Chapter 2: Communication

MULTIPLE CHOICE

1. Communication approaches the nurse can use while providing culturally appropriate nursing care for a client with limited understanding of English include all of the following except:

A. Using a lot of hand gestures.
B. Asking questions that require a yes or no response.
C. Repeating the message with different words.
D. Speaking slowly and distinctly.

ANS: B

DIF: Cognitive Level: Application
KEY: Nursing Process: Assessment
MSC: NCLEX Category: Psychosocial Integrity

2. To determine if a client with a limited English vocabulary understands the pre-operative teaching related to coughing and deep breathing, the nurse should ask the client to:
A. Verbalize what was learned regarding coughing and deep breathing.

B. Verbalize to an interpreter how to cough and breathe deeply.

C. Demonstrate how to cough and breathe deeply postoperatively.

D. Interpret the meaning of the client’s facial expressions and nonverbal cues.

ANS: C

DIF: Cognitive Level: Application
KEY: Nursing Process: Assessment
MSC: NCLEX Category: Physiological Integrity

3. While planning discharge teaching, the nurse knows the client with which of the following family backgrounds is most likely to hold to traditional values?

A. Chinese
B. Indian
C. Amish
D. African American

ANS: C

DIF: Cognitive Level: Knowledge
KEY: Nursing Process: Planning
MSC: NCLEX Category: Psychosocial Integrity

4. The nurse is working with a culturally diverse patient population in a clinic. In order to deliver culturally competent care, it is essential for the nurse to:

A. Do a physical examination on each patient.

B. Do a cultural assessment on each patient.

C. Have “lived experience” with the culture of the patients served.

D. Observe each patient for his or her unique behavior.

ANS: B
5. Cultural groups vary greatly. Which of the following is false concerning these differences?

A. Environmental control refers to the ability of a group to plan activities that control nature.

B. Social organization refers to the differences that exist within the family unit in a culture.

C. Verbal communication differences exist among cultures, and nonverbal communication differences exist between cultures.

D. The personal space and its meaning vary from one culture to another.

ANS: B

DIF: Cognitive Level: Knowledge
KEY: Nursing Process: Assessment
MSC: NCLEX Category: Health Promotion and Maintenance

6. When planning nursing care for a client with a different cultural background, the nurse should:

A. Identify how cultural variables affect the health problem.
B. Try to explain how the client can adapt to hospital routines.
C. Speak slowly and clearly to ensure effective communication.
D. Allow the family to provide care during the hospital stay.

ANS: C

DIF: Cognitive Level: Application
KEY: Nursing Process: Planning
MSC: NCLEX Category: Psychosocial Integrity

7. Which of the following interventions is helpful in communicating with a client who speaks a language other than yours?
A. Reassure the client that you have friends of his ethnic or racial background.

B. Speak to the client using his ethnic dialect.

C. Ask the client for clarification if you don’t understand what he is saying.

D. At the initial meeting, address the client by his first name.

ANS: C

DIF: Cognitive Level: Application
KEY: Nursing Process: Implementation
MSC: NCLEX Category: Health Promotion and Maintenance

8. Mr. Cappelini is a 40-year-old Italian man who just arrived in the United States. His English is limited, and the nurse does not speak Italian. Which intervention would be helpful in communicating with Mr. Cappelini?

A. The nurse tells him, “I have Italian friends, so I have a good idea what you mean.”

B. The nurse responds, “Please explain that to me again.”

C. Explain in Italian dialect, “I’m not understandinga you.”

D. The nurse greets him with, “Well, Gino, how are you today?”

ANS: B

DIF: Cognitive Level: Application
KEY: Nursing Process: Intervention
MSC: NCLEX Category: Psychosocial Integrity

9. Which of the following is an appropriate guideline for overcoming language barriers?

A. Ask often if the person understands.
B. Avoid nouns and conjunctions.
C. Talk slightly louder than normal.
D. Use gestures with the words.
10. When developing communication skills for cultural competence, the best practice for the nurse when talking with clients of another culture is to:

A. Speak loudly and slowly when communicating.

B. Always utilize an interpreter if a culturally appropriate interpreter is available.

C. Use simple words, avoid use of idioms and medical terms, and assess constantly for comprehension.

D. Always talk with the client and family together, since this will increase the chance that someone understands what is said.

ANS: C

11. Which of these factors are among those essential in communication assessment? Mark all that apply.

A. Dialect

B. Style

C. Volume

D. Touch

E. Context of speech

F. Kinesics
12. Which of these factors associated with communication differs among cultural groups and is usually most closely linked to geographic location?

A. Volume  
B. Dialect  
C. Language style  
D. Kinesics

ANS: B

13. Speaking loudly usually denotes anger.

A. True  
B. False

ANS: B


A. True  
B. False

ANS: B
15. Which of these cultural groups may not commonly use touch to convey emotions?

A. Italian Americans
B. African Americans
C. Mexican Americans
D. American Indians

ANS: D

16. In which of these cultural groups may touch be symbolic of “undoing” an evil spell or preventing harm or healing? Mark all that apply.

A. Mexican Americans
B. American Indians
C. Italian Americans
D. French Americans
E. Asian Americans

ANS: A, B, E
17. The context of speech refers to the use of emotion when communicating.

A. True

B. False

ANS: A

DIF: Cognitive Level: Knowledge
KEY: Nursing Process: Assessment
MSC: NCLEX Category: Psychosocial Integrity