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... Bastion of Knowledge...

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**OFFICE OF THE DEPUTY PRINCIPAL
ACADEMIC, STUDENT AFFAIRS AND RESEARCH**

**UNIVERSITY EXAMINATIONS
2019/2020 ACADEMIC YEAR**

THIRD YEAR SEMESTER ONE MAIN EXAMINATION

**FOR THE DEGREE OF BACHELOR OF SCIENCE
PHYSICAL THERAPY**

**COURSE CODE: MSC 200
COURSE TITLE: HUMAN COMMUNICATION SKILLS**

DATE: 11TH MARCH 2021

TIME: 9:00 AM – 12.00 NOON

INSTRUCTION TO CANDIDATES

- SEE INSIDE

THIS PAPER CONSISTS OF 2 PRINTED PAGES

PLEASE TURN OVER

MAIN EXAMINATION

**COURSE CODE: MCS 200: COURSE TITLE: HUMAN COMMUNICATION SKILLS
AND HISTORY TAKING**

BSC IN PHYSICAL THERAPY

DURATION: 3 HOURS

INSTRUCTIONS TO CANDIDATES

- i. Answer three questions. Question one is compulsory*
- ii. Do not write on the question paper*

Question One

Communication is a skill required by health practitioners.

- a) Define communication as applied in physiotherapy (2 Marks)
- b) Elaborate on any five importance of excellent communication skills as a physiotherapist (10 Marks)
- c) State FIVE impacts of barriers on communication (5 Marks)
- d) Explain on FOUR key elements for consideration in the setting phase of communication (8 Marks)
- e) Giving examples, state FIVE types of questions that can be used in therapeutic communication. (5 Marks)

Question Two

- a) Explain how to establish rapport with your patients (10 Marks)
- a) Non verbal communication is an important dynamic to verbal communication. Discuss the functions of non verbal communication in physiotherapy. (10 Marks)

Question Three

In all human communication, contexts provide moods of their own. As a result, they (contexts) also influence the way we behave towards, and communicate with each other.

- a) Giving examples, explain FIVE communication context (10 Marks)
- b) Discuss the five levels of human communication (10 Marks)

Question Four

Elucidate the purpose of listening in physiotherapy (10 Marks)

Explain any FIVE ways you can use to establish therapeutic relationship (10 Marks)

Question Five

a) You have been appointed to be the in charge of a new hospital branch and you are expected to address the staff immediately. Explain FIVE Techniques you will apply to resolve own anxiety (10 Marks)

b) Elaborate five skills to bear in mind when responding to a patient (10 Marks)

*****END*****