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**“KUBAN STATE MEDICAL UNIVERSITY”**

**Ministry of Health of the Russian Federation**

DEPARTMENT OF PHILOSOPHY, PSYCHOLOGY AND PEDAGOGY

**EDUCATIONAL AND METHODOLOGICAL MATERIALS**

TESTS ON THE BASICS OF PROFESSIONAL COMMUNICATION

for specialists with a higher education

on speciality

**31.05.01-medical care**

Krasnodar

**TOPIC 1. INTRODUCTION TO THE DISCIPLINE**

**"BASICS OF PROFESSIONAL COMMUNICATION".**

1. What aspects characterize all communication:

1) communicative, interactive;

2) social-perceptual, personal;

3) group, interactive;

4) personal, communicative

2. A lecture, report, oratorical speech is

1) socially oriented communication;

2) subject-oriented communication;

3) person-oriented communication.

3. What is related to subject oriented communication:

1) training;

2) lecture;

3) the conflict;

4) the labor process.

4. Camaraderie, friendship, and love are

1) socially oriented communication;

2) subject-oriented communication;

3) person-oriented communication.

5. What type of communication is determined by social functions and regulated by both content and form?

1) formal;

2) informal;

3) role-playing;

4) personal.

6. Name the type of communication in which the important thing is not the status, but the personal characteristics of the person, his experiences and attitude to us.

1) business;

2) secular;

3) role-playing;

4) personal.

7. What is typical for role-based communication?

1) empathy;

2) identification;

3) definition;

4) adaptation.

8. Specify the elements of the kinesthetic communication component.

1) facial expressions;

2) intonation;

3) posture and gestures;

4) the semantics of speech.

9. Specify two main ways of communicative influence:

1) persuasion and threat;

2) persuasion and suggestion;

3) suggestion and coercion;

4) blackmail and threat.

10. What does not apply to the manifestations of non-verbal behavior of the individual in the process of communication?

1) speech;

2) gestures;

3) view;

4) facial expressions

**TOPIC 2. UNDERSTANDING (DIALOG) COMMUNICATION AND MAINTAINING A POSITIVE CLIMATE AS ITS CONDITION.**

1. Accepting the person of the interlocutor, showing respect for him, regardless of his advantages and disadvantages – one of the settings of communication tactics:

1) Directive;

2) understanding;

3) belittling-compliant.

2. In which cases is summary usually used?

1) in the long conversations;

2) in short conversations;

3) in insignificant conversations;

4) in situations of disagreement.

3. To evoke certain feelings in the business partner and form value orientations and attitudes; to convince them of the validity of interaction strategies; to make them like-minded – this is the goal:

1) persuasive communication;

2) expressive communication;

3) more informative communication.

4. Specify the type of hearing that is typical: a meaningful statement, checking and clarifying the understanding, determining the degree of its adequacy to what was said; this type of hearing is most effective in business communication:

1) active reflexive listening;

2) non-reflexive listening;

3) empathic listening.

5. What is the name of interference and distortion in the communication process that prevent the achievement of a given result?

1) destruction;

2) dissonance;

3) noise;

4) disharmony.

6. What attitude of communication subjects contributes to creating a climate of trust in relationships?

1) understanding, unappreciative response to the thoughts and feelings of the interlocutor;

2) negative perception of the interlocutor's personality;

3) a tendency to use compliant behaviors;

4) congruence of behavior.

7. What is the name of a set of response techniques aimed at providing a direct psychological impact on the partner?

1) Directive communication techniques;

2) understanding communication techniques;

3) technique of manipulative communication.

8. What is the name of a set of response techniques aimed at understanding the partner, establishing psychological contact?

1) Directive communication techniques;

2) understanding communication techniques;

3) the technique of humane communication.

9. What is the main thing in the technique of understanding?

1) the partner's internal value system, establishing trust relationships;

3) achieving your own goals;

4) own system of values, motives and problems.

10. What is the name of the desire of subjects of interaction to make mutual concessions and realize their interests taking into account the interests of the opposite party?

1) cooperation;

2) cooperation;

3) avoidance;

4) compromise;

5) altruism;

6) device.

**TOPIC 3. THE ART OF PUBLIC SPEAKING IN PROFESSIONAL COMMUNICATION.**

1. The introduction to speech can be: natural, artificial, and…

1) unnatural;

2) unnatural;

3) sudden;

4) far-fetched.

2. The main stage of the work is most often located in…

1) expositions;

2) the complication;

3) climaxes;

4) interchange.

3. The main thing for oratorical success is…

1) choose arguments;

2) give an idea of the main idea of the speech;

3) maintain contact with listeners;

4) the right to speak.

4. The climax is…

1) the outcome of the event;

2) the top of the conflict;

3) the main idea;

4) interesting place.

5. The climax in the narrative is usually found…

1) at the beginning;

2) in the middle;

3) at the end;

4) between the middle and the end.

6. It is best to remember in the speech…

1) first words;

2) last words;

3) the main idea;

4) the climax.

7. The main position of speech is called…

1) the idea;

2) the thesis;

3) argument;

4) design.

8. A digression in speech serves to…

1) rest of the speaker;

2) to talk about another topic;

3) in order to justify their position;

4) admit your mistake.

9. The transmission of the speaker's emotions to the audience is based on a phenomenon referred to in…

1) sympathy;

2) empathy;

3) psychopathy;

4) antipathy.

10. The sequence of events described is…

1) presentation;

2) description;

3) the narrative;

4) development of action.

**TOPIC 4. BELIEF IN PROFESSIONAL COMMUNICATION.**

1. Belief is…

1) the process of logical justification of the message;

2) uncritical perception of messages;

3) gestures;

4) facial expressions.

2. Speech that calls for action: new, to continue or stop the old.

1) campaigning;

2) information;

3) inspiring.

3. Psychological structural components of the act of speech communication:

1) intent, purpose;

2) code;

3) the context.

4. Conviction means a…

1) "soft" impact;

2) manipulation of the interlocutor's mind;

3) development strategy;

4) dominance.

5. According to the technical execution of the belief is…

1) explicit discussion;

2) indirect discussion;

3) the hidden discussion;

4) all options are correct.

6. The most important step in the process of persuasion is…

1) establishing the correct contact;

2) statement of your position;

3) influence on the interlocutor.

7. The first step of persuasion is…

1) to influence the interlocutor;

2) ability to engage in dialogue;

3) dominance strategy;

4) all options are correct.

8. The second step of persuasion is…

1) attracting the audience's attention;

2) ability to engage in dialogue;

3) try to agree on the expectations of the parties from this meeting.

9. The third step of persuasion is…

1) create an explicit discussion;

2) create joint responsibility with the interlocutor for the final result of negotiations;

3) to influence the interlocutor.

10. A correct belief keeps a person feeling…

1) freedom of choice and independence in the final decision-making;

2) the correctness of their behavior;

3) personal and professional excellence.

**TOPIC 5. RATIONAL ARGUMENT AND TRICKS IN PROFESSIONAL COMMUNICATION.**

1. The antithesis is…

1) disputed statement;

2) opposition of one subject to another;

3) comparison;

4) the opponent's thesis.

2. The argument is…

1) a statement that serves to justify the thesis;

2) indisputable proof;

3) proof;

4) true opinion.

3. The argument is…

1) diatribe;

2) demonstration of the connection between the thesis and the argument;

3) illegal techniques;

4) discussion.

4. In a discussion after a debate, usually…

1) declare a break;

2) make a decision;

3) adopt the draft decision;

4) announce the decision.

5. In a dispute:

1) the parties seek consent;

2) truth is born;

3) it turns out the truth of one of the presented theses;

4) there is an exchange of views.

6. In all reasoning, any concept must remain the same in its meaning-the law says …

1) the excluded third;

2) sufficient reason;

3) identities;

4) contradictions.

7. A statement to prove a thesis is called…

1) antithesis;

2) argument;

3) position;

4) argumentation.

8. Demonstrating the relationship of a thesis to an argument is called…

1) verification;

2) argumentation;

3) exposure;

4) dispute.

9. The discussion ends if…

1) one of the parties admitted that it was wrong;

2) the allotted time has expired;

3) an agreement is reached;

4) contradictions are recognized as unsolvable.

10. Many arguments in support of the thesis guarantee it…

1) the truth of;

2) the validity of;

3) the cogency;

4) truthfulness.

**TOPIC 6. CONFLICT COMMUNICATIONS: INTERPERSONAL AND PROFESSIONAL.**

1. The object of conflict resolution is:

1) conflicts in General;

2) people;

3) wars.

2. The subject of conflictology is:

1) General patterns of occurrence, development and termination of conflicts;

2) General patterns of development and functioning of the psyche;

3) the tragic consequences of war.

3. What is meant by the identity of a person to himself is:

1) identity;

2) commitment;

3) psychostasia.

4. What science plays a fundamental role in the development of conflictology?

1) psychology;

2) medicine;

3) political science;

4) all options are correct.

5. The contradiction that is the basis of the conflict is:

1) subject of the conflict;

2) material value;

3) the subject of the conflict.

6. The most acute way to resolve significant contradictions that arise in the process of assistance, which consists in countering the subjects of the conflict and is accompanied by negative emotions is:

1) the conflict;

2) pre-conflict situation;

3) discussion.

7. The process of transition from a pre-conflict situation to a conflict and its resolution reflects:

1) object of the conflict;

2) the temperament of the participants in the conflict;

3) the dynamics of the conflict.

8. Creating objective conditions and subjective prerequisites that contribute to resolving pre-conflict situations in non-conflict ways:

1) prevention of conflict;

2) the resolution of the conflict;

3) destructive consequences.

9. What is the basis for dividing conflicts into family, industrial, domestic, and political ones?

1) the sphere of human activity;

2) the duration of the conflict;

3) intensity.

10. The human individual as a subject of interpersonal and social relations and conscious activity is:

1) personality;

2) the person;

3) the tender.

**TOPIC 7. SPECIFICS OF PROFESSIONAL MEDICAL COMMUNICATION.**

1. Communication as a universal concept is:

1) the interaction between people;

2) interaction between animals;

3) technical means of communication;

4) all types of information exchange in nature and society.

2. As a result of the completion of anthropogenesis:

1) the mechanism of imitation and imitation was formed;

2) people started using fire for cooking;

3) language has become the main means of communication and transmission of information;

4) there was a written language.

3. What are the main phases of communication between the doctor and the patient?

1) Contact phase;

2) orientation Phase;

3) the Phase of the argument;

4) adjustment Phase;

5) All the above.

4. The task of the doctor is to create a friendly atmosphere, forming the patient's impression that the doctor wants and can help him. What phase of communication between the doctor and the patient corresponds to this position.

1) Contact phase;

2) orientation Phase;

3) the argumentation Phase.

5. The task of the doctor is to reduce the emotional stress of the patient in order to establish productive contact with him. Set a phase in communication.

1) orientation Phase;

2) Phase of the argument;

3) adjustment Phase;

4) All the above.

6. The doctor's task is to test hypotheses about the causes of the patient's condition and make a diagnosis, if possible.

1) Contact phase;

2) orientation Phase;

3) the Phase of the argument;

4) adjustment Phase;

7. The task of the doctor is to make sure that the patient has understood it correctly, i.e. to reach agreement in views on the disease and treatment.

1) Contact phase;

2) orientation Phase;

3) the Phase of the argument;

4) adjustment Phase.

8. Communicative incompetence includes:

1) inability to formulate a problem, to properly instruct, advise, inability to organize team work, there are difficulties in managing group interaction, interpersonal and business conflicts;

2) poor knowledge of communication types and technologies for their diagnostics;

3) lack of ability to form an adequate visual image for the situation and the audience;

4) the inability to effectively use the techniques of attraction;

5) all of the options.

9. Psychological characteristics that form communicative competence

1) Affiliation;

2) communicative tolerance;

3) Emotional stability;

4) the Ability to perceive the negative attitude of others.

5) All of the above options are correct.

10. Factors that destroy the communication between doctor and patient.

1) Alarm;

2) Depression;

3) deep introversion of the doctor;

4) All of the above options are correct.