

Nursing 101

Communication Worksheet

Matching questions

1. What is non-verbal communication?

- messages sent without words. Does not replace verbal. Can often have a greater effect on the message than the words do.

2. What is active listening?

- when the listener is fully engaged and is observing the speaker's body language, allowing them to develop a more understanding of the speaker's message.

3. What is aphasia?

- Difficulty speaking as a result of a stroke or TBI.

4. What is the nurse demonstrating when she is standing while the patient is lying down or sitting in a wheelchair?

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5. What are gestures?

- a form of non-verbal communication in which visible bodily actions communicate particular messages. Gestures can be made with the hands and face.

a. Communication through exchange without the use of words. Tone and rate of voice and vocalizations such as sighs, and groans.

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?

- introducing themselves, and making eye contact

2. What is open posture?

- when a person is facing you while communicating with arms and or legs uncrossed exhibiting a rediness to listen.

3. What is a receiver?

- the listener or observer in the conversation

4. What are some things messages can convey?

- communication directly or indirectly through words or actions.

5. When the nurse introduces her or himself what characteristics must she demonstrate?

a. Humor, emotion, reflection, anger and sadness.

b. Introduce her or himself.

c. A relaxed stance with uncrossed arms while facing an individual. Usually there is also eye contact.

d. The individual or individuals to whom the message is conveyed or delivered to.

e. Trust, competence and confidence.

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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?

- To make a subject or statement more understandable.

2. What are the three main components of the communication process?

- Sender, Receiver, Message

3. What is expressive aphasia?

partial loss of the ability to produce language, broken speech. Comprehension is intact, just can't get the words out.

4. What is summarizing?

- Emphasizes important points and reviews what the nurse and the client have discussed. Helps increase understanding and clear up any misconceptions.

5. What are barriers to communication?

- Asking irrelevant person questions, Probing- asking out of curiosity rather than to help, giving false assurance, Minimizing feelings, changing the topic,

challenging, Stereotyping, and Being defensive.

- Language, Sensory, Cognitive, Structural, Paralysis