



**UNIVERSITY EXAMINATIONS**  
**SECOND YEAR EXAMINATION FOR THE AWARD OF THE**  
**DEGREE OF BACHELOR OF SCIENCE IN NURSING**  
**SECOND SEMESTER 2022/2023**  
**[JANUARY-APRIL, 2023]**

**NUR 201: COMMUNICATION SKILLS AND COUNSELLING**

**STREAM: Y2S2**

**TIME: 3 HOURS**

**DAY: WEDNESDAY, 2:00 – 5:00 PM**

**DATE: 12/04/2023**

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**INSTRUCTIONS**

**1. Do not write anything on this question paper.**

**MCQs (20MKS)**

1. The following are barriers to effective communication except?
  - a. Culture
  - b. Gender
  - c. Knowledge
  - d. Open ended question
2. Which one of the following is not among the types of communication?
  - a. Mass communication
  - b. Interpersonal communication
  - c. Intra personal communication
  - d. One way communication
3. Which one of the following is not true about feedback?
  - a. Not all communication need feedback
  - b. Feedback is essential
  - c. Feedback elaborates misunderstanding
  - d. It clarifies that message has been received
4. During communication, paying attention to nonverbal communication is key. Which one of the following is true about nonverbal communication?
  - a. It delivers 55% impact
  - b. It delivers 38% impact
  - c. It delivers 7% impact
  - d. None of the above
5. To enhance better understanding of the message by the receiver, the sender should be:
  - a. Short
  - b. Clear

- c. Lengthy
  - d. Legible
6. Communication is key to better collaboration and teaming at workplace. Which one of the following is an impact of barriers on communication?
    - a. Leads to adjustment
    - b. Leads to understanding
    - c. Leads to misinformation
    - d. Leads to right feedback
  7. Which one of the following factors does not help in effective communication?
    - a. Active listening skills
    - b. Comfortable environment
    - c. Sympathizing with the client
    - d. Respect to the client
  8. Which one of the following is not among the steps to behavior change?
    - a. Knowledge
    - b. Intention
    - c. Practice
    - d. Paraphrasing
  9. Which one of the following is a key component in the communication cycle?
    - a. Encoding
    - b. Message
    - c. Channel
    - d. All of the above
  10. Which one of the following is not a purpose of interpersonal communication?
    - a. Helps client and health worker to cooperate
    - b. It decreases provider sub satisfaction
    - c. It improves quality of care
    - d. It increase client satisfaction
  11. Counselling is an interactive process characterized by a unique relationship between the counsellor and the counselee. Which one of the following is not a counselling outcome?
    - a. Behavior
    - b. Character
    - c. Attitude
    - d. Beliefs
  12. Which one of the following is not a purpose of counselling?
    - a. To reduce stress
    - b. To enable client cope with issues
    - c. To improve economic growth
    - d. To engage in growth related activity
  13. A counsellor needs to uphold some basic principles during counselling. Which one is the odd one out?
    - a. Non intense working experience
    - b. Understanding
    - c. Ethical conduct
    - d. Self-disclosure and self-confrontations
  14. Carl Rodgers in the Person Centered (Humanistic) Theory, he clearly outlined humans always try to maintain consistency between;
    - a. Ideal self

- b. True self
  - c. Inner self
  - d. Self image
15. A counsellor interplays some plays to ensure better results are realized. Which one of the following best describes empathy?
- a. Don't care
  - b. Understanding and appreciative
  - c. Explorative
  - d. Sympathizing
16. Congruency refers to:
- a. Brief
  - b. Comforting
  - c. Pretense
  - d. Non pretense
17. According to Latner (1973), there are four fundamental principles of Gestalt therapy. Which one is not?
- a. The principle of love
  - b. The principle of holism
  - c. The principle of awareness
  - d. The principle of polarities
18. Which one of the following is not an interpersonal skill for a nurse patient relationship?
- a. Listening
  - b. Consistency
  - c. Subjectivity
  - d. Openness
19. Which one of the following is odd one out in the phases of nurse patient relationship?
- a. Orientation phase
  - b. Paraphrasing phase
  - c. Working phase
  - d. Resolution phase
20. Which one of the following is a role of a nurse in therapeutic relationship?
- a. Counsellor
  - b. Teacher
  - c. Comforter
  - d. Caregiver

## SHORT ANSWER QUESTIONS (40MKS)

1. Write in full and explain the mnemonic “GATHER” during counselling (5mks)
2. Explain the importance and procedure of:
  - a. Pre-test counselling (2.5 mks)
  - b. Post-test counselling (2.5mks)
3. You are working in a Hospice (a hospital for palliative care) where terminal cases of advanced cases of cancer are attended for chemotherapy. A new case of a 60yr old woman is admitted with a stage IV cervical cancer. What counselling skills do you think are needed for the patient and family members? (10marks)
4. Therapeutic communication is an interpersonal interaction between health care provider and the client. Briefly list and describe 5 roles a nurse in therapeutic relationship (10marks)
5. Outline at least 5 interpersonal skills for a nurse patient relationship (5marks)
6. To understand counselling as a process, one must distinguish between outcome goals and process goals. Distinguish between outcome goals and process goals (5marks)

## LONG ANSWER QUESTIONS (40MKS)

1. Case study:

“I am Mary and I have 8 children. One day I went to the nearby health facility. The midwife counselled me regarding family planning. My husband and I jointly selected Intra Uterine Contraceptive Device (IUCD) as birth spacing method. My husband still supports the decision but my mother in law does not like our decision and is against birth spacing.

  - a. Identify in which step of behavior change Mary is (2marks)
  - b. What will be your message to Mary if she visits you and ask you for advice (8marks)
  - c. In this case outline at least purposes of interpersonal communication (5marks)
  - d. At least list 10(ten) interpersonal skills both for verbal skills and nonverbal skills (5marks)
2. All of the manager’s functions involve communication.
  - a. Outline the 6 steps of the communication process (6marks)
  - b. Outline 5 ways a manager can employ to minimize the barriers to effective communication (5marks)
  - c. List briefly and describe two ways of communication (4marks)