

Tanta University
Faculty of Nursing
Department of Psychiatric and
Mental Health Nursing

Final exam
First academic year students
2018/2019

Course title:-Human Relation and Communication

Date: 19-12-2018

Time: 2 hours

Number of exam pages: - 8 page

(Including coversheet)

Parts	Questions	Marks	
-Part I	-Multiple choice questions	40	
-Part II	- List	40	
-Part IV	- True and false	12	
Part V	Define-	8	
Total		100	

Signature

Please answer all of the following questions;

Part I:- Multiple choice questions:- (40Marks)

Read the following statements and encircle the correct answer. There is only one best answer;

1-assertiveness is:

- a- say negative feeling and violating rights of people
- b- Express your rights without violating rights of others
- c- Only work in apposite direction
- d- All of above.

2- Empathy is:

- e- involvement of other person emotion
- f- understanding another emotion without helping him
- g- understanding another person feelings and helping him
- h- don't identifying another person emotion

3- - The person's personal judgment of his own worth based on how well his behavior conforms to his self-ideal.

- A-self esteem
- B-awareness of self
- c- Self concept
- D-self-disclosure

4--What is the Johari Window?

- a-It is a simple yet powerful model to support the information on managing stress and crisis.
- b-It is a tool for self-understanding that illustrates the ways of relating to others.
- c-It is a four dimensional questionnaire designed to measure emotional preferences in people
- d-It is a management tool based on four behavioral dimensions and explains leadership styles

5--What does the responses in Johari Window panes deal with?

- a-Issues of clinical nature in organizations
- b-The alter ego states that people are made up of
- c-People's understanding of themselves
- d-The ulterior, crossed and parallel transactions between people

6. Your best friend calls you and says that he/she needs you to substitute for him/her) at the board meeting. You're not feeling well, but say, "I don't feel very well tonight and have an early morning appointment, I can't do it." This is an example of which of the following communication styles?

- a. Passive
- b. Aggressive
- c. Assertive
- d. Dependent

7-Which of the following is not necessarily a characteristic of empathy?

- a. perspective taking.
- b. emotional understanding.
- c. accepting the viewpoint of others.
- d. concern for others.

8-The first step in understanding others is to begin by getting an understanding of:

- a- Basic cognitive psychology.
- b- Human relations principles.
- c- Basic human behavior.
- d-Yourself.

9-Projection is defined as

- a- Retreat to an earlier childlike pattern of behavior
- b-Justifying illogical action or feeling by developing acceptable explanation
- c-Rejection of unacceptable features and attributing them to other
- d-Transfer of negative feeling from one person to another

10-Which of the following group in which all members share traits

- a--Heterogeneous group
- b-Closed group
- c-Homogeneous group
- d-open group

11-Group leader's communication techniques are

- a-Active listening
- b- Giving information
- c-Ask questions
- d- All of the following

12-Which of the following stress management techniques create a relaxing environment in one's mind

- a- Guided visualization
- b-Deep breathing
- c-Humer
- d-Progressive muscle relaxation techniques

13-Personal attributes can help people to manage stress include

- a- Health sustaining habits
- b-Social support
- c-Life satisfaction
- d-All of the above

14-Which of the working phase the group members focus on achieving goals

- a-Storming
- b-Norming
- c-Forming
- d-Performing

15-Anger is an emotional response to frustration and can be positive when

- a-Person denies it
- b-Person expressed it inappropriately
- c-Person is motivated to constructive change
- d-Person turns it inward

16-Non verbal communication include

- a-Physical appearance
- b-Tone of voice
- c-Body posture
- d-All of the above

17-Unconscious transformation of anxiety into physical symptoms is defined as

- a-Identification
- b-Conversion
- c-Suppression
- d-Rationalization

18-Which of the following defense mechanism is conscious denial of threatening situation of feeling

- a-Conversion
- b-Compensation
- c-Undoing
- d-Suppression

19-Which type of communication is more revealing true feeling

- a- Verbal communication
- b- Social communication
- c- Nonverbal communication
- d- Therapeutic communication

20-Use of an object or act to express emotion that is not express directly

- a- Symbolization
- b- Undoing
- c- Compensation
- d- Reaction formation

Part II; List the followings; (40 marks)

1-Methods of increasing self-awareness:-

- a-----
- b-----
- c-----
- d-----

2- Causes of Conflict:

- a-----
- b-----
- c-----
- d-----

3- How to Show Empathy:

- a-----
- b-----
- c-----
- d-----

4- Advantages of assertive behaviour:

- a-----
- b-----
- c-----
- d.....

5- Assertive communication Characteristics

- a-----
- b-----
- c-----
- d-----

6-Advantages of group therapy include

- a-----
- b-----
- c-----
- d-----

7- Nonverbal communication include

- a-----
- b-----
- c-----
- d-----

8-Observable characteristics of anger include

- a-----
- b-----
- c-----
- d-----

9-Stress management strategies are

- a-----
- b-----
- c-----
- d-----

10-Communication techniques of leader's group are

- a-----
- b-----
- c-----
- d-----

Part v; True and False questions; 12 marks-

Read each statement carefully and encircle "T" if the statement is true, encircle "F" if the statement is false.

	Statement	True	False
1-	Collaborative style of conflict resolution is unassertive and uncooperative		
2-	Interpersonal conflict arise within a person		
3-	Introspection is method of assertive technique		
4-	Negative outcome of conflict is clarification views that build learning		
5-	Non verbal communication refers to body language		
6-	Norming refers to disagreement and personal clashes in working phase of therapeutic group		
7-	Meditation can be used to help people to reduce stress		
8-	Displacement is used to counterbalance deficiencies by emphasizing strength		
9-	Suppression is the conscious denial of threatening situation and keep them out of conscious		
10-	Humans are fundamentally social and wired for attachment.		
11-	Nonverbal behaviors need to be congruent or consistent with the verbal message		
12-	Aggression is a physical or verbal response that indicates potential for destructiveness		

Part V-Define the following :- (8 Marks)

Motivation

.....
.....
.....

-Introspection

.....
.....
.....

Conflict

.....
.....
.....

Empathy

.....
.....
.....