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| 1. In Western culture, *4 to 12 feet* is considered public space whereas personal space is 1½ to 4 feet. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| *ANSWER:* | False - 12 to 15 feet |

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| 2. Finger tapping commonly indicates *indifference. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

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| *ANSWER:* | False - impatience |

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| 3. Rubbing the nose usually indicates *deception. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

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| *ANSWER:* | False - puzzlement |

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| 4. Listening with a “third ear” means to listen *with your ears and your eyes*. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| *ANSWER:* | False - be aware of what is not being said as much as what is being said |

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| 5. One of the greatest barriers to listening occurs when receivers *misinterpret the message*. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| *ANSWER:* | False - are distracted |

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| 6. Self-assessment helps us determine *who we are as seen by ourselves and by others*. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| *ANSWER:* | True |

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| 7. ​A PCP might use social media to remind everyone to get a flu shot. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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|   | a.  | True |
|   | b.  | False |

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| *ANSWER:* | True |

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| 8. A PCP might use *social media to report laboratory results to a patient*. ​

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| *ANSWER:* | False - email to report laboratory results to a patient (to comply with HIPAA guidelines) |

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| 9. One characteristic of empathy is that it ​

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|   | a.  | ​cultivates a positive, supportive outlook |
|   | b.  | ​identifies with the client and feels what he or she is feeling |
|   | c.  | ​follows moral and ethical principles, and is honest and accountable |
|   | d.  | ​expresses kindness, caring, and respect |

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| *ANSWER:* | b |

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| 10. Which term is NOT one of the five Cs of communication?​

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|   | a.  | ​Complete |
|   | b.  | ​Clear |
|   | c.  | ​Competent |
|   | d.  | ​Courteous |

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| --- | --- |
| *ANSWER:* | c |

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| 11. Therapeutic communication involves both professional and \_\_\_\_\_\_\_\_\_\_\_ skills.

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|   | a.  | intrapersonal |
|   | b.  | verbal |
|   | c.  | social |
|   | d.  | technical |

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| --- | --- |
| *ANSWER:* | d |

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| 12. Becoming skilled in professional interactions requires​

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|   | a.  | aligning with the client’s values | b.  | adhering to your own cultural customs |
|   | c.  | internal and external congruence | d.  | caring about the client |

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| *ANSWER:* | d |

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| 13. In order to have positive self-acceptance, we must have

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|   | a.  | a balanced public and ideal self |
|   | b.  | congruency among our three selves |
|   | c.  | a smaller hidden self |
|   | d.  | a stronger public self |

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| --- | --- |
| *ANSWER:* | b |

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| 14. Personal space refers to

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| --- | --- | --- |
|   | a.  | our warmth, liking, and interest in others |
|   | b.  | the distance at which we are comfortable with others |
|   | c.  | a barometer of our feelings |
|   | d.  | the most important nonverbal communication |

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| *ANSWER:* | b |

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| 15. Effective team communication is

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| --- | --- | --- |
|   | a.  | built on trust |
|   | b.  | rarely influenced by culture |
|   | c.  | always more effective face-to-face |
|   | d.  | better when written |

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| --- | --- |
| *ANSWER:* | a |

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| 16. The goals of effective listening include all of the following EXCEPT

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|   | a.  | determining how accurately the message was received |
|   | b.  | hearing clients accurately |
|   | c.  | listening to what is not being said |
|   | d.  | providing a response that offers a solution |

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| *ANSWER:* | d |

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| 17. The primary sensory skill involved in verbal communication is

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| --- | --- | --- | --- | --- |
|   | a.  | gesturing | b.  | seeing or observing |
|   | c.  | listening | d.  | touching |

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| --- | --- |
| *ANSWER:* | c |

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| 18. \_\_\_\_\_\_\_\_\_\_ is often synonymous with reassurance, understanding, and caring, but helping professionals must be sensitive to a client’s level of acceptance to it.

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|   | a.  | Touching | b.  | Talking |
|   | c.  | Questioning | d.  | Gesturing |

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| --- | --- |
| *ANSWER:* | a |

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| 19. What percentage of communication accounts for what is actually being said?

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| --- | --- | --- | --- | --- |
|   | a.  | 70% | b.  | 50% |
|   | c.  | 23% | d.  | 7% |

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| --- | --- |
| *ANSWER:* | d |

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| 20. What are genetic factors?

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| *ANSWER:* | Genetic factors are inherited traits such as height, body structure, and skin color. They are defined and established by the genes passed on during fertilization.​ |

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| 21. What types of people serve as role models?

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| *ANSWER:* | Role models are found in national leaders, parents, teachers, spiritual guides, and public figures. |

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| 22. Name and define the four selves within us.

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| *ANSWER:* | The ideal self is the person we think we should be. It represents the person we would like to be some day.​The public self is how we want others to see us. We may have several public selves depending on our circle of acquaintances and friends.​Our real self is the inner, natural self who is authentic and spontaneous.​The critic is the inner “shaming” voice. Shame can camouflage the real self. |

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| 23. What are some qualities of a health professional who genuinely enjoys helping people in a therapeutic manner?

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| *ANSWER:* | This health professional has the technical skills and knowledge to help people solve their problems and does so without the need to create power for him- or herself. |

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| 24. How does the term “servant” apply to you as a health professional?

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| *ANSWER:* | The term “servant” means that you genuinely enjoy serving the needs of others. You are not a slave; rather, you serve others. |

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| 25. Briefly explain how a health care professional might find themselves in a codependent relationship with a client

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| *ANSWER:* | ​People in helping professions may adopt a hostile attitude toward their clients after so many years of rescuing and giving so much. Many health care professionals are harried and overcommitted, and become locked into a caretaker role such that they feel dismayed and rejected when they cannot “save” someone.​ |

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| 26. Explain the importance of facial expressions as a form of nonverbal communication.

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| *ANSWER:* | Facial expressions are perhaps the most important nonverbal communicator. The eyes can communicate several kinds of messages. Eye contact is another form of facial expression, and is often viewed as a sign of interest in the individual. Certain movements of the eyebrow seem to indicate questioning, while others may disclose feelings of amusement, surprise, puzzlement, or worry. The manner in which the forehead is wrinkled also sends similar messages. |

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| *Match each item with the correct statement below.*​

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| --- | --- |
| a.  | ​Sender |
| b.  | ​Messages |
| c.  | ​Feedback |
| d.  | ​Receiver |
| e.  | ​Conciseness |
| f.  | ​Clustering |
| g.  | ​Congruency |
| h.  | ​Cohesiveness |

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| 27. ​Decodes

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| --- | --- |
| *ANSWER:* | d |

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| 28. ​Encodes

|  |  |
| --- | --- |
| *ANSWER:* | a |

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|  |  |  |
| --- | --- | --- |
| 29. ​Verify perceptions

|  |  |
| --- | --- |
| *ANSWER:* | c |

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|  |  |  |
| --- | --- | --- |
| 30. ​Does not include unnecessary information

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| --- | --- |
| *ANSWER:* | e |

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| 31. ​Content of the communication

|  |  |
| --- | --- |
| *ANSWER:* | b |

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| 32. ​Logical and in order

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| --- | --- |
| *ANSWER:* | h |

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| --- | --- | --- |
| 33. ​Group of gestures, facial expressions, postures

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| --- | --- |
| *ANSWER:* | f |

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| 34. ​Consistent with one another

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| --- | --- |
| *ANSWER:* | g |

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| 35. Identify four different types of technological communication that might be used in the medical setting and a typical use for each one.

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| *ANSWER:* | Here are some possible responses:Email for communication with colleaguesFacsimile (fax) messaging to obtain insurance approvalText messaging a colleague to inquire if availableVideo and teleconferences to share information, receive education and training in a particular field of healthcare, or conduct a meeting to make certain decisionsSmartphones, tablets, and laptop computers linked to a network for Internet access or communication withsatellite facilities |

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