

Time - 3 Hours**Maximum Marks: 50 (Minimum Marks: 20)**

Instructions to students:

- This question paper contains 2 printed pages.
- Don't write anything on the Question Paper except writing your Enrolment No.

Part A**(Maximum Marks: 5)****Q1. State True or False & Choose the correct option for the following questions (1 mark each):**

- a) In order to put the patient at ease, it is important that the HCP maintain direct eye contact with the patient during the entire course of the conversation. (True or false?)
- b) The health care professional realizes that the patient is having a hard dealing with their diagnosis. The patient states that he is feeling alone with no one who understands. Which type of communication could be the most useful for the patient?
- A. Silence
 - B. Empathy
 - C. Reflection
 - D. Summarization
- c) Self-awareness refers to ____.
- A. The additional contribution a new psychological idea makes to existing knowledge.
 - B. The additional evidence provided by new research
 - C. The way research findings are reinterpreted.
 - D. Self-knowledge or introspection.
- d) Which of the following is NOT a component of emotional intelligence?
- a) Self-awareness
 - b) Self-discipline
 - c) Empathy
 - d) Social skills
- e) _____ describes the stance taken by many people or institutions of viewing and treating all people from different cultures as if they were the same.
- A. Cultural destructiveness
 - B. Cultural incapacity
 - C. Cultural blindness
 - D. None of these

Part B**(Maximum Marks: 15)****Answer any three of the following questions (5 marks each):**

- Q2 Why is it essential to properly interpret the nonverbal communication displayed by a patient?
- Q3 List any two forms of nonverbal communication that the health care professional should be aware of when working with patients/people of different cultures.
- Q4 Explain the cultural competence continuum.
- Q5 A 47-year-old man has morbid obesity, diabetes, and high blood pressure. He seems to understand the regimen of medications the doctors have prescribed for him, and he seems to comply. However, he is having problems controlling his eating. He loves fast food, 52 Communication Skills for the Healthcare Professional especially the triple cheeseburgers with bacon and chocolate milkshakes from a local restaurant. What would be the appropriate tone to use with this patient?

Part C**(Maximum Marks: 30)****Answer any three of the following questions in detail (10 marks each):**

- Q6. Explain the different components of nonviolent communication.
- Q7. Explain different domains of Emotional intelligence and how they are helpful for health care professionals or development professionals.
- Q8. Discuss effective therapeutic communication skills.
- Q9. Explain the patient-generated roadblocks to therapeutic communication and explain why they are significant. Describe a clinical situation in which such roadblocks may occur and explain how to resolve them.

