

Nursing 101
Communication Worksheet

Matching questions

1. What is non-verbal communication?
 - **A. Communication through exchange without the use of words. Tone and rate of voice and vocalizations such as sighs, and groans.**
2. What is active listening?
 - **D. Giving full attention and a concerted effort to understand the message being sent.**
3. What is aphasia? = difficulty speaking
 - **B. The absence or deficit of language**
4. What is the nurse demonstrating when she is standing while the patient is lying down or sitting in a wheelchair?
 - **E. A position of power**
5. What are gestures?
 - **C. Movements used to emphasize the idea being communicated**

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- b. The absence or deficit of language
- c. Movements used to emphasize the idea being communicated.
- d. Giving full attention and a concerted effort to understand the message being sent.
- e. A position of power.

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1. What is the nurse's first action in establishing communication with the patient?
 - **B. Introduce her or himself**
 2. What is open posture?
 - **C. A relaxed stance with uncrossed arms while facing an individual. Usually there is also eye contact.**
 3. What is a receiver?
 - **D. The individual or individuals to whom the message is conveyed or delivered to.**
 4. What are some things messages can convey?
 - **A. Humor, emotion, reflection, anger and sadness.**
 5. When the nurse introduces her or himself what characteristics must she demonstrate?
 - **E. Trust, competence, and confidence**

- a. Humor, emotion, reflection, anger and sadness.
- b. Introduce her or himself.
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- d. The individual or individuals to whom the message is conveyed or delivered to.
- e. Trust, competence and confidence.

5 Multiple choice questions

- 3. Interacting with another in an overpowering and forceful manner to meet one's own needs at the expense of others.**
 - a. What is two-way communication?
 - b. What is one-way communication?**
 - c. What is assertive communication?
 - d. What is effective communication?

4. Sending a nonverbal message with eye contact or a nod or the use of phrases that indicate you are hearing everything the patient is saying.

- a. What is active listening?**
- b. What is paraphrasing?
- c. What is passive listening?
- d. What is reflecting?

5. The inability to produce voice

- a. What is aphasia?
- b. What is aphonia?**
- c. What is paraphrasing?
- d. What is jargon?

Short Answer Questions

1. What is clarifying?
 - Clarifying is known as a specific technique that can be used to help a nurse determine whether the message the client/patient received was accurate. Furthermore, there are about 4 additional techniques that are intertwined in clarifying, they are restating, reflecting, paraphrasing, and exploring. Restating uses the patient's exact words and repeat what the patient says. Reflecting, is known as direct focus back to the patient which allows them to examine their own feelings. Paraphrasing allows the patient to restate their feelings and thoughts for them to confirm what they are feeling. Exploring, allows the nurse to gather more information.
2. What are the three main components of the communication process?
 - The three main components of the communication process are sending, receiving, and comprehending. Sending.
3. What is expressive aphasia?
 - According to the American Stroke Association (2018), expressive aphasia is defined as Broca's aphasia. It is caused by injury to the frontal regions of the left hemisphere which impacts how words are put together to form complete sentences. Expressive aphasia is characterized as difficulty forming sentences, trouble understanding sentences, and using a word that's close to what you intend, but not the exact word.

Resource

1. American Stroke Association. (2018, December 04). *Types of Aphasia*. American Stoke Association
<https://www.stroke.org/en/about-stroke/effects-of-stroke/cognitive-and-communication-effects-of-stroke/types-of-aphasia>

4. What is summarizing?
 - Summarizing is defined as emphasizing the important points and reviews what the nurse and the client have discussed. In other words, this technique helps the nurse know that the patient understands the information given by the nurse.

5. What are barriers to communication?

- Barriers to communication include topics like language, sensory, cognitive, structural, and paralysis. An example would be if a patient has been admitted to the hospital, however the patient cannot speak and understand English. Therefore, an interpreter would be called in. Although if there is no interpreter it can cause some difficulty for the nurse to communicate effectively to their patient.