

Chapter 1

Defining the Human Service Professional

Multiple Choice

1. The human services professional degree was first offered in what decade?

- A. 1940s B. 1950s C. 1960s D. 1970s

ANS: C

A-Head: Identifying the Human Service Professional

Learning Objective: LO 1-1 – Identify today's human service professional

2. Most human service programs are at what level of education?

- A. Associate's
B. Bachelor's
C. Master's
D. Associate's and Bachelor's

ANS: E

A-Head: Identifying the Human Service Professional

Learning Objective: LO 1-1 – Identify today's human service professional

5. Which of the following is *not* one of the 12 skills standards important to the work of the human service professional?

- A. Monitoring medication dosages
B. Community and service networking
C. Educational, training, and self-development
D. Crisis intervention

ANS: A

A-Head: Identifying the Human Service Professional

Learning Objective: LO 1-1 – Identify today's human service professional

4. Of the following list, which role would a human service professional *not* assume?

- A. Outreach worker
B. Psychotherapist
C. Broker
D. Evaluator

ANS: B

A-Head: Identifying the Human Service Professional

Learning Objective: LO 1-1 – Identify today's human service professional

3. Which of the following are you *not* likely to see human service professionals focus upon?

- A. Supportive work
- B. Problem-focused work
- C. Working with the unconscious
- D. Emphasizing the present

ANS: C

A-Head: Identifying the Human Service Professional

Learning Objective: LO 1-1 – Identify today's human service professional

6. Which of the following associations is mainly for psychologists?

- A. APA
- B. PSY
- C. NPSY
- D. NASW

ANS: A

A-Head: Related Mental Health Professionals

Learning Objective: LO 1-2 – Distinguish related mental health professionals from human service professionals

11. Which of the following does *not* tend to have master's- or doctoral-level licensure?

- A. Psychologist
- B. Psychiatrist
- C. Social worker
- D. All have licensure

ANS: D

A-Head: Related Mental Health Professionals

Learning Objective: LO 1-2 – Distinguish related mental health professionals from human service professionals

7. Which of the following associations is mainly for social workers?

- A. NSWA
- B. HSWA
- C. NASW
- D. AACA

ANS: C

A-Head: Related Mental Health Professionals

Learning Objective: LO 1-2 – Distinguish related mental health professionals from human service professionals

8. Which of the following associations is mainly for counselors?

- A. NACA B. ACA C. NOHS D. AACA

ANS: B

A-Head: Related Mental Health Professionals

Learning Objective: LO 1-2 – Distinguish related mental health professionals from human service professionals

9. Which of the following associations is mainly for couple and family counselors?

- A. MFTC B. AAMFT C. NOHS D. ACA

ANS: B

A-Head: Related Mental Health Professionals

Learning Objective: LO 1-2 – Distinguish related mental health professionals from human service professionals

10. Professional associations serve which of the following purposes?

- A. Sponsor national and regional conferences
B. Publish newsletters and journals
C. Provide grants for field-related projects
D. All of the answers are correct.

ANS: D

A-Head: Professional Associations in Human Services and Related Fields

Learning Objective: LO 1-3 – Learn the purpose of professional associations and identify major associations

12. Which of the following associations is mainly for human service professionals?

- A. NASW B. AHSa C. NOHS D. HSWA

ANS: C

A-Head: Professional Associations in Human Services and Related Fields

Learning Objective: LO 1-3 – Learn the purpose of professional associations and identify major associations

13. Which characteristic has been most related to client change?

- A. Listening
B. Relationship Building
C. Genuineness

D. Competence

ANS: B

A-Head: Characteristics of the Effective Human Service Professional

Learning Objective: LO 1-4 – Identify the characteristics of the effective human service professional

14. An empathic person is one who:

- A. has experienced the problem of another person.
- B. has dealt with that kind of problem before.
- C. has been certified as being empathic.
- D. has the ability to understand the inner world of another person.

ANS: D

A-Head: Characteristics of the Effective Human Service Professional

Learning Objective: LO 1-4 – Identify the characteristics of the effective human service professional

15. People who are real and genuine:

- A. have congruent feelings, thoughts, and actions.
- B. easily hide their feelings.
- C. always express their feelings.
- D. are always empathic.

ANS: A

A-Head: Characteristics of the Effective Human Service Professional

Learning Objective: LO 1-4 – Identify the characteristics of the effective human service professional

16. People who are accepting of others:

- A. like everything a person does.
- B. accept the helpee unconditionally.
- C. accept people in their differences.
- D. accept the helpee unconditionally and people in their differences.

ANS: D

A-Head: Characteristics of the Effective Human Service Professional

Learning Objective: LO 1-4 – Identify the characteristics of the effective human service professional

17. People who are cognitively complex are all but *which* of the following?

- A. Understand the world in multifaceted ways
- B. Are more open-minded and self-reflective
- C. Are better able to resolve problems in helping relationships
- D. Are strongly fixed in their way of viewing the world

ANS: D

A-Head: Characteristics of the Effective Human Service Professional

Learning Objective: LO 1-4 – Identify the characteristics of the effective human service professional

18. Which ethical guideline is a person *not* attending to if he or she is not keeping up with the current state of knowledge in the field?

- A. Consultation
- B. Expertness
- C. Confidentiality
- D. Competence

ANS: D

A-Head: Characteristics of the Effective Human Service Professional

Learning Objective: LO 1-4 – Identify the characteristics of the effective human service professional

19. According to the theory of Robert Kegan and William Perry, which qualities are not consistent with an effective helper?

- A. Being noncritical
- B. Being nondogmatic
- C. Allow for differing opinions
- D. Having a one-dimensional point of view

ANS: D

A-Head: Becoming the Effective Helper

Learning Objective: LO 1-5 – Understand how becoming an effective helper is a developmental process

20. The effective human service professional:

- A. is open to change.
- B. views life as affording opportunities for growth and transformation.
- C. realizes that life is a continual, never-ending growth process.

D. All of answers are correct.

ANS: D

A-Head: The Effective Human Service Professional: Willing to Meet the Challenge

Learning Objective: LO 1-7 – Embrace an attitude that one can always change and grow as a professional

True/False

21. A psychiatrist and a psychologist both have the same training, but the difference between them depends on where they are employed.

ANS: F

A-Head: Related Mental Health Professionals

Learning Objective: LO 1-2 – Distinguish related mental health professionals from human service professionals

22. One has to be a physician if one is to be a psychiatrist.

ANS: T

A-Head: Related Mental Health Professionals

Learning Objective: LO 1-2 – Distinguish related mental health professionals from human service professionals

23. Countertransference is the client's projection of his or her unfinished psychological issues onto the helper.

ANS: F

A-Head: Characteristics of the Effective Human Service Professional

Learning Objective: LO 1-4 – Identify the characteristics of the effective human service professional

24. As a testament to the understanding that human service professionals bring to their profession, approximately 85% of helpers have been in some form of counseling.

ANS: T

A-Head: Characteristics of the Effective Human Service Professional

Learning Objective: LO 1-4 – Identify the characteristics of the effective human service professional

25. The eight characteristics of the effective helper are fixed, and unlikely to change.

ANS: F

A-Head: Characteristics of the Effective Human Service Professional

Learning Objective: LO 1-4 – Identify the characteristics of the effective human service professional

Matching (Match the word to the word, phrase, or concept)

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|-------------------------------|--|
| 1. Empathy | A. Congruence in thoughts, feelings, and behaviors |
| 2. Genuineness | B. Major ethical concern involving mastery and expertise |
| 3. Acceptance | C. Multiple perspectives, open-minded, empathy, self-awareness |
| 4. Cognitive Complexity | D. Understanding the inner world of client |
| 5. Wellness | E. Working alliance |
| 6. Competence | F. RESPECTFUL Model |
| 7. Cross-Cultural Sensitivity | G. Five factors of the indivisible self |
| 8. Relationship Building | H. Providing positive regard for others |

Answers to Matching

1. D 2. A 3. H 4. C 5. G 6. B 7. F 8. E