


Submitted: 1/28/2011 10:44: Grade: 11.1%  10 PM

Attempt Number: 1/3

Questions Attempted: 18/18

1. **A client and nurse are discussing their mutual interest in watching college football. This type of nurse-client communication is an example of:**
- a. A non-therapeutic communication interaction.
  - b. The symbolic interactionist model of communication.
  - c. A superficial communication style.
  - d. Changing the subject.

**Grade:** 0

**User Responses:** c.A superficial communication style.

**Feedback:** a.Rationale: The Symbolic Interactionist Model (SIM) is based on transactional perspective, whereby communication takes place on the social-interpersonal level and is a process of simultaneous mutual influence taking place both within and between the participants. There is no information provided that would indicate the nurse is changing the subject with the client, communicating superficially, or interacting in a non-therapeutic manner.  
Cognitive Level: Application  
Nursing Process: Assessment  
Client Need: Psychosocial Integrity

2. **A nurse who observes a client with schizophrenia saying to himself: "I am scared of being left alone in this place" is observing what type of communication?**
- a. Interpersonal
  - b. Intrapersonal
  - c. Transactional
  - d. Interactional

**Grade:** 0

**User Responses:** c.Transactiona

**Feedback:** a.Rationale: Intrapersonal communication occurs when people communicate within themselves; the comment was not directed to the nurse. Interpersonal communication takes place in dyads and small groups. A communication is transactional when a message is sent by one individual and received by another. Interaction implies the giving and receiving of messages.  
Cognitive Level: Application  
Nursing Process: Assessment  
Client Need: Psychosocial Integrity

3. **The nurse is teaching communication skills to a group of clients and emphasizes the importance of communicating successfully. The nurse is applying which theory of communication?**
- a. Symbolic interactionist model
  - b. Ruesch's theory of therapeutic communication
  - c. Neurolinguistic programming theory
  - d. Watzlawick, Beavin, and Jackson theory of communication

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**User Responses:** c.Neurolinguistic programming theory

**Feedback:** a.Rationale: Ruesch's theory takes into account the perceptions and interpretations that influence one person's view of the other. Ruesch assumes that, in order to survive, the individual must communicate successfully. The symbolic interactionist model views human communication on the social-interpersonal level and accounts for the whole person involved in the process. Watzlawick, Beavin, and Jackson (1967) based their theory of human communication on the assumption that communication is synonymous with interaction. Neurolinguistic programming (NLP) is a communication model developed in the early 1970s by Richard Bandler and John Grinder.  
Cognitive Level: Application  
Nursing Process: Implementation  
Client Need: Psychosocial Integrity

4. **When the nurse is engaged in developing therapeutic intimacy, it is important to avoid:**

- a. Empathizing.
- b. Asking specific questions.
- c. Processing.
- d. Giving advice.

**Grade:** 0

**User Responses:** c.Processing.

**Feedback:** a.Rationale: Giving advice carries the implicit message that the client is incapable of solving the problem. Showing empathy is appropriate. Asking specific questions is important, but the nurse should avoid asking a barrage of questions without actively listening. Processing is a technique addressing interpersonal dynamics in developing therapeutic intimacy.  
Cognitive Level: Application  
Nursing Process: Implementation  
Client Need: Psychosocial Integrity

5. **The nurse is engaged in a therapeutic interaction with an adolescent client and asks her to describe what it feels like to be criticized by her parents. The purpose of using this technique in the interaction is to:**

- a. Allow the client to be in control.
- b. Focus on the parents.
- c. Ask the client to justify her behavior.
- d. Obtain facts.

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**User Responses:** c.Ask the client to justify her behavior.

**Feedback:** a.Rationale: Asking the client to describe what the experience feels like is an open-ended question; this therapeutic communication technique helps the client put her feelings into words and gives her control of the direction for the interaction. When interacting with a client, the focus should be on the client. Closed-ended questions are used when the purpose is to obtain facts. Asking her to justify her behavior will likely prompt defensiveness from the client.  
Cognitive Level: Analysis  
Nursing Process: Implementation  
Client Need: Psychosocial Integrity

6. **The nurse uses silence when working with a client as an appropriate means to:**
- a. Deflect the lack of knowledge on the part of the nurse.
  - b. Allow the client time to consider alternatives.
  - c. Pressure the client into interacting.
  - d. Allow the nurse time to overcome discomfort in communicating with a difficult client.

**Grade:** 0

**User Responses:** c.Pressure the client into interacting.


**Feedback:** a.Rationale: Using silence can be an effective therapeutic technique to allow the client time to consider alternatives. The client should not be pressured into interacting. Nurses who lack knowledge or are uncomfortable working with clients should seek help in analyzing their personal and professional growth needs.  
Cognitive Level: Application  
Nursing Process: Assessment  
Client Need: Psychosocial Integrity

7. **A nurse is working with a client to build a relationship with therapeutic goals. This relationship is different from a social relationship because in a goal-oriented therapeutic relationship:**
- a. The process is broadly focused.
  - b. Only the client is engaged in storytelling with the nurse.
  - c. Interdependence between the nurse and client are enhanced.
  - d. The nurse uses self-disclosure as a foundation for the relationship.

**Grade:** 0

**User Responses:** c.Interdependence between the nurse and client are enhanced.

**Feedback:** a.Rationale: In relationships that have therapeutic goals, only the client is engaged in storytelling. In therapeutic relationships, the interdependence that characterizes social relationships is greatly reduced. The process is specifically, not broadly, focused. The therapeutic relationship does not include the nurse's self-disclosure.  
Cognitive Level: Application  
Nursing Process: Implementation  
Client Need: Psychosocial Integrity

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8. **The nurse listens attentively as the client explains the difficulty he is having coping with the loss of his son. The nurse is engaging in which of the following therapeutic interventions?**
- a. Mindful listening
  - b. Rehearsing
  - c. Filtering
  - d. Identifying

**Grade:** 0

**User Responses:** c.Filtering


**Feedback:** a.Rationale: Mindful listening requires intention to really hear what another is saying, gaining understanding of what that other person thinks, feels, and needs. Filtering, identifying, and rehearsing are nontherapeutic patterns that tend to block communication.  
Cognitive Level: Application  
Nursing Process: Implementation  
Client Need: Psychosocial Integrity

9. **Select the communication techniques the nurse will use when facilitating intimacy. Select all that apply.**
- a. Assuming
  - b. Giving advice
  - c. Genuineness
  - d. Respect
  - e. Immediacy

**Grade:** 0

**User Responses:** c.Genuineness,d.Respect

**Feedback:** a.Rationale:  
Respect. Interpersonal principles and practices essential to facilitating intimacy include responding with respect.  
  
Genuineness. Interpersonal principles and practices essential to facilitating intimacy include responding with genuineness.  
  
Immediacy. Interpersonal principles and practices essential to facilitating intimacy include responding with immediacy.  
  
Giving advice. Giving advice is not a therapeutic practice.  
  
Assuming. Making assumptions is not a therapeutic practice.  
Cognitive Level: Application  
Nursing Process: Implementation  
Client Need: Psychosocial Integrity

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10. During a therapeutic interaction with a client, the nurse is not sure what the client meant. Which of the following communication skills will be best for the nurse to use?
- Filtering
  - Paraphrasing
  - Clarifying
  - Assuming

Grade: 1

User Responses: c. Clarifying

Feedback: a. Rationale: The nurse will use clarifying, which is an attempt to understand the basic nature of a client's statement. Paraphrasing is used to assimilate and restate in your own words what the client has said. Assuming and filtering are not therapeutic, would likely block the communication process, and should not be used.  
Cognitive Level: Application  
Nursing Process: Implementation  
Client Need: Psychosocial Integrity

11. A depressed client tells the nurse, "I can't deal with this sadness." Which of the following responses would be the most therapeutic in this situation?
- "We all have times of sadness."
  - "Tell me about your sadness."
  - "You feel sad?"
  - "Why do you feel so sad?"

Grade: 0

User Responses: c. "You feel sad?"

Feedback: a. Rationale: "Tell me about your sadness" encourages the client to explore the feeling, which is a therapeutic response. Restating "You feel sad?" is not the best response since the client has just stated how s/he feels; restating it back to the client may lead the client to perceive the nurse does not understand what was said. Telling the client "We all have times of sadness" is an example of making a stereotypical comment and does not focus on the client's feelings. Asking "why" questions tends to block communication and may result in defensiveness rather than inviting the client to explore the feeling.  
Cognitive Level: Application  
Nursing Process: Implementation  
Client Need: Psychosocial Integrity

12. Which of the following statements best reflects helpful, non-threatening feedback?
- "I noticed you relaxed after using coping skills."
  - "You chose the wrong coping skill."
  - "I don't believe you should use that particular coping skill."
  - "Let's explore your choice of coping skills."

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**Grade:** 0

**User Responses:** c. "I don't believe you should use that particular coping skill."

**Feedback:** a. Rationale: When the nurse states, "I noticed you relaxed after using coping skills," the focus is on the behavior, not the client, which is a therapeutic strategy when providing feedback. "Let's explore your choice of coping skills" suggests collaboration but is not an example of providing feedback. "You chose the wrong coping skill" is not an example of providing effective feedback and may cause the client to engage in dialog defending the choice. "I don't believe you should use that particular coping skill" is an example of giving advice, which is nontherapeutic and not an example of providing feedback.

Cognitive Level: Application

Nursing Process: Implementation

Client Need: Psychosocial Integrity

13. **In the presence of a mixed message, the nurse uses which of the following to interpret the client's emotions?**

- a. Nonverbal communication
- b. Verbal communication
- c. Neologisms
- d. Gestures

**Grade:** 0

**User Responses:** c. Neologisms

**Feedback:** a. Rationale: Nonverbal communication is a mechanism to communicate using gestures, body movement, facial expressions, posture, and space to communicate using the self as the primary therapeutic tool helping us judge the reliability of verbal messages, especially in the presences of mixed messages. The nurse must use clues in addition to verbal communication. Gestures are part of nonverbal communication and, in isolation, would most likely not provide enough information to interpret mixed messages. A private, unshared language is referred to as neologisms.

Cognitive Level: Analysis

Nursing Process: Assessment

Client Need: Psychosocial Integrity

14. **During group therapy, the nurse observes a client sitting with arms folded and head down. The nurse interprets the client's nonverbal behavior as:**

- a. Incongruent.
- b. Closed body language.
- c. Open body language.
- d. Non-communicative.

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**Grade:** 0

**User Responses:** c.Open body language.

**Feedback:** a.Rationale: Body position is a form of nonverbal communication; this client's folded arms indicate a closing off of the self, as opposed to having the arms unfolded, representing an open form of body language. Absent a description of any verbal communication, there is not enough information to classify the congruency of the nonverbal behavior.

Cognitive Level: Analysis

Nursing Process: Assessment

Client Need: Psychosocial Integrity

15. **The nurse analyzes how clients position themselves, as people tend to position their bodies according to their:**

- a. Anxiety level.
- b. Happiness.
- c. Feelings.
- d. Affect.

**Grade:** 1

**User Responses:** c.Feelings.

**Feedback:** a.Rationale: Body position gives cues about how open one person is to another person; people position their bodies according to their feelings. Affect relates to emotional tone, whereas happiness and anxiety level describe feeling states.

Cognitive Level: Analysis

Nursing Process: Assessment

Client Need: Psychosocial Integrity

16. **When communicating with clients who have mental health disorders, the nurse must consider what factor that is a highly personal and internal act?**

- a. Focusing
- b. Perception
- c. Culture
- d. Interacting

**Grade:** 0


**User Responses:** c.Culture

**Feedback:** a.Rationale: Perception refers to the experience of sensing, interpreting, and comprehending the world in which one lives and varies from person to person. Communication may be influenced by one's perception of an experience. Perception may be influenced by one's culture. Clients with problems communicating may have difficulty focusing, which will affect perception. Interaction is not an internal act.

Cognitive Level: Application

Nursing Process: Implementation

Client Need: Psychosocial Integrity

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17. Which of the following concepts related to communication should be integrated in a plan of care to increase the likelihood that a client will comply with the treatment plan?
- a. Individualizing each intervention
  - b. Prioritizing the client's desires
  - c. Identifying the client's strengths
  - d. Understanding the client's values

Grade: 0

User Responses: c. Identifying the client's strengths

Feedback: a. Rationale: People value what is of worth to them. A client is more likely to comply with the treatment plan if the outcome of the intervention(s) results in something s/he values. The other answers are important to the treatment plan, as the plan of care is to be developed from a comprehensive assessment, individualized and prioritized according to the needs and strengths of the client; however, identifying what the client values is part of the assessment, and can increase the client's compliance with the plan when integrated into the plan.  
Cognitive Level: Application  
Nursing Process: Planning  
Client Need: Psychosocial Integrity

18. When communicating with clients, the nurse is concerned about the client's interpretation of which of the following?
- a. Denotative meaning
  - b. Connotative meaning
  - c. Territorial meaning
  - d. Proximetric meaning

Grade: 0


User Responses: c. Territorial meaning

Feedback: a. Rationale: A connotative meaning usually arises from a person's experience, whereas a denotative meaning is one that is in general use by most people who share a common language. Territoriality and proximetrics are concepts related to how people share space and may be a component of the connotative meaning.  
Cognitive Level: Application  
Nursing Process: Implementation  
Client Need: Psychosocial Integrity



Chapter 10 Pre Test

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Attempt Number: 1/3

**Questions Attempted:** 18/18

**Activity Name:** Chapter 10 Pre Test

1. b. The symbolic interactionist model of communication.
2. b. Intrapersonal
3. b. Ruesch's theory of therapeutic communication
4. d. Giving advice.
5. a. Allow the client to be in control.
6. b. Allow the client time to consider alternatives.
7. b. Only the client is engaged in storytelling with the nurse.
8. a. Mindful listening
9. d. Respect and c.Genuineness and e.Immediacy
10. c. Clarifying
11. b. "Tell me about your sadness."
12. a. "I noticed you relaxed after using coping skills."
13. a. Nonverbal communication
14. b. Closed body language.
15. c. Feelings.
16. b. Perception
17. d. Understanding the client's values
18. b. Connotative meaning