

TEST BANK

Communication in Nursing

Julia Balzer Riley

10th Edition

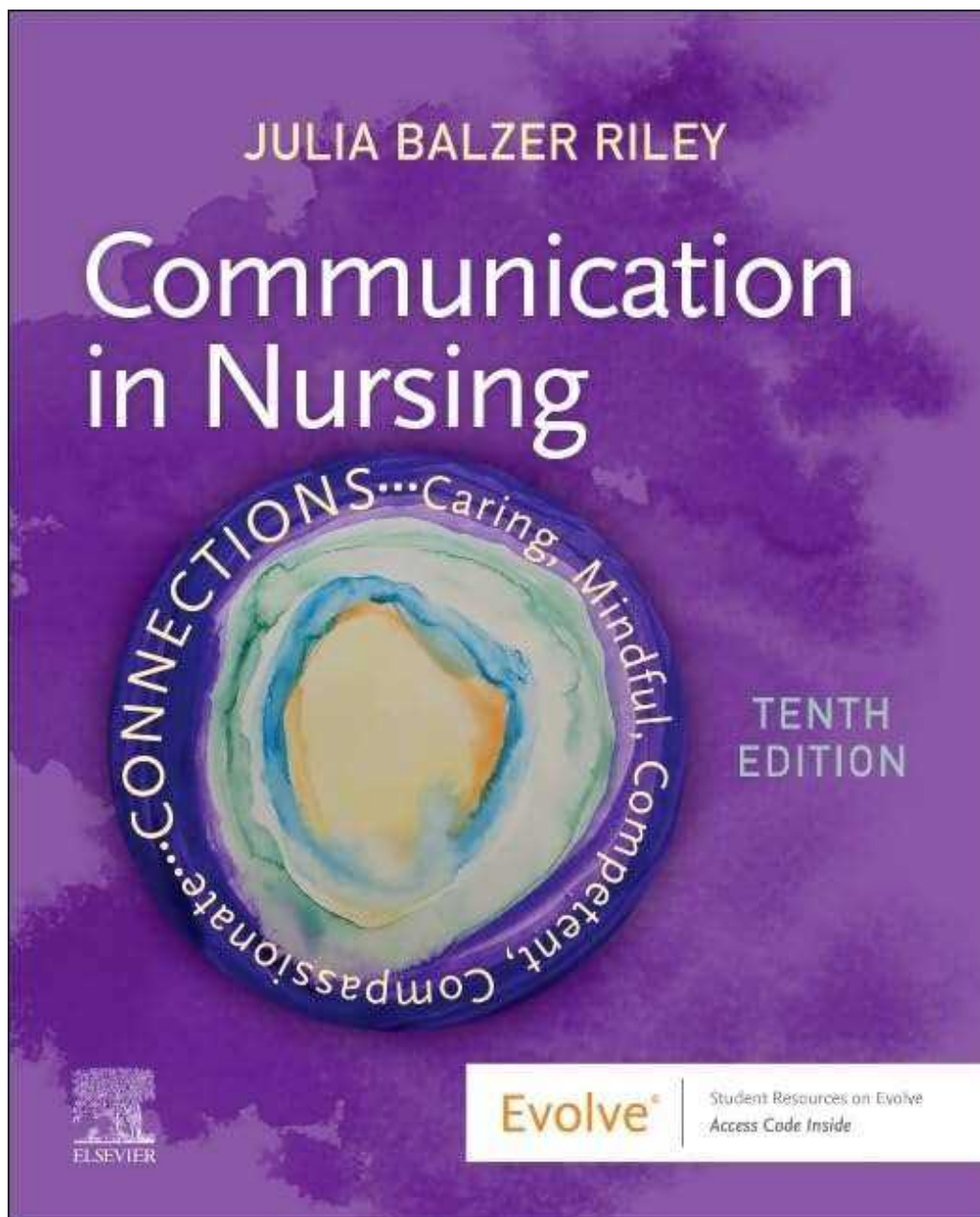


Table of Contents

Part 1: Packing Your Bags for the Journey of Caring, Assertive, Responsible Communication

1. Responsible, Assertive, Caring Communication in Nursing
2. The Client±Nurse Relationship: A Helping Relationship
3. Starting with YOU: Understanding Yourself to Build a Foundation for Learning
4. Solving Problems Together
5. Understanding Each Other: Communication and Culture

Part 2: Honoring Your Fellow Travelers along the Journey

6. Demonstrating Warmth
7. Showing Respect
8. Being Genuine
9. Being Empathetic
10. Using Self-Disclosure
11. Being Specific
12. Asking Questions
13. Expressing Opinions
14. Using Humor
15. Embracing the Spiritual Journey of Healthcaring: Meaning Making

Part 3: Developing Road-Worthy Practices along the Journey

16. Requesting Support
17. Overcoming Evaluation Anxiety
18. Working with Feedback
19. Using Relaxation Techniques
20. Incorporating Imagery in Professional Practice and Self Care
21. Incorporating Positive Self-Talk
22. Learning to Work Together in Groups
23. Navigating the Expanding World of Digital Communication

Part 4: Embracing the Transformative Process of the Journey

24. Learning Confrontation Skills
25. Refusing Unreasonable Requests
26. Communicating Assertively and Responsibly with Distressed Clients and Colleagues
27. Communicating Assertively and Responsibly with “difficult” Clients and Colleagues
28. Managing Team Conflict Assertively and Responsibly
29. Communicating at the End of Life
30. Continuing the Commitment to the Journey

Communication in Nursing 10th Edition TEST BANK

1. Which statement describes the affective aspect of learning effective communication strategies?
 - a. “The nurse should use clear, direct statements using objective Words.”
 - b. “The nurse uses body language that is congruent with the verbal message.”
 - c. “The nurse believes that positive communication strategies build confidence.”
 - d. “The nurse practices assertive and responsible communication strategies.”

ANS:C

Learning involves three domains: the cognitive aspects (understanding and meaning), affective aspects (feelings, values, and attitudes), and psychomotor aspects (physical capability). Learning basic communication skills involves the cognitive domain; building confidence through a belief in the value and impact of positive communication is the affective domain; and putting skills into action is the psychomotor domain.

DIF: Comprehension REF: p. 13 TOP: Integrated Process: Communication and Documentation MSC: Psychosocial Integrity

2. The nurse manager asks the staff nurse to work an extra shift. Which response by the staff nurse is assertive and based on rational beliefs?
 - a. “I don’t want you upset, so I will work extra.”
 - b. “Why do I always have to cover extra shifts?”
 - c. “I am not able to work an extra shift.”
 - d. “If you can’t find anyone else, I will do it.”

ANS:C

The staff nurse may turn down even a reasonable request; an assertive response avoids irrational beliefs. Irrational beliefs occur as a result of being anxious about assertiveness or focusing on possible negative outcomes.

DIF: Analysis REF: p. 8 TOP: Integrated Process: Communication and Documentation MSC: Safe and Effective Care Environment: Management of Care

3. A nurse manager offers a staff nurse a choice between working 8- or 12-hour shifts. Which statement, if made by the staff nurse, is nonassertive and may result in a frustrated response from the nurse manager?
 - a. “I want to decide the shifts for all of the other staff nurses.”
 - b. “Do whatever you want. It doesn’t really matter to me.”
 - c. “Thank you for offering me a choice. I prefer 12-hour shifts.”
 - d. “You will never be able to give me what I really want to work.”

Communication in Nursing 10th Edition TEST BANK

ANS: B

A statement that allows others to make decisions for a person is an example of a nonassertive style of communication; the response of others to a nonassertive statement may include disrespect, guilt, anger, or frustration. Statements that make choices for others or that are accusations are examples of aggressive styles of communication; the response of others to an aggressive statement may include hurt, defensiveness, or

humiliation. A statement that allows making one's own decisions is an example of

assertive style of communication; the response of others to an assertive statement may include mutual respect.

DIF: Analysis REF: p. 7 TOP: Integrated Process: Communication and Documentation MSC: Safe and Effective Care Environment: Management of Care

4. The nurse is providing care to a patient who was admitted with heart failure. The patient has not been following the prescribed diet or taking the prescribed medications. Which type of communication approach is most important for the nurse to use with this patient to facilitate a change in self-care behavior?

- a. Authoritative, honest, and outright communication
- b. Assertive, responsible, and caring communication
- c. Aggressive, sympathetic, and realistic communication
- d. Positive, expert, and focused communication

ANS: B

Communication must be technically responsible, assertive, and caring to facilitate a change in behavior.

DIF: Knowledge/Comprehension REF: p. 13 TOP: Integrated Process: Communication and Documentation MSC: Psychosocial Integrity

5. Which are examples of a nurse who is communicating responsibly? (Select all that apply)

- a. The nurse uses profanity to respond to a client who is intoxicated and verbally abusive.
- b. The nurse helps a client talk to family members about discontinuing chemotherapy.
- c. The nurse uses interpersonal strategies to help a client develop methods of coping.
- d. The nurse provides a client's health information to a close relative who is visiting.
- e. The nurse listens carefully to the client's concern about inadequate pain relief.

ANS: B, C, E

A nurse who communicates responsibly will perform the role of a client advocate, will consider the world of the client and the client's family, and will naturally focus on the nursing process and problem-solving process. The nurse is responsible for maintaining the professional conduct of the

Communication in Nursing 10th Edition TEST BANK

relationship. Examples of unprofessional conduct would include breaching client confidentiality or verbally abusing a client.

DIF: Application REF: pp. 11-12 TOP: Integrated Process: Communication and Documentation
MSC: Psychosocial Integrity

6. According to Swanson's theory, there are five caring processes, one of which is "being what." Which of the responses by the nurse portrays an understanding of the concept of "being with" a client?

- a. The nurse charting in the room to spend more time with the client
- b. The nurse wearing locator badge so you can quickly respond any time patient would call front desk and ask to page you
- c. The nurse requesting one-on-one nurse staffing
- d. The nurse being emotionally present to the client

ANS: D

Caring is an essential ingredient in life and must characterize the nurse-client

Relationship ... consider Swanson's five caring processes (Swanson, 1993):1)

Maintaining belief²sustaining faith in the capacity of others to transition and have meaningful

lives²) Knowing²striving to understand events as they have meaning in the life of the other³)

Being with²being emotionally present to the other⁴) Doing for² doing for others what they would do for themselves if possible⁵) Enabling²facilitating the capacity of others to care for themselves

and family members (Tonges and Ray, 2011, p. 375)DIF: Application REF: p. 11 TOP:

Integrated Process: Caring MSC: Physiological Integrity: Basic Care and Comfort

7. According to Swanson's theory, there are five caring processes, one of which is "knowing" "What are the other four?"

- a. Communication, assertiveness, responsibility, and caring
- b. Maintaining belief, being with, doing for, and enabling
- c. Understanding, action, information, and comfort
- d. Maintaining belief, being with, enabling, and supporting