



UNIVERSITY OF EMBU

2017/2018 ACADEMIC YEAR

TRIMESTER 2018 EXAMINATION

SECOND YEAR EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE
(NURSING)

HNS 228: COMMUNICATION AND COUNSELING

DATE: AUGUST 9, 2018

TIME: 11:00AM-2:00PM

INSTRUCTIONS:

Answer:

All MCQs in Section A;

All Short-answer Questions in Section B

All Long-answer Questions in Section C

Cancelled work should be done neatly by crossing with a single line in the essay and by use of X in the MCQs

SECTION A: MULTIPLE CHOICE QUESTIONS (TOTAL: 20 MARKS)

1. Outcomes of empathy as an element of therapeutic communication include:
 - a) Providing the basis for progress during future encounters.
 - b) Setting up the foundation of the therapeutic relationship.
 - c) Promoting problem solving by the client.
 - d) Promoting understanding of the client's feelings and condition.
2. The statements that portray active listening by a counselor are:
 - a) Nodding during conversations, interrupting when necessary
 - b) Filling in the space during silence, making eye contact
 - c) Nodding during conversations, making eye contact
 - d) Filling in the space during silence, Clarifying points

3. Techniques that encourage clients to make changes during therapeutic communication include:
 - a) Confronting, setting limits
 - b) Making observations, clarifying.
 - c) Reflection, restating
 - d) Silence, broad openings
4. The statement that is true about group communication is-
 - a) Each member in a group engages in intrapersonal and interpersonal communication
 - b) Every member participates in group communication all with similar opinions.
 - c) It is more persuasive and influential than any other type of communication.
 - d) It influences the way individuals understand the messages they receive from others.
5. Therapeutic communication can help nurses to accomplish many goals such as:
 - a) Provision of client's problems without having to involve them
 - b) Assess the client's perception of the problems on first contact.
 - c) Implementing interventions designed to address the client's needs.
 - d) Identify the most important client concern at that moment (the client-centered goal).
6. The best response when counseling a patient who is grieving over loss of his crops is:
 - a) All will be okay as you can see the problem is affecting the entire country.
 - b) . Do you mean that crops have been your source of income and now they are no more?
 - c) It is ~~that~~ you can't get any other source of income in the near future?
 - d) Getting worried over lost things will not solve the problem. Try to focus on other things.
7. A child who has been sexually abused is likely to present with:
 - a) Forced smile
 - b) Overly compulsive behavior
 - c) Confusion or denial
 - d) Strong fear of God

8. The goals of Pretest HIV counseling include:
 - a) Advising the client on how to live positively with the infection.
 - b) Facilitating discussion about ways to cope with knowing one's HIV status.
 - c) Discussing with the client on how best to seek treatment interventions.
 - d) Advising the client on the best ways of preventing spread of infection.
9. Challenges that may stand on the way of provision of adequate counseling services include:
 - a) Poor selection of trainees for counseling, burnout on the part of the clients.
 - b) Clients getting burn out due to many appointments, poor selection of trainees for counseling
 - c) Inadequate resources to support counseling, lack of supervised practice after training.
 - d) Clients not referred at the right time, too much priority being given to Counseling services.
10. The task that requires the grieving person to confront the challenge of adjusting their own sense of self in the active grieving model is:
 - a) Adjusting to an environment in which the deceased is missing
 - b) Accepting the reality of the loss of the deceased person
 - c) Emotionally relocating the deceased and moving on with life
 - d) Isolating self from other family members to have a time of reflection.
11. Psychological signs of drug abuse include:
 - a) Unusual mood swings, Anxiety and unexplained hyperactivity
 - b) Unexplained motivation, Abnormal changes in personality and attitude
 - c) Unusual mood swings, excessive motivation to engage in activities
 - d) Very courageous in trying out activities, paranoid thinking.
12. In REDI counseling technique the stage at which the counselor introduces the subject of interest to the client and assures the client of confidentiality is:
 - a) Rapport building
 - b) Decision making
 - c) Implementation
 - d) Exploration

13. Congruency is an aspect of counselor's behavior that may be defined as:
- a) Positive Regard where the client feels safe when the counselor genuinely and positively accepts him/her as a person regardless of their story.
 - b) the counselors' ability to feel with the client and convey this understanding back to the client.
 - c) the counselor's genuine behaviour and non-verbal language that is free from pretension.
 - d) the quality of the relationship between the counselor and the client which is vital
14. The statement that is true about Gerard Egan's Skilled Helper Model of counseling is:
- a) It provides solutions to people's problems by offering the best opportunities possible.
 - b) works best if attention is paid behavioural Theory's 'core conditions', that is Congruence, Empathy and Unconditional positive regard.
 - c) aims to help the client address three main questions, which are also the three key stages in the process
 - d) Promotes self-efficacy means enabling clients to increase confidence in their ability to change their behaviours for risk reduction.
15. The basic assumptions of humanistic approach to child therapy include:
- a) All children are born good; the environment perpetrates psychological disturbance.
 - b) Children are unable to solve their own problems hence they always need assistance.
 - c) Painful repressed memories from childhood produce symptoms in adulthood
 - d) Children are likely to engage more in behaviors that are positively reinforced.
16. The most appropriate response by the nurse when a patient reports that after trying to stop smoking he went back to the same habit is:
- a) It seems you are not serious about smoking cessation
 - b) I wish you followed the instructions I gave you
 - c) I am glad you tried to quit. It is tough. Isn't it?
 - d) Others have always succeeded. Why not you?
17. Indicators of child neglect include:
- a) Body odor, squinting
 - b) Forced smile, lacerations
 - c) Hair loss, lack of immunizations
 - d) Excessive bathing, bed wetting

18. Play skills for counseling adolescents include:
- Animas, role play
 - Weapons, family picture
 - Role play, toy cars
 - Role play, family picture
19. Madam Soy went for counseling in order to start family planning but she realized that the nurse talked about one method only and was shouting till other clients could hear. The client rights violated are:
- Access to services, informed choice
 - Information, confidentiality
 - Access to services, safety of services
 - Safety of services, expression of opinion
20. Paraphrasing as a counseling skill involves.
- Giving the client a simple summary and not adding new ideas to his or her statement.
 - Use of body language to indicate respect, interest and empathy.
 - Paying attention to the client in a way to communicate understanding, empathy and interest.
 - asking questions in order to better understand what the client said

SECTION B: ANSWER ALL THE QUESTIONS IN THIS SECTION (40 MARKS; USE THE ANSWER BOOKLET PROVIDED)

- State six values of child play (6 marks)
- Explain three stages of interpersonal communication (6 marks)
- Explain two important things one needs to emphasize when counseling clients whose HIV results turn negative (4 marks)
- Explain the four principles of Gestalt therapy according to Latner (8 marks)
- State five counseling tips applicable when dealing with youth and adolescents (5 marks)
- State six ways of communicating to clients who have hearing impairment (6 marks)
- State three goals of grief therapy (3 marks)

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SECTION C: ANSWER ALL THE QUESTIONS IN THIS SECTION (40 MARKS; USE THE ANSWER BOOKLET PROVIDED)

1. Patient X, an 18 year old girl is brought to the hospital by the mother who reported that she collapsed in the house due to 'hunger'. She appeared unkempt and depressed. The mother reported also that following the loss of her father the girl stopped communicating and has been feeding poorly. The Dr. recommended admission for nutritional intervention as well as counseling; after some time of therapeutic interaction you manage to convince her to accept admission.
 - a) Explain three barriers to effective therapeutic communication (6 marks)
 - b) Using the nursing process describe the psycho therapeutic intervention you would accord Patient X (14 marks)

2. Madam P comes to the family planning clinic where you work and during history taking you realize that she has never used any method before. You therefore decide to counsel her on the available methods
 - a) Explain the five phase of nurse patient relationship according to Peplau's theory of interpersonal relations (10 marks)
 - b) Using the acronym Gather describe how you would counsel madam P on the available methods of family planning (10 marks)

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