



Faculty of Nursing
Fayoum University

Date: 23/1/2017
Time: 2hrs

Communication Skills and Human Relations Final Exam

Fourth year, first 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	Episodic acute stress is long-term stress where people see little way out of a situation. Correction:	
2	Successful decision maker could be creative. Correction:	
3	While presenting a speech, main conclusion should consume a half of time. Correction:	
4	Maturity, Share feeling, security, and insight are the main characteristics of Norming stage. Correction:	
5	The stage of searching for creative alternatives considers the soul of creativity and effective problem solving. Correction:	
6	Values are more important to us and determine our personality Correction:	
7	Time oriented doesn't need a deadline in order to be achieve Correction:	
8	Personality character is one of critical elements affecting problem solving. Correction:	
9	Lose win approach where you allow your colleague to resolve the conflict at your expense Correction:	
10	Collaborative is not a desire to fully satisfy the desires of both parties. Correction:	

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

Column (A)	Column (B)
1-Trust	A - It gives information to the senders about how they are being perceived by others.
2-Self disclosure	B- It is information something previously unknown by the receiver.
3-Feedback	C-The process of reaching your point across to the person you're interacting with.
4- Attitude	D- One party agrees to do something if the other parties agree to do some thing else.
5- Forming stage	E- Is the belief or feeling that no harm will come from others in a relationship.
6-Interdependent	F -Method of arriving at a conclusion by a quick judgment.
7- Acute stress	G- it is listening to a person without passing judgment on what is said.
8- Sharing	H- What happens to one member will influence the behavior of the other members.
9- Compromise	I-Is a favourable or unfavourable opinion toward people or situation.
10-Active listening	J-It is halfway between domination and appeasement.
	K- It is a short term and a laundry list of the things we must do or a list of the things that didn't go right.
	L- This stage charecterized by Competition, hostility , hate, inclusion, rejection.
	M- This stage charecterized by curiosity, anxiety ,and even dissatisfaction.

1	2	3	4	5	6	7	8	9	10

III- Please answer the following questions (20 marks)

1- Mention special considerations while presenting a talk. (3 marks)

-
-
-
-
-
-

2- Mention the ways and activities to reduce stress. (3 marks)

-
-
-
-
-
-

3- Explain confrontation and problem solving technique of conflict resolution. (4 marks)

4- Explain the johari window (5 marks)

5- Compare between conversation and interviewing (5 marks)

Good luck