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Class _____

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Chapter 01: Intentional Interviewing, Counseling, and Psychotherapy

1. Which of the following aspects are illustrated by Sienna's case?
- a. The reality of helping
 - b. That people often face complex issues with no clear resolution
 - c. That a relationship and empathic listening may help develop solutions
 - d. All of these

ANSWER:

d

2. Which of the following focuses on gathering client data, suggesting ways to solve problems, or providing information?
- a. Interviewing
 - b. Psychology
 - c. Counseling
 - d. Psychotherapy

ANSWER:

a

3. When working with a client, which of the following is a more personal process that emphasizes listening, understanding the client's life challenges, and developing strategies for change?
- a. Interviewing
 - b. Psychology
 - c. Counseling
 - d. Psychotherapy

ANSWER:

c

4. Which of the following statements is NOT true regarding interviewing, counseling, and psychotherapy?
- a. These terms are often used interchangeably in this book.
 - b. There is considerable overlap among these activities.
 - c. Only psychotherapy involves real therapy.
 - d. Interviewing is usually short term.

ANSWER:

c

5. Which of the following affirmations is TRUE?
- a. The terms interviewing, counseling, and psychotherapy are not interchangeable.
 - b. Solid interviewing skills are essential to become a successful counselor or therapist.
 - c. The overlap among interviewing, counseling, and psychotherapy is minimal.
 - d. All of these

ANSWER:

b

6. ____ is primarily focused on normal, developmental issues and concerns.
- a. Interviewing
 - b. Counseling
 - c. Psychotherapy
 - d. Psychiatry

ANSWER:

b

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7. _____ is useful for obtaining information about a client.

- a. Interviewing
- b. Counseling
- c. Psychotherapy
- d. Psychiatry

ANSWER:

a

8. How can you distinguish psychotherapy from interviewing and counseling?

- a. Psychotherapy is briefer than interviewing and counseling.
- b. Psychotherapy works with less complex problems of daily living.
- c. Psychotherapy is a more intense process dealing with deep-seated personality or behavioral disorders.
- d. None of these

ANSWER:

c

9. Which of the following is a more intense process that focuses on deep-seated personality or behavioral difficulties?

- a. Interviewing
- b. Counseling
- c. Psychotherapy
- d. Coaching

ANSWER:

c

10. According to Sue and Sue (2013), about _____ of clients drop out after the first session.

- a. 5%
- b. 25%
- c. 50%
- d. 75%

ANSWER:

c

11. Which of the following statements is NOT correct according to Carlstedt's findings?

- a. About 50% of the clients did not return after the first session.
- b. 50% finished after four sessions.
- c. 25% completed their work in 5 to 10 sessions.
- d. Most clients completed therapy by the 35th session.

ANSWER:

a

12. Why is counseling considered to be an art?

- a. Counselors' experience in the world is key for helping.
- b. Counselors tailor their knowledge and experience to the uniqueness of each client.
- c. Counselors constantly draw from their knowledge base for ways to help clients grow.
- d. All of these

ANSWER:

d

13. Which of the following is TRUE?

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- a. Counseling and psychotherapy have a scientific base, but knowing how to apply that science is an art form.
- b. Science provides a base, but you are the artist who makes it happen.
- c. Like an artist, you have a natural talent to share with others.
- d. All of these

ANSWER:

d

14. Which of the following is FALSE?

- a. Counselors need to be competent in evidence-based counseling skills.
- b. Counselors need to know the theoretical systems of counseling.
- c. Counselors need to use scientific research to precisely determine the most useful way to help each of their clients.
- d. All of these

ANSWER:

c

15. Intentional interviewing is concerned with:

- a. finding the single best response for each client statement.
- b. the counselor knowing one theory exceptionally well.
- c. having many alternative responses available to any client statement.
- d. being able to explain why you made that particular choice.

ANSWER:

c

16. Intentionality is:

- a. choosing from a range of alternative actions to help different clients.
- b. having a preferred action or thought to offer to all clients.
- c. using a preselected point of view to understand clients' problems.
- d. applying similar skills to help clients from different ethnic groups or cultures.

ANSWER:

a

17. The aim of intentional interviewing and counseling is to help you:

- a. find a single solution to help a client dealing with interpersonal issues.
- b. choose one theory of therapy to help all clients more effectively.
- c. develop multiple possibilities to help a client deal with the world.
- d. None of these

ANSWER:

c

18. _____ can generate alternatives in a given situation and approach a problem from different perspectives, using a variety of skills and personal qualities and adapting to suit different clients' needs.

- a. Culturally intentional individuals
- b. Cultural individuals
- c. Individual psychotherapists
- d. Every interviewer

ANSWER:

a

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19. If your first effort is not successful, _____.
- a. ask the client if he or she heard your statement
 - b. change your approach to the client on the spot
 - c. repeat your last statement
 - d. All of these

ANSWER: b

20. The intentional counselor or therapist:
- a. understands the importance of practice to achieve mastery.
 - b. is responsible for becoming competent in interviewing skills and strategies.
 - c. recognizes the importance of self-understanding in helping others.
 - d. All of these

ANSWER: d

21. Male Client (talking about a job conflict): I just don't know what to do about my new boss. He is always blaming me even when I do a good job. He's new on the job; maybe he doesn't have much experience as a supervisor. But he's got me so jumpy and nervous I can't sleep at night. My family isn't doing well, and I've been arguing with my wife. She doesn't understand what's going on. And the kids aren't doing well in school.

Which of the following actions is NOT useful or appropriate when beginning to counsel this client?

- a. Reflect feelings.
- b. Ask an open question.
- c. Attempt to use a perfect empathic response.
- d. Summarize the client statement and ask where the client would like to start.

ANSWER: c

22. Clients come to therapy feeling that they are:
- a. stuck.
 - b. relaxed.
 - c. functioning well.
 - d. focusing on their strengths.

ANSWER: a

23. Who among the following have immense faith in the ability of humans to overcome challenges and take charge of their lives?

- a. Freud and Titchener
- b. Rogers and Maslow
- c. Skinner and Amsel
- d. All of these

ANSWER: b

24. The microskills hierarchy:
- a. describes interview skills in order of importance.
 - b. demonstrates that alternative settings require different counseling skills.

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- c. forms the foundation of intentional interviewing.
- d. demonstrates clearly that different clients have different needs.

ANSWER:

c

25. Microskills are:

- a. comprehensive intervention skills.
- b. communication skills units.
- c. persuasive communication strategies.
- d. hidden codes of communication.

ANSWER:

b

26. In a session, the microskills may have:

- a. different effects on people from varying cultural backgrounds.
- b. consistent and predictable effects on people from varying cultural backgrounds.
- c. limitations due to lack of emphasis on multicultural issues.
- d. a predictable impact on white clients, but not on people of color.

ANSWER:

a

27. The microskills rest on a base of ____.

- a. multicultural competence, wellness, positive psychology, and attending skills
- b. genetics, ethics, and strengths
- c. listening competencies, ethics, and drive
- d. ethics, multicultural competence, neuroscience, positive psychology, and resilience

ANSWER:

d

28. Which of the following is TRUE about the microskills?

- a. They are the foundation of intentional counseling and therapy.
- b. They are communication skill units of the session interview.
- c. Effective use of microskills enables you to anticipate how clients will respond to your interventions.
- d. All of these

ANSWER:

d

29. The microskills hierarchy:

- a. demonstrates clearly that different clients have different needs.
- b. demonstrates that alternative settings for counseling require different skills.
- c. describes the skills in order of importance.
- d. provides a picture of the microskills as they move from attending to influencing to skill integration.

ANSWER:

a

30. The most important factor in developing competence in the microskills is:

- a. understanding the concepts.
- b. audio and videotape feedback.
- c. learning to identify and classify skills.

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d. practice.

ANSWER:

d

31. Which of the following is NOT a true finding of microskills research?

- a. The skills have been shown to be teachable and show construct validity.
- b. Practice with the skills appears to be especially important in developing competence.
- c. People can learn to use the skills but their impact on clients is minimal.
- d. Different counseling theories have different patterns of microskill usage.

ANSWER:

c

32. Which of the following is TRUE about multiculturalism?

- a. Multiculturalism is different from diversity or cross-culturalism.
- b. Multiculturalism refers only to the major racial groups.
- c. Everybody is a multicultural being.
- d. All of these

ANSWER:

c

33. Gender, sexual orientation, age, geographic location, physical ability, religion/spirituality, and socioeconomic status:

- a. are diversification factors only.
- b. must be included with race and ethnicity as multicultural factors.
- c. are never included in multicultural factors.
- d. may or may not be included depending on the counselor's personal preference.

ANSWER:

b

34. Approximately what percentage of medical issues involve the brain and stress?

- a. 90%
- b. 80%
- c. 70%
- d. 60%

ANSWER:

b

35. Stressful events can:

- a. leave a trail of happy emotions.
- b. leave a relaxed sensation.
- c. leave a marked imprint on your brain.
- d. All of these

ANSWER:

c

36. Which of the following is TRUE regarding stress?

- a. We need some stress for learning.
- b. Stress management is an important part of counseling.
- c. Therapeutic lifestyle changes can ameliorate stress.
- d. All of these

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ANSWER:

d

37. fMRI is a _____.

- a. brain imaging technique
- b. technique to reduce brain tumors
- c. telesensor used to count brain cells
- d. functional stereotaxic apparatus

ANSWER:

a

38. Which of the following statements is NOT true about the brain?

- a. The brain is capable of change.
- b. Thoughts, feelings, and actions determine the health of our brain.
- c. Over time the brain loses the power to change itself on the basis of experience.
- d. None of these

ANSWER:

c

39. The brain can develop new neural networks over time. This process is called:

- a. neurofeedback.
- b. localization.
- c. neurotaxis.
- d. neuroplasticity.

ANSWER:

d

40. According to Schwartz and Begley (2003), the brain's neuroplasticity allows it to:

- a. develop autoimmune reactions.
- b. rewire itself.
- c. replace decaying gray matter with glial cells.
- d. age gracefully.

ANSWER:

b

41. New neural connections can be developed during interviewing and counseling. The development of these new connections is an interactive process in which:

- a. counselors impact the client's brain.
- b. clients impact the counselor's development.
- c. both counselors and clients change in the interviewing process.
- d. the hippocampus is influenced by the knowledge of the counselor.

ANSWER:

c

42. Which of the following is the definition of natural style used in this book?

- a. Natural style is what you develop after completing the chapters included in this book.
- b. Natural style is your rational way of working with others to help them achieve their goals and aspirations.
- c. Natural style is doing what you like with the hopes of helping others achieve what you believe is best for them.

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d. Natural style is your flexible way of working with others to help them achieve their goals.

ANSWER: d

43. The authors argue that natural style is a basic building block of intentional counseling. Which of the following is NOT part of their view of natural style?

- a. It is best to identify one's natural style and then always hold to it.
- b. We all have natural strengths in communication.
- c. In interviewing training, too many people may forget the many strengths they bring to the course even before instruction begins.
- d. Instruction, practice, and learning new skills and strategies can enhance natural style.

ANSWER: a

44. The microskills framework has been taught to ____.

- a. AIDS workers in sub-Saharan Africa
- b. social workers working with the indigenous Australian population
- c. business managers in Sweden, Japan, and the U.S.
- d. All of these

ANSWER: d

45. Ivey, Ivey, and Zalaquett describe four levels of competence for interviewers and counselors. They are:

- a. Level 1: Basic competence; Level 2: Documentation competence; Level 3: Skill competence; and Level 4: Instructional competence.
- b. Level 1: Introductory competence; Level 2: Classification competence; Level 3: Active competence; and Level 4: Instructive competence.
- c. Level 1: Awareness and knowledge; Level 2: Basic competence; Level 3: Intentional competence; and Level 4: Psychoeducational teaching competence.
- d. Level 1: Classification; Level 2: Participation; Level 3: Assessment; and Level 4: Instruction.

ANSWER: c

46. Which of the following is NOT one of the four levels of competence identified in this chapter?

- a. Level 1: Awareness and knowledge
- b. Level 2: Basic competence
- c. Level 3: Learning competence
- d. Level 4: Psychoeducational teaching competence

ANSWER: c

47. What would you expect from a person at a basic level of competence?

- a. To be able to perform the skills in an interview
- b. To be able to use a skill with predictable results
- c. To be able to teach the skill to someone else
- d. None of these

ANSWER: a

48. Which of the following illustrates the importance of neuroscience for counseling and therapy?

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- a. Counseling can change the brain.
- b. Stress has an impact on the brain.
- c. Neuroscience support counseling work.
- d. All of the above.

ANSWER:

d

49. Intentional interviewing is more concerned with finding the right answer for the client than with how different potential responses may be helpful.

- a. True
- b. False

ANSWER:

False

50. A longer-term goal of effective counseling and therapy is the development of client resilience.

- a. True
- b. False

ANSWER:

True

51. We can't separate the body from the mind or the individual from his or her environment and culture.

- a. True
- b. False

ANSWER:

True

52. Research has shown that the human brain develops new neural connections throughout the lifespan and changes in response to new situations or experiences in the environment—a brain can rewire itself.

- a. True
- b. False

ANSWER:

True

53. According to the authors, effective interviewers gradually develop a blend of natural style and learned competencies.

- a. True
- b. False

ANSWER:

True

54. According to this book, awareness of yourself as a person of capability is the foundation for growth.

- a. True
- b. False

ANSWER:

True

55. The word *disorder* places the problem in the client and, as a result, external causes tend to be ignored in treatment.

- a. True
- b. False

ANSWER:

True

56. We really don't know something until we practice and use it, and receive feedback.

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- a. True
- b. False

ANSWER: True

57. Neuroscience research strongly supports a wellness and positive approach to counseling.

- a. True
- b. False

ANSWER: True

58. "I'm not sure where to focus careerwise. The job market is tight. I really want to be a teacher. I like kids. But then, I am getting married when I graduate. And what can I do with a major in history?"

- a. What would you say to this client?
- b. Discuss your response in relation to the concept of intentionality.
- c. One of your goals might be to help this client become more intentional. What would he or she be like at the end of counseling if your work has been successful and the client has increased ability to be intentional?

ANSWER: Answers may vary.

59. Let us suppose that the client is a white European American, an African American, or Latina/Latino. How would your responses change or remain similar? Are there contextual issues that need to be considered as part of the helping interview?

ANSWER: Answers may vary.

60. Cultural intentionality asks us to act with a sense of capability and decide from a range of alternative actions in changing life situations with awareness of cultural differences. Taking the concept, how would you apply it to a client who presents you with:

- a. just being fired? (Does your response change if the client is male or female?)
- b. his or her spouse has just deserted the family?
- c. a death in the family?
- d. issues of child abuse?

ANSWER: Answers may vary.

61. Define and discuss the similarities and differences between interviewing, counseling, and psychotherapy.

ANSWER: Answers may vary.

62. Outline the main points and concepts of the microskills hierarchy.

ANSWER: Answer may vary.

63. Briefly discuss counseling as a science and as an art.

ANSWER: Answers may vary.

64. Define yourself as a multicultural being. What are your many varying cultural backgrounds? How might your background and experience affect your work in interviewing, counseling, and psychotherapy?

ANSWER: Answers may vary.

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65. Explain how the following rule applies to the culturally intentional interviewer: "If something you try doesn't work, don't try more of the same. Try something different!"

ANSWER: Answers may vary.

66. Explain why it is important to focus on your own natural style and abilities.

ANSWER: Answers may vary.

67. Provide a specific example in your own work of awareness and knowledge, basic competence, intentional competence, and, if you have experience, psychoeducational teaching competence. Show in your own way that you have a sense of your own level of competence of these concepts.

ANSWER: Answers may vary