1. Why is it important for a charge nurse to have good communication skills?
   a. charge nurses need to be aggressive to get things done
   b. good communication builds trust, focuses on assessing the non-clinical and fosters a positive work environment
   c. charge nurses will not address problems and issues on their shift, but they need to pass these issues on to the managers to address at a later point; therefore, it is important that they communicate these issues
d. charge nurses are not in leadership roles, and as a result, they need to pout issues to others to address in their absence

2. A charge nurse who possesses transformational leadership:
a. changes the way the unit is run
b. does managerial tasks
c. gets orders from the physician and implements them
d. commits people to action, coverts followers to leaders and leaders into change agents

3. Some themes to describe the role of the charge nurse include:
a. creating a safety net; monitoring for quality; managing the flow
b. managing the flow; showing the way; managing the day
c. keeping patients happy; managing the flow; creating a safety net
d. managing the flow; making a difference; managing the day

4. Charge nurses often function as frontline managers because they:
a. hire and fire employees
b. address all hospital issues
c. can do direct care
d. provide leadership and use communication skills in addressing conflict

5. What percentage of communication is non-verbal?
   a. 75%
   b. 85%
   c. 90%
   d. 95%

6. As a charge nurse, it is important to know what is necessary when delegating a task. Delegation requires the following items:
a. clear description of the task; the expected outcome or goals
b. clear description of the task; the chain of command; the expected outcomes or goals; the responsibilities and authority that goes with that task
c. clear description of the task; the time limits; the expected outcomes or goals; the responsibilities and authority that goes with that task
d. clear description of the task; the chain of command; the expected outcomes or goals; the responsibilities and authority that goes with that task

7. Key competencies that should be covered in a charge nurse workshop include leadership, communication, delegation and:
   a. management
   b. conflict resolution
c. project management
d. dealing with physicians

8. Which of the following is a strategy for conflict resolution?
   a. recognize the conflict and address it early
   b. know your chain of command and use it
c. call a negotiator
d. do not engage in a conversation in the unit

9. The most important aspect in communication is:
a. negotiating
b. listening
c. non-verbal cues
d. passive communication

10. For a charge nurse, the most important outcome of effective communication is that it establishes and promotes professional competence to ensure:
a. appropriate assignments
b. decreased family concerns
c. lower physician complaints
da. quality patient care

Evaluation

1. I can discuss eight themes that describe the role of the charge nurse.
   a. strongly agree
   b. agree
   c. neutral
d. disagree
e. strongly disagree

2. I can describe the items required when delegating.
   a. strongly agree
   b. agree
   c. neutral
d. disagree
e. strongly disagree

3. I can discuss four items that should be covered in a charge nurse workshop.
   a. strongly agree
   b. agree
   c. neutral
d. disagree
e. strongly disagree

4. The objectives relate to the overall goal of the article.
   a. strongly agree
   b. agree
   c. neutral
d. disagree
e. strongly disagree

5. The article is well-written and logically organized, and defines terms adequately.
   a. strongly agree
   b. agree
   c. neutral
d. disagree
e. strongly disagree

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10. A B C D

Before January 28, 2015, print this page, complete the multiple choice questions by circling the correct answer and mail or fax to: ADVANCE for Nurses, Learning Scope, 2900 Horizon Dr., King of Prussia, PA 19406; 610-278-1426.

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