



Faculty of Nursing



Communication Skills and Human Relations Final Exam

Date: 28/5/2017

Time: 2hrs

4th year 2st semester

Please answer all the following questions

Total Marks (40)

I - Please put (T) for true statement and (F) for false one, with correction of false ones (Total marks 10)

No	Statements	T/F
1	Type A personalities tend to experience more stress than their type B personality counterparts. Correction:	T
2	Trust is an abstract concept which is basically responsible for the success of any person to person relation ship Correction:FOR SUCCESS OR FAILURE.....	F
3	It is possible for a conductor to help a group move from the storming stage to the norming stage. Correction:	T
4	Values we find most important to us, so it doesn't help determine our personality Correction: Values we find most to us, so it helps to determine our personality.	F
5	Interview has several distinct parts Correction:	T
6	Personality is defined as a set of traits that can explain or predict a person's behavior in a variety of situations Correction:	T
7	Active listening is to a person with passing judgment on what is being said indicate that you understood what feeling the speaker was putting across Correction: ... Is a person without passing.....	F
8	During presentation a topic, the lecturer mustn't avoid fidgeting the audience. Correction: must avoid:.....	F
9	While presenting a speech, asking your audience to support or oppose the proposal, contribute to a fund and take part in a campaign and.	T

	Correction:	
10	Effective communication not encourages and support a free of ideas, thoughts and feeling Correction: Effective communication encourages and support a free of ideas, thoughts and feeling.	F

II - Please match column (A) with the correct answer from column (B). (Total marks 10)

Column (A)	Column (B)
1- Activation	A - Style is half way between domination and appeasement.
2- intrinsic factors	B- Modification the circumstances through assertiveness, time management, and healthier communication.
3- Antenna	c-are favourable or unfavourable opinions toward people, things, or situations.
4- sharing	D- Involves the decision to initiate a behavior, such as enrolling in a psychology class.
5- Alter the stressor	E- the message can be sent through hearing,seeing,touch
6- disclosure consist of	F – Exists within the individual rather than relying on any external pressure.
7- layoff survivor syndrome	G- It give the information to the senders about how they are being perceived by others.
8- Channels	H- Direct , Indirect
9- Interview	I- Judgment makers seem to be aware to situations and others and precipitate the crisis.
10- feedback	J- Opening, Body, Closing
	K- cognitive ,affective,behavioural
	L- This pattern cause numerous stresses and anxiety, increased workloads, and lower moral.
	M- is an integral of any transaction and can be represented in both ones verbal and non-verbal cues
	N- Judgment makers seem to have and involves the willingness to take risks.

1	2	3	4	5	6	7	8	9	10
D	F	I	A	B	K	L	E	J	G

III- Please answer the following questions (20 marks)

1- List barriers for effective communication and discuss two of them? (4marks)

1-Physical Barriers: are easy to spot – doors that are closed, walls that are erected, and distance between people all work against the goal of effective communication.

2-Perceptual Barriers: its internal barriers.

3-Emotional Barriers: Overcoming this fear is difficult, but necessary. Almost always obstacles to good communication, especially true if the emotion is uncontrolled, unfocused, or misdirected.

4-Cultural Barriers: Different cultures, whether they are a societal culture of a race or simply the work culture of a company, can hinder developed communication if two different cultures clash

5-Language Barriers:there are often hidden language barriers that we aren't always aware of.

6-Gender Barriers: Men and women tend to form their thoughts differently, and this must be taken into account when communicating.

7-Interpersonal Barriers:are what ultimately keep us from reaching out to each other and opening ourselves up, but to hear others.

2- Think of a time when you felt much stressed. What kinds of physiological effects occurred in your body? How did you handle or cut these stresses? (3marks)

physiological effects occurred in your body:

Headache

Muscle tension or pain

Chest pain, Stomach upset

Fatigue

Sleep problems

How did you handle or cut these stresses

- Listening to music
- Getting enough sleep
- Drinking black tea
- Spending time with a funny friend
- Doing something spiritual
- Chewing gum
- Meditating

3- Think of a recent decision you have made. Using a systematic and scientific stages of your choice, discuss how you went through the process of making a sound decision? (3 marks)

Decision making stages:

1. ***Awareness of problem.*** Problem solving and decision making begin with an awareness that a problem exists. In most instances of decision making, problems are given or assigned.
2. ***Analyze the problem.*** The second step in problem solving and decision making is to analyze the problem and its causes. Part of good decision-making practice is to diagnose the true decision being faced.
3. ***Search for creative alternatives.*** The essence of creativity and effective problem solving is found in this step: search for and generate a number of sensible alternatives to the problem at hand. `
4. ***Choose an alternative.*** In this stage the pros and cons of each alternative are weighed, and one of them is chosen.
5. ***Implementation.*** Implementation an alternative is a logical extension of the previous step. Implementation can also be regarded as converting a decision into action.

6. **6-Evaluating the decision.** The final stage of problem solving and decision making involves evaluating the quality of the decision made.

4- Discuss conflict management styles (3marks)

1-Competitive: the competitive style is a desire to win one's own concerns at the expense of the other party, or to dominate. A person with a competitive orientation is likely to engage in win-lose power struggles.

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2-Accommodative: The accommodative style favors appeasement, or satisfying the other's concerns without taking care of one's own.

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3-Sharing: The sharing style is halfway between domination and appeasement. Sharing prefer moderate but incomplete satisfaction for both parties. Which result in a compromise?

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4-Collaborative: In contrast to the other styles, to collaborative style reflects a desire to fully satisfy the desires of both parties. It is based on an underlying philosophy of win-win, the belief that after conflict has been resolved both sides should gain something of value. The user of win-win approaches is genuinely concerned about arriving at a settlement that meets the needs of both parties.

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5-Avoidant: The avoider is a combination of uncooperative and unassertive. He or she is indifferent to the concerns of either party. The person may actually be withdrawing from the conflict or be relying on fate.

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5-Explain Reasons for poor listening(3marks)

. **Effort:** Listening effectively is hard work. The physical changes that occur during careful listening show the effort it takes.

2. **Message overload:** The amount of speech most of us encounter everyday makes careful listening to everything we hear impossible.

3. **Rapid thought:** Listening carefully is also difficult for a physiological reason.

4. **Psychological noise:** We don't listen carefully because we are often wrapped up in personal concerns that are of more immediate importance to us than the messages

5. **Physical noise:** Distractions, fatigue, a crowded hot, stuffy room.

6. **Hearing problems:** Sometimes a person's listening ability suffers from a psychological hearing problem. Once hearing problem has been diagnosed, it's often possible to treat it.

7. **Faulty assumptions:** We often make incorrect assumptions that lead us to believe that we are listening attentively when quiet the opposite is true.

6-Discuss Factors influencing self disclosure

(4marks)

1- **Group size** :Self-disclosure occurs more in small groups than in large groups.

2- **Liking** : People tend to disclose to people they like or love, and not to disclose to people they dislike. This is not surprising, since people you like will be supportive and positive.

3-**Receiver relationship** : At times self-disclosure is more likely to occur in temporary than permanent relationships.

4-**Age** :Self-disclosure also seems greater when we talk with those who are approximately our own age.

5- **Dyadic effect** : The dyadic effect in self-disclosure takes a kind of spiral form with each self-disclosure prompting an additional self-disclosure by the other person, which in turn prompts still more self-disclosure.

6- **Competence** : Competent communicators self-disclose more than less competent ones.

7- Personality : People with high self-esteem are more likely to engage in self-disclosure than are those low in self-esteem.

8- Topics : People are more likely to self-disclose information about their job or hobbies than about their sex life or financial situation

9- Gender : Generally, men disclose less than do women

The major reason both men and women give for avoiding self-disclosure is the fear of projecting an unfavourable image.

Good luck