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462

COMMUNICATION SKILLS CAT  
DIPLOMA IN CLINICAL MEDICINE AND SURGERY  
MARCH 2021 INTAKE  
SECTION I MCQ (10MKS)

1. What is Verbal Communication?
  - a. Talking to someone
  - b. When someone is talking and someone else is listening
  - c. When more than one person is talking
  - d. Using verbal noises to show you are listening like "uh huh"
  - e. All the above
2. If someone has a trouble speaking, for example had a stroke, what should you do?
  - a. Guess what they are trying to say
  - b. Give them paper so they can write it down
  - c. Teach them sign language
  - d. Allow them time to answer
  - e. Use other forms of communication
3. If you are speaking with someone who has a hearing impairment, what should you do?
  - a. Make sure you face them when you are talking
  - b. You should not be speaking to them, this is disrespectful as they cannot hear you
  - c. Give them paper and pen and write to each other
  - d. You should learn sign language to communicate with them
  - e. Just mouth the words as it is easier for them to read your lips
4. What is communication without words?
  - a. There is no communication without words
  - b. Non-verbal communication
  - c. Telepathy
  - d. Sign language
  - e. Gestures
5. Which of the following is NOT a form of non-verbal communication?
  - a. Body language
  - b. Tone of voice
  - c. Written communication
  - d. Facial expressions
  - e. Telepathy
6. What are the two parts to communication?
  - a. There only needs to be one part, when someone says something
  - b. When someone says something, and the other person has understood

- c. When someone says something, and the other person has replied
- d. When someone says something while using non-verbal communication
- e. There is four parts to communication

7. What needs to be complete for there to have been effective communication?

- a. The persons sentence
- b. The documentation
- c. Both the sending and receiving of the message
- d. The task that was asked of the person
- e. An agreement

8. Why are there rules about how to communicate?

- a. There are no rules about how to communicate
- b. Your workplace is just making sure it has full control over you
- c. It is to make sure everyone understands each other
- d. Your workplace is obliged to have a policy because of OSH
- e. Some people are not very good at communicating

9. When you are talking directly to a person and you can see them, this is called what?

- a. Verbal contact
- b. Face to face communication
- c. Talking
- d. Interaction
- e. Body language

10. How can people use verbal communication?

- a. Verbal communication is any words used during face to face contact
- b. Verbal communication can happen face to face, telephone, skype
- c. Verbal communication is the use of words but not sounds
- d. Verbal communication is any words either spoken or written but does not include body language
- e. Verbal communication is any words or sounds used during face to face contact

## SECTION II TRUE/FALSE (10 MKS)

1. Which of the following is NOT a reason to use minimal encouragers (sounds that are not words)?
  - a. Show you are listening ✗
  - b. Encourage your client ✗
  - c. So you don't interrupt
  - d. Avoid answering a question ✗
  - e. Show you understand
2. Facial expressions are a part of?
  - a. Gestures
  - b. Sign language

- c. Body language T
  - d. Verbal communication F
  - e. Non-effective communication F
3. What is listening well?
- a. Correct listening
  - b. Passive listening
  - c. Active listening
  - d. Total listening
  - e. Complete listening
4. Which of the below fills the blank correctly: Active listening involves listening and \_\_\_\_\_?
- a. Action
  - b. Responding T
  - c. Agreeing F
  - d. Being active F
  - e. Caring F
5. Which type of listening is missing, empathetic listening, informational listening and?
- a. Functional listening
  - b. Critical listening
  - c. Casual listening
  - d. Passive listening
  - e. Focused listening
6. Describes the term used when you are listening to learn?
- a. Critical listening
  - b. Informational listening
  - c. Focused listening
  - d. Empathetic listening
  - e. Learning listening
7. Why should you ask questions?
- a. You shouldn't, you should only respond if a person tells you something
  - b. To check you have understood something
  - c. It shows you are interested
  - d. a and b
  - e. b and c
8. How can you check you have understood what the person is saying?
- a. Ask a few more questions
  - b. Use paraphrasing
  - c. Repeat back word for word
  - d. You will know if you don't do what is required correctly
  - e. Get them to repeat what they have said
9. What is the term used to describe words or expressions used by a specific group of people?
- a. Terminology

b. Jargon

c. Lingo

d. Paraphrasing

e. Reflection

10. What happens when you are using jargon or terminology with someone who doesn't understand it?

a. You are demonstrating you are smarter than them  $\neq$

b. You are excluding them

c. You are embarrassing them  $\neq$

d. You are causing miscommunication  $\neq$

e. You are helping them to learn through immersion  $\neq$

#### SECTION III SAQ (35MKS)

1. Define the following terminologies as used in communication
  - a. Communication
  - b. Decoding
  - c. Encoding
  - d. Effective listening
  - e. channel
2. Enumerate the different types of communication patterns.
3. Describe the features of non-verbal communication.
4. Explain the need and importance of listening in communication.
5. Explain the role of beliefs, customs and attitude in communication and how it acts as an input to communication.
6. What is the role of non-verbal communication in the success of an organization?
7. Explain any five C's of communication characteristics.

#### SECTION IV LAQ (30 MKS)

1. Discuss the barriers to communication. Explain the way in which overcoming the barriers in a successful manner.
2. Describe the communication cycle with a diagram
3. Classify communication and outline the features of each type.