication process

- a- .....
- b- .....
- c- .....
- d- .....

*Good luck*

*Dr/ Sabah A .Mohamed*



**I-MCOs** (35mark)

1	a	b	c	d
2	a	b	c	d
3	a	b	c	d
4	a	b	c	d
5	a	b	c	d
6	a	b	c	d
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31	a	b	c	d
32	a	b	c	d
33	a	b	c	d
34	a	b	c	d
35	a	b	c	d

**II-T&F** (10marks)

NO	T	F
1		
2		
3		
4		
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6		
7		
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9		
10		

**III-Matching** (10marks)

COLUM A	COLUM B
1	
2	
3	
4	
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9	
10	

**IV- Supply** (5marks)

1	
2	
3	
4	
5	