

## Chapter 2: Interpersonal Dynamics and Communication

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### MULTIPLE CHOICE

Read the following questions carefully and choose the best answer for each question.

1. To provide adequate care, the health care worker must be able to do all of the following, unique to each person, *except*:
  - a. Recognize and accept beliefs
  - b. Recognize and accept values
  - c. Recognize and accept advice
  - d. Recognize and accept attitudes

ANS: C

To provide adequate care, the health care worker must be able to recognize and accept the values, attitudes, and beliefs unique to each person.

DIF: Knowledge REF: page 19

2. The changes in the health care industry are due to all of the following *except*:
  - a. New medical discoveries
  - b. Evolving health concerns
  - c. New medical professionals
  - d. Technological advances

ANS: C

The health care industry changes daily because of new medical discoveries, technological advances, and evolving health concerns.

DIF: Knowledge REF: page 19

3. Maslow's hierarchy of human needs is best ordered as:
  - a. Physical security, social concerns, self-respect, and self-worth
  - b. Physical security, self-respect, self-worth, and social concerns
  - c. Social concerns, physical security, self-respect, and self-worth
  - d. Self-respect, self-worth, social concerns, and physical security

ANS: A

Maslow stated that a person strives to meet the most basic needs first.

The first order describes the most basic needs, including physiological needs. Family, affection, relationships, and groups, along with love or belongingness needs, come next. Esteem needs (achievement, status, responsibility, and reputation) follow, and after them comes self-actualization, which includes personal growth and fulfillment.

DIF: Knowledge REF: page 20

4. Effective communication consists of all of the following *except*:
  - a. A sender

- b. A message
- c. A medium
- d. A receiver

ANS: C

Effective communication consists of three parts: the sender, the message, and the receiver

DIF: Knowledge REF: page 24

5. A person's character is the sum of:
- a. Sender, message, morals
  - b. Behavior, attitudes, values
  - c. Values, morals, messages
  - d. Morals, attitudes, messages

ANS: B

The sum of the behaviors, attitudes, and values that a person exhibits to others is called character.

DIF: Knowledge REF: page 19

6. Homeostasis can best be described as:
- a. A meditative state
  - b. The status quo
  - c. A fight-or-flight reaction
  - d. Stress-related disease

ANS: B

Homeostasis is the self-regulating processes of the body.

DIF: Comprehension REF: page 21

7. Managing stress can be achieved by:
- a. Proper nutrition
  - b. Exercise and relaxation techniques
  - c. Personal behavior changes
  - d. All of the above

ANS: D

Methods used to manage stress include proper nutrition, exercise, relaxation techniques, and personal behavior changes.

DIF: Knowledge REF: page 21

8. Active listening skills require all of the following *except*:
- a. Interaction with the sender
  - b. Good listening skills
  - c. Good judgment
  - d. Clear feedback

ANS: C

Active listening is an important part of effective communication. The receiver interacts with the sender and provides feedback to indicate an understanding of the message. The health care worker must listen for feelings in addition to facts and observe nonverbal behavior.

DIF: Knowledge REF: page 26

9. Nonverbal messages may include all of the following *except*:
- Facial expression
  - Tone of voice
  - Distance between the sender and receiver
  - Reactions of the receiver

ANS: D

Nonverbal messages are conveyed by appearance, facial expression, body motions (gestures), tone of voice, and the distance kept between the sender and the receiver.

DIF: Knowledge REF: page 26

10. When working with a patient from a different culture, all of the following apply *except*:
- Address patients by their formal name.
  - Use the phrases “you must” or “you should.”
  - Explain the need for tests and treatments.
  - Respect any cultural dietary preferences.

ANS: B

The health care worker should avoid the phrases “you must” or “you should” and should offer reasonable options instead.

DIF: Knowledge REF: page 19

## COMPLETION

1. \_\_\_\_\_ is the sum of traits, characteristics, and behaviors.

ANS: Personality

REF: page 19

2. The behavior an individual displays in a situation is seen as a reflection of a(n) \_\_\_\_\_.

ANS: Attitude

REF: page 19

3. Maslow established a \_\_\_\_\_ of human needs to understand human behavior.

ANS: Hierarchy

REF: page 19

4. Canon used the term \_\_\_\_\_ to describe the body's self-regulatory process.

ANS: Homeostasis

REF: page 19

5. Claude Bernard proposed that the body has an \_\_\_\_\_ or need to maintain a consistent internal environment.

ANS: Internal milieu

REF: page 21

6. \_\_\_\_\_ uses organization of a schedule to maximize effectiveness and productivity.

ANS: Time management

REF: page 22

7. \_\_\_\_\_ may be defined as a shared understanding of a message.

ANS: Effective communication

REF: page 24

8. A message may be distorted because of \_\_\_\_\_ from the sender, the receiver, or the environment.

ANS: Interference

REF: page 25

9. One technique that can improve communication is \_\_\_\_\_.

ANS: Assertive-ness

REF: page 25

10. Nonverbal methods of communication may be called \_\_\_\_\_.

ANS: Body language

REF: page 26

## MATCHING

*Match the numbered word below with the best definition.*

- a. Nonverbal communication
  - b. Mental position or feeling
  - c. Self-confidence under stress
  - d. Sum of behavior, values, and attitudes
  - e. Manner of conducting oneself
  - f. Quality of being different
  - g. Sharing with large groups of people
  - h. Settled tendency of behavior
  - i. Relationship with others
  - j. Graded or ranked series
  - k. Rate of usefulness
- 
- 1. Value
  - 2. Interpersonal
  - 3. Mass communication
  - 4. Attitude
  - 5. Habit
  - 6. Hierarchy
  - 7. Assertiveness
  - 8. Behavior
  - 9. Character
  - 10. Body language
  - 11. Diversity

- |            |              |
|------------|--------------|
| 1. ANS: K  | REF: page 19 |
| 2. ANS: I  | REF: page 19 |
| 3. ANS: G  | REF: page 26 |
| 4. ANS: B  | REF: page 19 |
| 5. ANS: H  | REF: page 19 |
| 6. ANS: J  | REF: page 19 |
| 7. ANS: C  | REF: page 25 |
| 8. ANS: E  | REF: page 19 |
| 9. ANS: D  | REF: page 19 |
| 10. ANS: A | REF: page 26 |
| 11. ANS: F | REF: page 19 |

## SHORT ANSWER

Using two or three sentences, answer the following questions as concisely as possible.

- 1. Why is appearance an important facet of a health care worker's career?

ANS:

It represents the employer and the worker.

2. What three things complete the personality and make each person unique?

ANS:

The three things that complete the personality and make each person unique are traits, characteristics, and behaviors.

3. Explain the difference between behavior and habits.

ANS:

*Behavior* refers to actions of the individual that can be seen by others; *habits* are acts performed voluntarily without conscious thought.

4. Explain the relationship between values and attitudes.

ANS:

Attitudes are formed from personal values.

5. What definition does the World Health Organization use for health?

ANS:

WHO defines health as a state of physical, mental, and social well-being, not merely the absence of illness or injury.

6. Give an overview of a stress-related disease and its effects on the body with a reference to Canon's idea of homeostasis.

ANS:

Fatigue, weight loss, aches, and gastrointestinal problems are examples of the effects of a stress-related disease on the body.

7. How might a person's negative attitude affect communication?

ANS:

Negative attitudes lead to defensive responses, including avoidance, unresolved anxiety, and poor self-esteem.

8. Define time management and explain the key to effective time management.

ANS:

Time management is the organization of a schedule to maximize effectiveness and productivity; the key is planning.

9. Explain assertive communication and its goal.

ANS:

Assertive communication is a learned skill that develops self-confidence and maintains individuality in stressful situations; its goal is to reduce inaccurate communication or lack of communication.

10. Define and describe a good listener and explain the qualities of active listening.

ANS:

A good listener has a good self-concept and pays attention to the speaker; a good listener interacts with the sender to provide feedback to indicate understanding of the message.

11. Explain the purpose of the Health Insurance Portability and Accountability Act (HIPAA).

ANS:

HIPAA requires that protected health information (PHI) or sensitive issues of health be kept confidential. Charts must be kept secure, the patient's modesty must be preserved, and information can be shared with other professionals only with the patient's consent.

12. Explain how telehealth is different from telemedicine.

ANS:

Telehealth not only provides medical information over a distance (telemedicine) through the use of technology (e.g., videoconferencing) but also provides education and research services.

## ESSAY

Write a well-developed essay in response to the following statements.

1. Explain the characteristics of a good health care worker and why such characteristics are important.

ANS:

Answers may vary.

2. Delineate the barriers that may impede effective communication between a health care worker and a patient.

ANS:

Answers may vary.

3. Write an expository essay on the guidelines for charting health care records. Include references to the importance of concise record keeping.

ANS:

Answers may vary.

Choose a project below and complete an investigation in response to each premise you discover.

4. Explain the model for problem solving and decision making and analyze its place in the health care industry.

ANS:

Answers may vary.

5. *Metacognition* can be defined as thinking about one's thinking. How might a health care worker and patient benefit from metacognition?

ANS:

Answers may vary.

6. What do interpersonal dynamics have to do with providing adequate health care? Consider values, attitudes, and beliefs when responding.

ANS:

Answers may vary.

7. When basic needs (e.g., physical security and social concerns) are not met, how might this affect a person's self-worth and self-respect?

ANS:

Answers may vary.

8. Consider the contemporary stress management methods that have gained popularity (e.g., yoga, meditation, Pilates). Are these methods truly suitable for managing stress?

ANS:

Answers may vary.