

COMPLETION

1. Medical assistants play a vital role in the healthcare team and are expected to display such _____ as dependability, respectful patient care, empathy, initiative, positive attitude, and teamwork.

ANS:
professional behaviors

Professional behaviors are actions that identify the medical assistant as a member of the healthcare profession.

PTS: 1 REF: 2

OBJ: Assess the importance of developing professional behaviors as a member of the allied health team.

2. Learning styles are determined by your individual method of _____, or examining, new material and the way you process it or make it your own.

ANS:
perceiving

Perceiving is the method individuals use to examine information and recognize it as real.

PTS: 1 REF: 3

OBJ: Interpret how your learning style affects your success as a student.

3. _____ can evaluate conflicting information and make a decision to act based on their knowledge and willingness to be open-minded about all possibilities.

ANS:
Critical thinkers

Critical thinking involves considering all aspects of a situation when making decisions or before taking action.

PTS: 1 REF: 9

OBJ: Incorporate critical thinking and reflection to help you make mental connections as you learn material.

TOP: Affect: I. 1. Apply critical thinking skills in performing patient assessment and care.

4. Learning _____ are the ways that you like to learn and that have proven successful in the past.

ANS:
preferences

Learning preferences determine individual learning methods.

PTS: 1 REF: 10 OBJ: Examine your learning preferences.

5. Problem solving and _____ management techniques are keys to your success.

ANS:
conflict

Conflict management involves attempting to resolve an issue in a private place, clearly stating your feelings about the situation, and working together to reach a solution.

PTS: 1 REF: 10
OBJ: Apply problem-solving techniques to manage conflict and overcome barriers to your success.

6. The first step to reaching a solution to a problem or conflict is to identify the _____.

ANS:
problem

The cause of the conflict must be identified before solutions can be researched.

PTS: 1 REF: 5
OBJ: Apply problem-solving techniques to manage conflict and overcome barriers to your success.

7. Methods for determining possible solutions to a conflict are to brainstorm or make a(n) _____ list.

ANS:
pros and cons

Developing a pros and cons list helps the individual identify possible solutions.

PTS: 1 REF: 5
OBJ: Incorporate critical thinking and reflection to help you make mental connections as you learn material.

8. Once you have decided on a solution to the problem, it is essential to _____ the outcomes of your solution and decide whether it solved the problem or whether another approach should be tried.

ANS:
evaluate

Evaluating the outcome of the attempted solution helps determine whether it is the correct one or whether an alternate solution should be tried.

PTS: 1 REF: 5

OBJ: Incorporate critical thinking and reflection to help you make mental connections as you learn material.

9. _____ allows you to express your thoughts and feelings honestly and enables you to stand up for yourself in a reasonable and rational manner without an emotional scene.

ANS:
Assertive communication

Assertive communication enables us to be honest and direct with others while at the same time being emotionally honest with ourselves. The goal of assertive behavior is to treat others with respect while acknowledging our own feelings about the problem.

PTS: 1 REF: 6

OBJ: Discuss the role of assertiveness in effective communication.

TOP: Cog: IV. 15. Discuss the role of assertiveness in effective professional communication.

10. The process of considering new information and internalizing it to create new ways of examining information is called _____.

ANS: reflection

PTS: 1 REF: 2

OBJ: Incorporate critical thinking and reflection to help you make mental connections as you learn material.

TOP: Cog: IV.15. Discuss the role of assertiveness in effective professional communication.

MATCHING

Match each term with the correct definition.

- | | |
|---------------------------|----------------------|
| A. Learning style | E. Empathy |
| B. Reflection | F. Perceiving |
| C. Professional behaviors | G. Critical thinking |
| D. Processing | |

1. The constant practice of considering all aspects of a situation in deciding what to believe or what to do
2. Actions that identify the medical assistant as a member of a healthcare profession, including dependability, respectful patient care, initiative, positive attitude, and teamwork

3. The way an individual looks at information and sees it as real
 4. The way an individual perceives and processes information to learn new material
 5. The way individuals internalize new information and make it their own
 6. The process of considering new information and internalizing it to create new ways of examining information
 7. Sensitivity to the individual needs and reactions of patients
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1. ANS: G PTS: 1 REF: 2
OBJ: Incorporate critical thinking and reflection to help you make mental connections as you learn material.
 2. ANS: C PTS: 1 REF: 2
OBJ: Assess the importance of developing professional behaviors as a member of the allied health team.
 3. ANS: F PTS: 1 REF: 2
OBJ: Assess the importance of developing professional behaviors as a member of the allied health team.
 4. ANS: A PTS: 1 REF: 2
OBJ: Examine your learning preferences.
 5. ANS: D PTS: 1 REF: 2
OBJ: Examine your learning preferences.
 6. ANS: B PTS: 1 REF: 2
OBJ: Apply time management strategies to make the most of your learning opportunities.
 7. ANS: E PTS: 1 REF: 2
OBJ: Assess the importance of developing professional behaviors as a member of the allied health team.
TOP: Affect: I. 1. Apply critical thinking skills in performing patient assessment and care. | Affect: IV. 1. Demonstrate empathy in communicating with patients, family, and staff.

SHORT ANSWER

1. Summarize three time management strategies that can help you put time on your side.

ANS:

Any of the following: determine your purpose, identify your main concern, plan time, use downtime, guard time, discover time, assign time, be organized, record time, optimize time, stop procrastinating, remember you.

PTS: 1 REF: 4

OBJ: Apply time management strategies to make the most of your learning opportunities.

TOP: Cog: V. 13. Identify time management principles.

2. Identify and explain four study skills that can help you become a successful student.

ANS:

Any of the following explanations: organize information into recognizable groups so that your brain can remember it more easily; be physically active while studying; create pictures of the material or rewrite notes; overlearn material you find anxiety-producing; create songs, word associations, or dances; teach the material to someone else; read assignments more than once; take effective notes; ask questions about material you do not understand; review your notes shortly after class; create mind maps; adopt a positive attitude about your success.

PTS: 1

REF: 7

OBJ: Integrate effective study skills into your daily activities.

3. Describe three strategies that can help you become successful at taking tests.

ANS:

Prepare adequately, control negative thoughts during test time, and understand how to manage different types of questions.

PTS: 1

REF: 8

OBJ: Design test-taking strategies that help you take charge of your success.

4. Summarize the characteristics of nonassertive communication.

ANS:

Keeping the eyes downcast, shifting one's weight when talking, slumping the shoulders or wringing the hands, whining, or using a hesitant tone of voice. Also, using terminology such as "maybe," or "I guess," "I wonder if you could," "Would you mind very much if," or "It's not really important."

PTS: 1

REF: 5

OBJ: Discuss the role of assertiveness in effective communication.

TOP: Cog: IV. 15. Discuss the role of assertiveness in effective professional communication.

5. Summarize the characteristics of aggressive communication.

ANS:

Leaning forward and pointing a finger when talking, raising the voice or sounding arrogant, using terminology such as, “You’d better,” “If you don’t watch out,” “Do it or else,” or “You should do it this way.”

PTS: 1

REF: 6

OBJ: Discuss the role of assertiveness in effective communication.

TOP: Cog: IV. 15. Discuss the role of assertiveness in effective professional communication.

6. You are facing a situation in which you must act assertively to solve a problem. Summarize below the steps you should use in delivering an assertive message.

ANS:

Choose a feeling word that describes how you feel about the situation; think about the specific situation that must be described; form an “I” sentence with the appropriate feeling word and specific description of the circumstances. Then, establish eye contact, raise one’s voice slightly, if necessary, to get the individual’s attention, and deliver the “I” sentence.

PTS: 1

REF: 6

OBJ: Discuss the role of assertiveness in effective communication.

TOP: Cog: IV. 15. Discuss the role of assertiveness in effective professional communication.