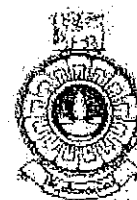


THE OPEN UNIVERSITY OF SRI LANKA  
FACULTY OF HEALTH SCIENCES  
DEPARTMENT OF NURSING  
ACADEMIC YEAR 2018/2019 – SEMESTER II



BACHELOR OF SCIENCE HONOURS IN NURSING  
NSU3108 - COMMUNICATION SKILLS IN NURSING – LEVEL 5  
FINAL EXAMINATION

DATE: 06<sup>TH</sup> NOVEMBER 2019

TIME: 1.30 P.M – 3.30 PM

INDEX NO: .....

**Part B –Short Answer Questions**  
(40 Marks)

Both questions are compulsory. Write answers in the space provided.

(01)

- (i) Briefly describe what is “Being Supportive” in effective communication with an appropriate example?  
(06 Marks)

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- (ii) Name three most frequently identified supportive behaviours in nurse-patient relationship. (06 Marks)

1. ....  
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2. ....  
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3. ....  
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- (iii) Make two suggestions for improving "Being Supportive in nursing practice? (08 Marks)

1. ....  
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2. ....  
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(02)

- (i) What is Self-Disclosure? Describe briefly with an appropriate example. (08 Marks)

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- (ii) Explain a situation which can be utilized Self-Disclosure appropriately in an Emergency and Accident Service for developing helping relationship with clients. (08 Marks)

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(iii) Write four (04) effective physical attending behaviours.

(04 Marks)

1. ....
2. ....
3. ....
4. ....

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**Part C –Essay Questions**  
(30 Marks)

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**All questions are compulsory.**

(01) Empathy is the most critical element in a helping situation and it is a learnable skill. To learn empathy, we must first understand the concept of it. Describe what is empathy and what is **not** empathy? (10 Marks)

(02) Describe how important “Providing Psychological Safety” in context of nursing. (10 Marks)

(03) The ability of nurses to use interpersonal skills is crucial for the effective establishment of helping, caring relationship. Explain how you can utilize interpersonal skills for the benefit of promoting good professional image of nurses within society. (10 Marks)