

***Successful Nurse Communication Revised Reprint -
Safe Care Healthy Workplaces & Rewarding Careers
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Chapter 2: Emotional Intelligence

MULTIPLE CHOICE

1. A nurse's ability to listen respectfully to a colleague's request for help at any point in time may vary with:
- A. How tired he is
 - B. The IV pump alarm that keeps going off for no apparent reason
 - C. His perception that his colleague is lazy
 - D. All of the above**

ANS: D

PTS: 1

REF: Page: 21

TOP: Emotional intelligence

2. A knowledge base in emotional intelligence will enhance nurses' ability to do all of the following EXCEPT:
- A. Be more sensitive to patients' needs and concerns
 - B. Assess lung sounds of patients with pneumonia
 - C. Provide patient-centered care
 - D. Collaborate effectively with other healthcare professionals

ANS: B

PTS: 1

REF: Page: 16

TOP: Emotional intelligence

3. All of following descriptors belong in an explanation of Salovey and Mayer's ability-based model of emotional intelligence EXCEPT:
- A. Self-reported attributes regarding one's interpersonal relationships
 - B. Being able to identify one's emotions
 - C. Having an understanding of emotions in others
 - D. Managing feelings of anger during a clinical emergency

ANS: A

PTS: 1

REF: Page: 17

TOP: Models of emotional intelligence

4. A nurse's self-awareness of feelings of anxiety before calling a physician about a patient's increased edema in both lower extremities might include:
- A. A difficult conversation with this doctor earlier in the month
 - B. The frantic insistence of the patient's husband that the nurse contact the doctor immediately
 - C. A tense argument she had with her husband before coming to work
 - D. Feelings of low self-esteem that come from her family background
 - E. All of the above**

ANS: E

PTS: 1

REF: Page: 19

TOP: Emotional intelligence in nursing

5. A nurse who feels frustrated about a colleague's refusal to double-check a morphine dose he has calculated is demonstrating self-regulation when he:
- A. Takes a deep breath, acknowledges to himself that he doesn't know why she can't help, and seeks help from another colleague
 - B. Decides he won't cover for his colleague's meal break later
 - C. In a sarcastic voice states, "Thanks a lot!"
 - D. Decides to save time and give what he believes is the correct dose

ANS: A

PTS: 1

REF: Page: 21

TOP: Emotional intelligence in nursing

6. Which of the following are considered to be among the five basic feelings?

- A. Fear, sorrow, anger, jealousy, and gladness
- B. Sorrow, anger, shame, and annoyance
- C. Shame, fear, gladness, and anger
- D. Anger, sorrow, surprise, fear

ANS: C

PTS: 1

REF: Page: 18

TOP: Emotional vocabulary

7. Nurses who develop and practice empathy are likely to:

- A. Recognize when a patient's verbal denial of worry does not match her facial expression
- B. Treat patients with dignity
- C. Have compassion for a colleague who is struggling to understand the computerized system for documenting physician's orders
- D. All of the above**

ANS: D

PTS: 1

REF: Page: 23

TOP: Emotional intelligence in nursing

8. The social skills involved in a nurse's ability to observe the environment around her and use it to enhance communication and collaboration are important in the following situations:

- A. A patient's condition is deteriorating and his wife is panicking.
- B. A colleague dismisses her concern about following the protocol for a needle-stick injury.
- C. She has to work with a colleague that she doesn't like.
- D. All of the above**

ANS: D

PTS: 1

REF: Pages: 23-24

TOP: Emotional intelligence in nursing

MULTIPLE RESPONSE

1. According to Wiseman, empathy includes which of the following attributes? *Select all that apply.*

- A. Taking the perspective of another person
- B. Judging others
- C. Recognizing others' emotions
- D. Persuading others to feel a certain emotion

ANS: A, C

PTS: 1

REF: Page: 23

TOP: Emotional intelligence in nursing

2. Emotional intelligence competencies described by Goleman that are interrelated with assertive communication include which of the following? *Select all that apply.*

- A. Self-awareness
- B. Self-regulation
- C. Fear
- D. Motivation

ANS: A, B, D

PTS: 1

REF: Pages: 19-22

TOP: Emotional intelligence in nursing

TRUE/FALSE

1. According to Goleman's model of emotional intelligence, motivation is an example of a personal competency.

ANS: T PTS: 1 REF: Page: 21
TOP: Emotional intelligence in nursing

2. A nurse demonstrating respect for a colleague he doesn't like is an important part of effective collaboration.

ANS: T PTS: 1 REF: Page: 24
TOP: Emotional intelligence in nursing