

1. It is generally accepted that _____ of communication is nonverbal.
 - A) 10%
 - B) 50%
 - C) 70%
 - D) 90%

2. The category of nonverbal communication that involves territoriality and personal space, position, and posture is referred to as _____.
 - A) Kinesics
 - B) Proxemics
 - C) Touch

3. Of particular importance to the HCP is the facial expression of _____.
 - A) Pain
 - B) Happiness
 - C) Surprise
 - D) Interest

4. Which of the following statements is true of eye contact?
 - A) Direct eye contact during a normal conversation occurs for about 10% of the time.
 - B) Lack of eye contact while a patient is talking may be interpreted as avoidance or disinterest by the patient.
 - C) Speakers tend to make more eye contact than listeners.
 - D) Males tend to make more eye contact than females.

5. Which of the following statements is true of eye contact?
 - A) Patients who receive longer gazes from their HCPs tend to feel self-conscious and talk less freely.
 - B) A speaker's gaze is more intermittent than the listener's with the amount of eye-gazing becoming decreased as the complexity of the topic increases.
 - C) Gaze patterns are rarely affected by changes in mood

6. A distance of 1.5 to 4 feet apart (about an arm's length) is referred to as _____ distance.
 - A) Social
 - B) Intimate
 - C) Public
 - D) Personal

7. The _____ distance is commonly used in healthcare settings where a clinical procedure is being explained or a patient is discussing a personal matter.
- A) Social
 - B) Intimate
 - C) Public
 - D) Personal
8. The _____ distance allows the HCP to touch, examine and care for the patient.
- A) Social
 - B) Intimate
 - C) Public
 - D) Personal
9. In terms of position, which of the following is considered a preferred practice when interacting with a patient?
- A) The HCP should maintain a distance of about an arm's length in the examination room or triage area.
 - B) The HCP should face away from the patient whenever possible.
 - C) The HCP should stand over the patient.
 - D) When sitting with the patient, the HCP should lean backward.
10. In terms of touch, which of the following is considered a preferred practice when interacting with a patient?
- A) Touch may be used instead of words to convey a message.
 - B) Most forms of touch may be used with all patients regardless of cultural or ethnic background.
 - C) A patient should be told when, where, and how they will be touched during an examination or clinical procedure.
 - D) Touching an angry patient is an effective way of helping them to calm down.
11. Which of the following factors contribute to the development of an ideal environment for communication between the HCP and their patient?
- A) Always stand when speaking with a patient.
 - B) Maintain a cool and aloof demeanor.
 - C) Listen to the patient without any verbal or nonverbal responses.
 - D) Maintain a friendly or neutral facial expression.

12. True or False? A patient's voluntary exaggeration of pain in the presence of others may not be meant to be disingenuous, but rather may be a message to elicit care.
A) True
B) False
13. True or False? The facial expressions of many emotions, such as happiness, sadness, and fear, are biologically determined, universal, and learned similarly across cultures.
A) True
B) False
14. True or False? Specific gestures are typically interpreted similarly across cultures.
A) True
B) False
15. True or False? The use of gestures is one of the most culture-specific forms of nonverbal communication.
A) True
B) False
16. True or False? The HCP should look at their patient 100% of the time in order to convey interest and acknowledge the patient's worth.
A) True
B) False
17. True or False? Many forms of nonverbal communication are not cross-cultural and may be interpreted differently by people of various ethnic backgrounds.
A) True
B) False
18. True or False? Only 23% of communication is in the form of nonverbal behaviors, which suggests that verbal communication is particularly important in stressful situations such as illness or medical emergencies.
A) True
B) False

19. True or False? When verbal messages and nonverbal messages are not congruent, the verbal message tends to be believed.
A) True
B) False
20. True or False? There is a strong correlation between looking and liking. Patients who receive longer gazes from HCPs tend to talk more freely about health concerns, present more health problems, and provide more information about psychosocial issues.
A) True
B) False
21. True or False? The HCP who leans backward with their arms folded across their chest during a conversation has a better rapport with their patients.
A) True
B) False
22. True or False? The category of nonverbal communication that involves body movements such as gestures, facial expressions, and gaze patterns is referred to as kinesics.
A) True
B) False
23. True or False? Direct eye contact during a normal conversation occurs for about 50% to 60% of the time.
A) True
B) False
24. True or False? The listener's gaze tends to be more intermittent during a conversation compared to the speaker.
A) True
B) False
25. True or False? The use of touch in place of words is an effective way to convey a message to a patient.
A) True
B) False

26. True or False? Touching an angry patient may be less helpful than simply letting them vent their feelings.
A) True
B) False
27. True or False? Gestures include movements of the head, hands, eyes, and other body parts.
A) True
B) False
28. True or False? Functions of gaze include assessment of a patient's condition and the regulation of the flow of conversation.
A) True
B) False
29. True or False? Successful communication requires congruency between the verbal and nonverbal messages.
A) True
B) False
30. True or False? The nonverbal message conveyed by a patient with a drooping head, sagging shoulders, and low muscle tone is most likely depression or discouragement.
A) True
B) False
31. True or False? The nonverbal message conveyed by a patient with increased muscle tone and their body held in a rigid and upright manner is most likely fear or anxiety.
A) True
B) False
32. True or False? The nonverbal message conveyed by a patient with a lowered head, outstretched legs, and a backward-leaning position is most likely boredom.
A) True
B) False

33. True or False? The nonverbal message conveyed by a patient with crossed arms and legs, a backward-leaning position and a body turned away from the HCP is most likely interest.
A) True
B) False
34. True or False? The nonverbal message conveyed by a patient who is leaning forward with their legs drawn back is most likely avoidance or rejection.
A) True
B) False
35. True or False? The category of nonverbal communication referred to as proxemics includes gestures, facial expressions, and gaze patterns.
A) True
B) False
36. True or False? During a face-to-face conversation, communication between a patient and their HCP may occur verbally and nonverbally. Tone of voice contributes 50% to the message.
A) True
B) False
37. True or False? During a face-to-face conversation, communication between a patient and their HCP may occur verbally and nonverbally. Word choice contributes 7% to the message.
A) True
B) False
38. True or False? An HCP maintains an intimate distance with their patient during the patient interview or during a discussion of symptoms and concerns.
A) True
B) False
39. True or False? An HCP maintains a personal distance with a patient when taking their vital signs.
A) True
B) False

40. True or False? An HCP maintains a social distance during a medical consultation.
A) True
B) False
41. An involuntary or subconscious gesture that expresses true feelings or attitudes is referred to as _____.
42. Intentional gestures that are closely associated with speech and that may serve to emphasize, clarify, or add to the verbal content of a message are referred to as _____.
43. As much as _____ % of communication is in the form of nonverbal communication.
44. The _____ distance allows the HCP to touch, examine and care for the patient.
45. The _____ distance is commonly used in healthcare settings where a clinical procedure is being explained or a patient is discussing a personal matter.
46. Another term for nonverbal communication is _____.

Answer Key

1. C
2. B
3. A
4. B
5. B
6. D
7. D
8. B
9. A
10. C
11. D
12. A
13. A
14. B
15. A
16. B
17. A
18. B
19. B
20. A
21. B
22. A
23. A
24. B
25. B
26. A
27. A
28. A
29. A
30. A
31. A
32. A
33. B
34. B
35. B
36. B
37. A
38. B
39. B
40. A
41. Leakage
42. Illustrators
43. 70
44. Intimate

- 45. Personal
- 46. Body language