

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF MEDICINE

DIVISION OF SOCIAL MEDICAL SCIENCES

BACHELOR OF MEDICINE AND BACHELOR OF SURGERY DEGREE
PART I EXAMINATIONS

(MSM 1201) : LANGUAGE & COMMUNICATION (MSM) 1201

DATE : DECEMBER 2005

TIME : 3 HOURS

Instructions to Candidates

Answer all questions.

SECTION A

1. Define the following terms:
 - a) communication. (3)
 - b) the health care interview. (3)
2. Describe the stages of the listening process. (6)
3. Explain the importance of non-verbal communication in interpersonal communication. (2)
4. Explain the value of patient participation in the consultation interview? (4)
5. Identify and describe three types of question sequences and illustrate where each is applicable. (15)
6. Identify and describe the steps of the 'collaborative relationships problem solving system'. (6)
7. Write short notes on the basic counseling techniques. (6)
8. Identify and describe the self-disclosure skills for health professionals. (4)

9. Explain the steps of the “no-lose conflict” resolution method. (6)
10. Describe how you can communicate effectively with the terminally ill patient. (5)

SECTION B

1. Explain the importance of establishing rapport in a consultation interview. With the examples illustrate how rapport can be established. (20)
2. Discuss the models of human communication and illustrate which model is most effective in the consultation interview. (20)

END OF EXAMINATION