

DELEGATION AND COMMUNICATION PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. How does understanding team members' strengths aid in delegation?**
 - A. It allows managers to control every aspect of the task
 - B. It helps to assign tasks that align with individual skill sets
 - C. It ensures that all team members are overburdened with work
 - D. It eliminates the need for team collaboration
- 2. What should the charge nurse do if a task is delegated but not completed?**
 - A. Review supervision practices with the delegated staff
 - B. Assume the work was unnecessary
 - C. Ignore the oversight and continue
 - D. Reassign the task to someone else
- 3. What is the best course of action for a new charge nurse noticing incomplete tasks delegated to a CNA?**
 - A. Publicly reprimand the CNA for not completing assigned tasks.
 - B. Approach the CNA privately to discuss the missed tasks.
 - C. Assume they are busy and let it slide this time.
 - D. Take over all tasks to ensure completion.
- 4. How can feedback improve delegation outcomes?**
 - A. It provides information on performance, allows for adjustments, and reinforces learning
 - B. It discourages employees from making mistakes
 - C. It increases the workload of managers
 - D. It creates confusion about expectations
- 5. What is the primary role of the charge nurse when delegating tasks?**
 - A. To ensure tasks are appropriately assigned
 - B. To provide care themselves whenever possible
 - C. To solely focus on administrative duties
 - D. To minimize the workload of nurses

- 6. Which outcome would suggest that Fred and Carol have reached a consensus regarding their conflict?**
- A. Both are unhappy with the resolution
 - B. Only Fred supports the outcome
 - C. Fred and Carol can both support the outcome
 - D. They agree to avoid each other
- 7. What task can an experienced nursing assistant be delegated?**
- A. Administer medications
 - B. Obtain a urine specimen from a client with an indwelling Foley catheter
 - C. Perform a head-to-toe assessment
 - D. Write a nursing diagnosis
- 8. Which method can help assess an employee's readiness for delegation?**
- A. Evaluating their social skills
 - B. Reviewing past performance and handling similar responsibilities
 - C. Asking them if they want more work
 - D. Consulting with their peers
- 9. How can one improve their communication skills?**
- A. By avoiding conversations as much as possible
 - B. Through practice and seeking feedback
 - C. By sticking to familiar topics only
 - D. By only learning from failures
- 10. What is the best care assignment for an elderly client awaiting discharge with a skin tear?**
- A. Assign a nursing assistant to help with self-care activities
 - B. Delegate the LPN to administer medications
 - C. Have the RN perform a thorough assessment
 - D. Instruct the patient to perform self-care independently

Answers

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1. B
2. A
3. B
4. A
5. A
6. C
7. B
8. B
9. B
10. A

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Explanations

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1. How does understanding team members' strengths aid in delegation?

- A. It allows managers to control every aspect of the task
- B. It helps to assign tasks that align with individual skill sets**
- C. It ensures that all team members are overburdened with work
- D. It eliminates the need for team collaboration

Understanding team members' strengths is crucial in delegation because it helps assign tasks that align with individual skill sets. When managers are aware of the unique talents and capabilities within their team, they can delegate tasks to the members best suited for those responsibilities. This alignment not only enhances efficiency and productivity but also increases job satisfaction and engagement among team members. When individuals work on tasks that match their strengths, they are more likely to perform well, contribute positively to the team's overall goals, and feel valued for their contributions. By focusing on strengths, managers can foster an environment where tasks are completed effectively and the team's potential is maximized.

2. What should the charge nurse do if a task is delegated but not completed?

- A. Review supervision practices with the delegated staff**
- B. Assume the work was unnecessary
- C. Ignore the oversight and continue
- D. Reassign the task to someone else

When a task that has been delegated is not completed, the charge nurse should review supervision practices with the delegated staff. This response is crucial because it allows for understanding why the task was not executed. The charge nurse can provide constructive feedback, address any barriers the staff may have faced, and reinforce the importance of accountability in completing delegated tasks. This approach promotes a culture of open communication and support, enabling the staff to learn and improve from the experience. By engaging in this dialogue, the charge nurse can clarify expectations, offer assistance, and potentially adjust delegations to better match the staff's skills and capacities, ultimately leading to more effective delegation in the future.

3. What is the best course of action for a new charge nurse noticing incomplete tasks delegated to a CNA?

- A. Publicly reprimand the CNA for not completing assigned tasks.
- B. Approach the CNA privately to discuss the missed tasks.**
- C. Assume they are busy and let it slide this time.
- D. Take over all tasks to ensure completion.

The best course of action in this scenario is to approach the CNA privately to discuss the missed tasks. This method fosters a supportive environment that encourages open communication and respects the CNA's dignity. By addressing the issue one-on-one, the charge nurse can better understand any challenges the CNA faced that may have led to incomplete tasks. This approach also allows for constructive feedback and guidance, which is more likely to lead to improvement in performance without damaging the CNA's confidence or morale. Creating a dialogue can help identify circumstances that may have contributed to the oversight, whether it's related to workload, understanding of tasks, or possible personal issues affecting performance. It sets the stage for collaboration and problem-solving, reinforcing teamwork and accountability, which are essential in healthcare settings. Engaging in a private conversation also prevents unnecessary embarrassment or defensiveness that could occur in a public setting.

4. How can feedback improve delegation outcomes?

- A. It provides information on performance, allows for adjustments, and reinforces learning
- B. It discourages employees from making mistakes
- C. It increases the workload of managers
- D. It creates confusion about expectations

Feedback plays a crucial role in improving delegation outcomes by providing valuable information on performance. When team members receive feedback, they gain insights into how well they are executing their assigned tasks, which allows them to adjust their approaches if necessary. This ongoing exchange helps in refining skills and improving overall performance. Moreover, feedback reinforces learning by allowing individuals to understand what they are doing right and where they need to improve. It encourages a growth mindset—emphasizing that mistakes are opportunities for learning rather than failures. In this way, feedback creates an environment where employees feel supported in their development and are more likely to succeed in their delegated responsibilities. This focus on constructive feedback and adjustment cultivates a more capable and confident team, ensuring that delegation leads to productive outcomes and enhances both individual and organizational effectiveness. Other approaches would not achieve this level of clarity and support in delegation.

5. What is the primary role of the charge nurse when delegating tasks?

- A. To ensure tasks are appropriately assigned
- B. To provide care themselves whenever possible
- C. To solely focus on administrative duties
- D. To minimize the workload of nurses

The primary role of the charge nurse when delegating tasks is to ensure that tasks are appropriately assigned. This responsibility encompasses a range of important functions, including assessing the competencies of staff members, understanding the patient needs, and determining which tasks can be delegated based on the skill level and qualifications of team members. When effectively delegating, the charge nurse ensures that responsibilities are distributed in a way that promotes efficiency and safety, while also allowing team members to work to the best of their abilities. This involves not only assigning tasks based on individual strengths but also taking into account workload and the overall goals of patient care. By focusing on appropriate task assignments, the charge nurse fosters a collaborative environment where all team members can contribute effectively, ultimately enhancing patient outcomes and team performance.

6. Which outcome would suggest that Fred and Carol have reached a consensus regarding their conflict?

- A. Both are unhappy with the resolution
- B. Only Fred supports the outcome
- C. Fred and Carol can both support the outcome**
- D. They agree to avoid each other

The scenario of Fred and Carol reaching a consensus hinges on the concept of mutual agreement and acceptance of a resolution to their conflict. When both parties can support the outcome, it indicates that they have engaged in a productive dialogue, addressed their individual concerns, and arrived at a solution that respects the needs of both individuals involved. This cooperative resolution enhances the likelihood of future collaboration and reduces the potential for ongoing conflict, reflecting the true meaning of consensus. In contrast, if both are unhappy with the resolution, it suggests that the agreement may not genuinely address their issues, leading to potential dissatisfaction and ongoing tension. If only one party supports the outcome, it indicates a lack of agreement and does not fulfill the requirement for a consensus. Lastly, agreeing to avoid each other signifies a withdrawal from the conflict rather than a resolution, which does not contribute to a constructive or supportive outcome. Thus, mutual support of the resolution is the clearest indicator of a successful consensus.

7. What task can an experienced nursing assistant be delegated?

- A. Administer medications
- B. Obtain a urine specimen from a client with an indwelling Foley catheter**
- C. Perform a head-to-toe assessment
- D. Write a nursing diagnosis

An experienced nursing assistant can be delegated the task of obtaining a urine specimen from a client with an indwelling Foley catheter because this task falls within the scope of practice for nursing assistants who are trained to assist in routine care procedures. Collecting specimens is generally considered a basic skill and is crucial for monitoring patient health, making it an appropriate task for delegation. This task does not require advanced clinical knowledge or the assessment skills that licensed nursing professionals possess, making it suitable for a nursing assistant who has the proper training. It's important for delegation to align with the competencies of the person accepting the task, ensuring safety and efficiency in patient care.

8. Which method can help assess an employee's readiness for delegation?

- A. Evaluating their social skills
- B. Reviewing past performance and handling similar responsibilities**
- C. Asking them if they want more work
- D. Consulting with their peers

Assessing an employee's readiness for delegation involves understanding their capabilities and past experiences. Reviewing their past performance and how they have handled similar responsibilities provides crucial insight into their ability to take on new tasks. This method allows a manager to identify patterns of success or areas needing improvement, which is vital for ensuring that the workload is appropriately assigned. In contrast to merely evaluating social skills, which may not directly relate to task performance, or asking if the employee wants more work, which can be subjective and not indicative of their actual preparedness, reviewing past performance offers objective data. Consulting with peers might provide some context but does not give a complete picture of an individual's competencies and experiences. Therefore, analyzing past performance and handling similar responsibilities is the most effective method to determine if an employee is ready for delegation.

9. How can one improve their communication skills?

- A. By avoiding conversations as much as possible
- B. Through practice and seeking feedback**
- C. By sticking to familiar topics only
- D. By only learning from failures

Improving communication skills significantly benefits from practice and seeking feedback. Engaging in various conversations allows individuals to apply techniques and strategies they have learned. Through practice, one can enhance both verbal and non-verbal communication abilities, understand different communication styles, and become more comfortable expressing thoughts and ideas. Seeking feedback is equally vital, as it provides insights into how others perceive your communication. Constructive criticism helps identify areas for improvement, enabling a person to adjust their approach and refine their skills further. This combination of active engagement and feedback creates a robust learning environment where effective communication can flourish. In contrast, avoiding conversations can lead to stagnation in communication abilities, while sticking only to familiar topics may limit exposure to diverse perspectives and effective communication strategies. Learning exclusively from failures, without also reflecting on successes and integrating positive reinforcement, can create an unbalanced approach to skill development. Together, practice and feedback create a comprehensive and proactive pathway to better communication.

10. What is the best care assignment for an elderly client awaiting discharge with a skin tear?

- A. Assign a nursing assistant to help with self-care activities**
- B. Delegate the LPN to administer medications
- C. Have the RN perform a thorough assessment
- D. Instruct the patient to perform self-care independently

Assigning a nursing assistant to help with self-care activities is the best care assignment for an elderly client awaiting discharge with a skin tear because it provides the appropriate level of support while considering the client's capabilities and needs. Nursing assistants are trained to assist with activities of daily living, such as bathing, dressing, and personal hygiene, which are essential for maintaining the patient's comfort and promoting healing in the presence of a skin tear. This option also allows the registered nurse (RN) to focus on other critical aspects of care, such as overseeing ongoing assessments and ensuring that discharge plans are in place. Assisting the elderly client in self-care fosters independence while ensuring that they receive the help they need, which is crucial for their safety and recovery. Other options, such as delegating the LPN to administer medications or having the RN perform a thorough assessment, may not be the best fit given the situation's focus on immediate self-care needs. Additionally, instructing the patient to perform self-care independently might not be safe or realistic for an elderly client with a skin tear, as it could lead to complications or further injury. Therefore, the choice to assign a nursing assistant is well-aligned with the goals of safe and effective patient care during the discharge process.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://delegationcomm.examzify.com>

We wish you the very best on your exam journey. You've got this!

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