

1st Midterm

Name:

Student ID:

I. Circle (T)rue or (F)alse:

1. **T** **F** Of the two messages received simultaneously by receivers- verbal and nonverbal- nonverbal communication is more influential.
2. **T** **F** Verbal communication includes the actual words selected by the sender and the way in which these symbols are arranged into tone of voice.
3. **T** **F** Listening Skills are the most important and the most active element of nonverbal communication skills.
4. **T** **F** The aim of active listening is to engage, facilitate and encourage the patient to speak.
5. **T** **F** Group teaching and support groups makes good effects in teaching children.
6. **T** **F** A successful teaching process should start with patient from complex to simple and from known to unknown
7. **T** **F** People learn to do well only when they practice doing
8. **T** **F** Counseling can occur in any setting
9. **T** **F** Communication is ongoing occurs in one direction (Linear)
10. **T** **F** General open ended questions are the best types of ways for effective communication session.
11. **T** **F** Counseling is about sending and receiving messages
12. **T** **F** In communication people listen to 7% of what we say and 55% to our body language and 38% to how we say it

II. Choose only one answer in each of the following questions:

A. Forms of Communication includes:

- a. Body language
- b. Image
- c. Symbol
- d. Only (a) & (c)
- e.** All of the above

B. The task of giving clients opportunity to explore, discover, and clarify ways of living more successfully and award greater well being

- a. Communication
- b.** Counseling
- c. Health Education
- d. Motivation
- e. Non of the above

D. Communication is

- a. Is a part of human behavior **and** social interaction
- b. The ability to put goals with others and share experiences
- c. A process to convey thoughts to achieve understanding
- d. Only (a) & (C)
- e.** All of the above

E. Communication approach that aims to change behavior is commonly used in:

- a.** Counseling
- b. Health education and promotion
- c. Social interaction
- d. All of the above

F. Among the most important skills of communication listening is considered to constitute

- a. 16%
- b. 45%**
- c. 9%
- d. 30%

G. Hearing, understanding and decoding what another person said is defined as:

- a. Reflective listening
- b.** Active listening
- c. Questioning
- d. Clarification

H. For effective communication with a patient, a health educator should :

- a. Engage him/her
- b. Empathize with him/her
- c. Educate him/her
- d.** All of the above