

MULTIPLE CHOICE

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

ANS: D

PTS: 1

REF: Page 4-5

TOP: Module: Introduction: What is The "Correct" Response to Offer a Client?

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

ANS: A

PTS: 1

REF: Page 5

TOP: Module: Interviewing, Counseling, and Psychotherapy

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

ANS: C

PTS: 1

REF: Page 5

TOP: Module: Interviewing, Counseling, and Psychotherapy

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.

ANS: C

PTS: 1

REF: Page 5

TOP: Module: Interviewing, Counseling, and Psychotherapy

5. Interviewing is a critical skill for which of the following professions?
 - a. Counselors and psychologists
 - b. Psychotherapists
 - c. Detectives and reporters
 - d. All of these

ANS: D

PTS: 1

REF: Page 5

TOP: Module: Interviewing, Counseling, and Psychotherapy

6. 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 the above

ANS: B PTS: 1 REF: Page 5

TOP: Module: Interviewing, Counseling, and Psychotherapy

7. ____ is primarily focused on normal, developmental issues and concerns.
- Interviewing
 - Counseling
 - Psychotherapy
 - Psychiatry

ANS: B PTS: 1 REF: Page 5

TOP: Module: Interviewing, Counseling, and Psychotherapy

8. ____ is useful for obtaining information about a client.
- Interviewing
 - Counseling
 - Psychotherapy
 - Psychiatry

ANS: A PTS: 1 REF: Page 5

TOP: Module: Interviewing, Counseling, and Psychotherapy

9. How can you distinguish psychotherapy from interviewing and counseling?
- Psychotherapy is briefer than interviewing and counseling.
 - Psychotherapy works with less complex problems of daily living.
 - Psychotherapy is a more intense process dealing with deep-seated personality or behavioral disorders.
 - None of these.

ANS: C PTS: 1 REF: Page 5

TOP: Module: Interviewing, Counseling, and Psychotherapy

10. Which of the following is a more intense process that focuses on deep-seated personality or behavioral difficulties?
- Interviewing
 - Counseling
 - Psychotherapy
 - Coaching

ANS: C PTS: 1 REF: Page 5

TOP: Module: Interviewing, Counseling, and Psychotherapy

11. According to Sue and Sue (2013) about ____ of clients drop out after the first session.
- 5%
 - 25%
 - 50%
 - 75%

ANS: C PTS: 1 REF: Page 6

TOP: Module: Interviewing, Counseling, and Psychotherapy

12. According to Carlstedt's findings:
- About 50% of the clients did not return after the first session.
 - 50% finished after four sessions.
 - 25% completed their work in 5 to 10 sessions.
 - Most clients completed therapy by the 35th session.

ANS: A PTS: 1 REF: Page 6

TOP: Module: Interviewing, Counseling, and Psychotherapy

13. 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 choose from their knowledge-base ways to help clients grow.
- d. All of the above.

ANS: D PTS: 1 REF: Page 7

TOP: Module: The Science and Art of Counseling and Psychotherapy

14. Which of the following is TRUE?

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

ANS: D PTS: 1 REF: Page 7

TOP: Module: The Science and Art of Counseling and Psychotherapy

15. Which of the following is FALSE?

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

ANS: C PTS: 1 REF: Page 7

TOP: Module: The Science and Art of Counseling and Psychotherapy

16. 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.

ANS: C PTS: 1 REF: Page 8

TOP: Module: The Flexible Counselor and Client: Intentionality and Cultural Intentionality

17. Intentionality is:

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

ANS: A PTS: 1 REF: Page 8

TOP: Module: The Flexible Counselor and Client: Intentionality and Cultural Intentionality

18. The aim of intentional Interviewing and Counseling is to help you:

- a. find the correct answer for helping a client dealing with interpersonal issues.
- b. choose one theory of therapy to help all clients more effectively.
- c. develop multiple possibilities for helping the client deal with the world.
- d. none of the above.

ANS: C PTS: 1 REF: Page 8

TOP: Module: The Flexible Counselor and Client: Intentionality and Cultural Intentionality

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

- a. Culturally intentional individuals
- b. Cultural individuals
- c. Individual psychotherapists

d. Every interviewer

ANS: A PTS: 1 REF: Page 8

TOP: Module: The Flexible Counselor and Client: Intentionality and Cultural Intentionality

20. 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 the above

ANS: B PTS: 1 REF: Page 8

TOP: Module: The Flexible Counselor and Client: Intentionality and Cultural Intentionality

21. The absolutely correct and "perfect empathic response" _____.
- a. demonstrates skillful multicultural intentionality
 - b. likely does not exist
 - c. unlocks client inhibitions and frees the client for creative living
 - d. is demonstrated by only the most experienced helping professionals

ANS: B PTS: 1 REF: Page 8

TOP: Module: The Flexible Counselor and Client: Intentionality and Cultural Intentionality

22. According to the authors, seeking the "perfect empathetic response:"
- a. is a useful goal, but extremely difficult to attain.
 - b. is often attempted by counselors who seek "right" answers to solve client problems, even though "right answers" may not exist.
 - c. should be a goal for the most effective counselor.
 - d. demonstrates that you have achieved full intentionality.

ANS: B PTS: 1 REF: Page 8

TOP: Module: The Flexible Counselor and Client: Intentionality and Cultural Intentionality

23. 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 the above

ANS: D PTS: 1 REF: Page 8

TOP: Module: The Flexible Counselor and Client: Intentionality and Cultural Intentionality

24. Male Client: (talking about 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.

ANS: C PTS: 1 REF: Page 8

TOP: Module: The Flexible Counselor and Client: Intentionality and Cultural Intentionality

25. Clients come to therapy feeling that they are:
- a. stuck.

- b. relaxed.
- c. functioning well.
- d. focusing on their strengths.

ANS: A PTS: 1 REF: Page 8
TOP: Module: Intentionality, Resilience, and Self-Actualization

26. Which of 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 the above

ANS: B PTS: 1 REF: Page 9
TOP: Module: Intentionality, Resilience, and Self-Actualization

27. The microskills hierarchy:
- a. describes interview skills in order of importance.
 - b. demonstrates that alternative settings require different counseling skills.
 - c. forms the foundation of intentional interviewing.
 - d. demonstrates clearly that different clients have different needs.

ANS: C PTS: 1 REF: Page 10
TOP: Module: The Core Skills of the Helping Process: The Microskills Hierarchy

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

ANS: B PTS: 1 REF: Page 10
TOP: Module: The Core Skills of the Helping Process: The Microskills Hierarchy

29. In 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. predictable impact on White clients, but not on People of Color.

ANS: A PTS: 1 REF: Page 10
TOP: Module: The Core Skills of the Helping Process: The Microskills Hierarchy

30. The microskills rest on a base of ____.
- a. multicultural competence, wellness, and positive psychology
 - b. genetics, ethics, and strengths
 - c. listening competencies, ethics, and drive
 - d. ethics, multicultural competence, and wellness

ANS: D PTS: 1 REF: Page 10
TOP: Module: The Core Skills of the Helping Process: The Microskills Hierarchy

31. 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.

ANS: D PTS: 1 REF: Page 10

TOP: Module: The Core Skills of the Helping Process: The Microskills Hierarchy

32. Attending behavior includes all of the following choices, EXCEPT ____.
- a. culturally appropriate listening
 - b. listening skills
 - c. being totally empathetic with the client
 - d. using appropriate patterns of body language and vocal quality

ANS: C PTS: 1 REF: Page 10

TOP: Module: The Core Skills of the Helping Process: The Microskills Hierarchy

33. Which of the following is FALSE?
- a. Eye contact and body language patterns differ among cultural groups.
 - b. Religion, class, and gender are part of multicultural differences.
 - c. We can expect individuals from different cultural groups to have the same behavior.
 - d. Stereotyping individuals or cultural groups is inappropriate.

ANS: C PTS: 1 REF: Page 10

TOP: Module: The Core Skills of the Helping Process: The Microskills Hierarchy

34. Conducting a full client interview using only listening skills:
- a. is a key skill to be learned by helping professionals.
 - b. is possible only if the interviewer is a consummate professional.
 - c. is not possible by any helping professional; other skills are required.
 - d. is a ludicrous idea.

ANS: A PTS: 1 REF: Page 10

TOP: Module: The Core Skills of the Helping Process: The Microskills Hierarchy

35. 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.

ANS: D PTS: 1 REF: Page 11

TOP: Module: The Core Skills of the Helping Process: The Microskills Hierarchy

36. Most important to developing competence in the microskills is
- a. understanding the concepts.
 - b. audio and videotape feedback.
 - c. learning to identify and classify skills.
 - d. practice.

ANS: D PTS: 1 REF: Page 12

TOP: Module: The Core Skills of the Helping Process: The Microskills Hierarchy

37. Which of the following is NOT one of the steps used to learn the microskills?
- a. Warm up
 - b. Review
 - c. Analyze
 - d. Practice

ANS: C PTS: 1 REF: Page 12

TOP: Module: The Core Skills of the Helping Process: The Microskills Hierarchy

38. Which of the following is NOT one of the steps in the microskills learning model?
- a. Warm up

- b. View
- c. Interpret
- d. Generalize

ANS: C PTS: 1 REF: Page 12

TOP: Module: The Core Skills of the Helping Process: The Microskills Hierarchy

39. Which of the following accurately summarizes the five-step model for practical competence and mastery of the microskills?
- a. Read about the skill; Define its key features; Observe skill in role-play; Practice the skill; Record results
 - b. Warm up by focusing on the skill; View it in action; Read about its effective use; Practice in role-play; Generalize
 - c. Plan for learning; Observe the skill; Define skill purpose; Observe skill in role-play; Practice and plan
 - d. Observe skill in action; Plan for learning; Learn the skill; Practice in role-play; Take action

ANS: B PTS: 1 REF: Page 12

TOP: Module: The Core Skills of the Helping Process: The Microskills Hierarchy

40. 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 to competence levels 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.

ANS: C PTS: 1 REF: Page 12

TOP: Module: The Core Skills of the Helping Process: The Microskills Hierarchy

41. A focus on what the client ____ should be a part of your standard interviewing plan.
- a. can do
 - b. will do
 - c. must do
 - d. is unable to do

ANS: A PTS: 1 REF: Page 13

TOP: Module: Drawing Out Client Stories in a Well-Constructed Counseling and Psychotherapy Session

42. Which of the following sequences outlines the basic strength-based framework for human change?
- a. *Empathic Relationship—Interview—Analyze—Integrate—Act*
 - b. *Story—Goal and Positive Assets—Plan—Restory—Action*
 - c. *Empathic Relationship—Story and Strengths—Goals—Restory—Action*
 - d. *Interview—Wellness and Client Strengths—Goals—Planning—Action*

ANS: C PTS: 1 REF: Page 14

TOP: Module: Drawing Out Client Stories in a Well-Constructed Counseling and Psychotherapy Session

43. Which of the following statements is FALSE?
- a. Narrative theory emphasizes conditioning and shaping of behavior.
 - b. Restorying rewires the brain.
 - c. Narrative and microskills help understand multiple theories.
 - d. None of the above.

ANS: A PTS: 1 REF: Page 15

TOP: Module: Empathic Relationship-Story and Strengths-Goals-Restory-Action

44. ____ is another term for relationship.
- a. Affiliation
 - b. Working alliance
 - c. Active liaison
 - d. Engagement

ANS: B

PTS: 1

REF: Page 15

TOP: Module: Empathic Relationship-Story and Strengths-Goals-Restory-Action

45. Approximately ____ percent of successful counseling and therapy outcome is said to be due to relationship or common factors.
- a. 10%
 - b. 20%
 - c. 30%
 - d. 40%

ANS: C

PTS: 1

REF: Page 15

TOP: Module: Empathic Relationship-Story and Strengths-Goals-Restory-Action

46. Common factors include ____.
- a. caring and empathy
 - b. acceptance and affirmation
 - c. encouragement
 - d. all of these

ANS: D

PTS: 1

REF: Page 15

TOP: Module: Empathic Relationship-Story and Strengths-Goals-Restory-Action

47. Which of the following is NOT part of the common factors described by Duncan et al?
- a. Caring and empathy
 - b. Acceptance and affirmation
 - c. Analysis and interpretation
 - d. Encouragement

ANS: C

PTS: 1

REF: Page 15

TOP: Module: Empathic Relationship-Story and Strengths-Goals-Restory-Action

48. Drawing out the details of a client's concern, issue, or problem is ____.
- a. story and strengths
 - b. positive asset
 - c. restory
 - d. action

ANS: A

PTS: 1

REF: Page 16

TOP: Module: Empathic Relationship-Story and Strengths-Goals-Restory-Action

49. Find strengths and resources in every client ____.
- a. story
 - b. goals
 - c. restory
 - d. action

ANS: A

PTS: 1

REF: Page 16

TOP: Module: Empathic Relationship-Story and Strengths-Goals-Restory-Action

50. Helping clients find new ways of thinking and talking about their issues and concerns is ____.
- a. story
 - b. positive asset

- c. restory
- d. action

ANS: C PTS: 1 REF: Page 16

TOP: Module: Empathic Relationship-Story and Strengths-Goals-Restory-Action

51. Potential benefits of restory include ____.
- a. development of new stories
 - b. deeper awareness of emotional experience
 - c. new behavioral actions
 - d. all of these

ANS: D PTS: 1 REF: Page 16

TOP: Module: Empathic Relationship-Story and Strengths-Goals-Restory-Action

52. Helping the client take what is learned out of the interview is ____.
- a. story
 - b. positive asset
 - c. restory
 - d. action

ANS: D PTS: 1 REF: Page 17

TOP: Module: Empathic Relationship-Story and Strengths-Goals-Restory-Action

53. Which of the following is the LEAST effective response when drawing out and listening to the client's story?
- a. Reflecting the client's emotions
 - b. Asking an open question
 - c. Focusing on understanding the problem
 - d. Telling the client what to do

ANS: D PTS: 1 REF: Page 17

TOP: Module: Empathic Relationship-Story and Strengths-Goals-Restory-Action

54. Which of the following is NOT true about empathic relationship?
- a. *Empathic relationship* highlights the importance of developing rapport and trust with your client.
 - b. *Empathic relationship* requires that you be open to individuals different from you.
 - c. Despite individual differences, the *empathic relationship* will be the same from interview to interview.
 - d. Your attending and empathic listening skills will be key to the *empathic relationship*.

ANS: C PTS: 1 REF: Page 16

TOP: Module: Empathic Relationship-Story and Strengths-Goals-Restory-Action

55. 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 the above are true.

ANS: C PTS: 1 REF: Page 17

TOP: Module: Our Multicultural World

56. 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 personal preference.

ANS: B PTS: 1 REF: Page 17

TOP: Module: Our Multicultural World

57. Multiculturalism refers to more than race and ethnicity. The RESPECTFUL model expands the definition of difference. Which of the following is included in the 10 dimensions of difference defined by the RESPECTFUL model?
- Sexual identity
 - Trauma
 - Location of residence
 - All of the above

ANS: D PTS: 1 REF: Page 18

TOP: Module: Respectful Counseling and Psychotherapy

58. Approximately what percentage of medical issues involve the brain and stress?
- 90%
 - 80%
 - 70%
 - 60%

ANS: B PTS: 1 REF: Page 21

TOP: Module: Neuroscience: Implications of This Cutting-Edge Science for the Future of Counseling and Psychotherapy

59. Stressful events can:
- leave a trail of happy emotions.
 - leave a relaxed sensation.
 - leave a mark in your brain.
 - do all of the above.

ANS: C PTS: 1 REF: Page 21

TOP: Module: Neuroscience: Implications of This Cutting-Edge Science for the Future of Counseling and Psychotherapy

60. Which of the following is TRUE regarding stress?
- We need some stress for learning.
 - Stress management is an important part of counseling.
 - Therapeutic lifestyle changes can ameliorate stress.
 - All of the above are true.

ANS: D PTS: 1 REF: Page 21

TOP: Module: Neuroscience: Implications of This Cutting-Edge Science for the Future of Counseling and Psychotherapy

61. fMRI is a _____.
- brain imaging technique
 - technique to reduce brain tumors
 - telesensor used to count brain cells
 - functional stereotaxic apparatus

ANS: A PTS: 1 REF: Page 21

TOP: Module: Neuroscience: Implications of This Cutting-Edge Science for the Future of Counseling and Psychotherapy

62. Which of the following is NOT true about the brain?
- The brain is capable to change.
 - Thoughts, feelings, and actions determine the health of our brain.
 - Over time the brain loses the power to change itself on the basis of experience.
 - None of the above are false.

ANS: C PTS: 1 REF: Page 21

TOP: Module: Neuroscience: Implications of This Cutting-Edge Science for the Future of Counseling

and Psychotherapy

63. The brain can develop new connections and even new neurons over time. This process is named:
- a. neurofeedback.
 - b. a statement that needs to be questioned.
 - c. neurotaxis
 - d. neuroplasticity

ANS: D

PTS: 1

REF: Page 22

TOP: Module: Neuroscience: Implications of This Cutting-Edge Science for the Future of Counseling and Psychotherapy

64. According to Schwartz and Begley (2003), its neuroplasticity allows the brain to:
- a. develop autoimmune reactions.
 - b. rewire itself.
 - c. replace decaying gray matter with glial cells.
 - d. age gracefully.

ANS: B

PTS: 1

REF: Page 22

TOP: Module: Neuroscience: Implications of This Cutting-Edge Science for the Future of Counseling and Psychotherapy

65. New neural connections can be developed in interviewing and counseling. This is an interactive process in which:
- a. counselors impact the client's brain.
 - b. clients impact the counselor's development.
 - c. both counselors and client change in the interviewing process.
 - d. the hippocampus is influenced by the knowledge of the counselor.

ANS: C

PTS: 1

REF: Page 22

TOP: Module: Neuroscience: Implications of This Cutting-Edge Science for the Future of Counseling and Psychotherapy

66. Which of the following is the definition of natural style used in the 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.
 - d. Natural style is your spontaneous way of working with others to help them achieve their goals.

ANS: D

PTS: 1

REF: Page 23

TOP: Module: Your Natural Style: An Important Audio or Video Exercise

67. 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. Too many people in interviewing training 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.

ANS: A

PTS: 1

REF: Page 23

TOP: Module: Your Natural Style: An Important Audio or Video Exercise

68. The microskills framework has been applied to ____.
- a. AIDS prevention training in Africa
 - b. Aboriginal social workers in Australia

- c. business managers in Sweden, Japan, and the U.S.
- d. all of these

ANS: D PTS: 1 REF: Page 25

TOP: Module: Summary: Mastering the Skills and Strategies of Successful Relationships with Clients

69. The microskills framework has been tested and used with:

- a. counseling and interviewing training.
- b. management training.
- c. nurse and physician training.
- d. all of these.

ANS: D PTS: 1 REF: Page 25

TOP: Module: Summary: Mastering the Skills and Strategies of Successful Relationships with Clients

70. 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: Identification and classification; 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.

ANS: C PTS: 1 REF: Page 27

TOP: Module: Competency Practice Exercises and Portfolio of Competence

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

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

ANS: C PTS: 1 REF: Page 27

TOP: Module: Competency Practice Exercises and Portfolio of Competence

72. Teaching competence is important because:

- a. teaching a skill increases your own level of mastery.
- b. others can benefit from your knowledge.
- c. you can promote the development of social skills.
- d. all of the above are true.

ANS: D PTS: 1 REF: Page 27

TOP: Module: Competency Practice Exercises and Portfolio of Competence

73. 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 the above

ANS: A PTS: 1 REF: Page 28

TOP: Module: Competency Practice Exercises and Portfolio of Competence

TRUE/FALSE

1. Intentional interviewing is more concerned with finding the right answer for the client than with how many potential responses may be helpful.
ANS: F PTS: 1 REF: Page 8
TOP: Module: The Flexible Counselor and Client: Intentionality and Cultural Intentionality
2. A longer-term goal of effective counseling and therapy is the development of client resilience.
ANS: T PTS: 1 REF: Page 9
TOP: Module: Intentionality, Resilience, and Self-Actualization
3. Another term for relationship is *working alliance*.
ANS: T PTS: 1 REF: Page 15
TOP: Module: Empathic Relationship-Story and Strengths-Goals-Restory-Action
4. We can't separate the body from the mind or the individual from his or her environment and culture.
ANS: T PTS: 1 REF: Page 20
TOP: Module: Neuroscience: Implications of This Cutting-Edge Science for the Future of Counseling and Psychotherapy
5. 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.
ANS: T PTS: 1 REF: Page 21
TOP: Module: Neuroscience: Implications of This Cutting-Edge Science for the Future of Counseling and Psychotherapy
6. According to the authors, effective interviewers gradually develop a blend of natural style and learned competencies.
ANS: T PTS: 1 REF: Page 23
TOP: Module: Your Natural Style: An Important Audio or Video Exercise
7. According to the authors, effective interviewers are born.
ANS: F PTS: 1 REF: Page 23
TOP: Module: Your Natural Style: An Important Audio or Video Exercise
8. According to your book, awareness of yourself as a person of capability is your foundation for growth.
ANS: T PTS: 1 REF: Page 23
TOP: Module: Your Natural Style: An Important Audio or Video Exercise

ESSAY

1. "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?

ANS:
Answer not provided.
PTS: 1
2. 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 which need to be considered as part of the helping interview?
ANS:
Answer not provided.
PTS: 1

3. 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 (man? woman?)
 - b. the spouse has just deserted the family?
 - c. a death in the family?
 - d. issues of child abuse?

ANS:

Answer not provided.

PTS: 1

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

ANS:

Answer not provided.

PTS: 1

5. Outline the main points and concepts of the Microskills Hierarchy.

ANS:

Answer not provided.

PTS: 1

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

ANS:

Answer not provided.

PTS: 1

7. Imagine a client comes to you with an issue around interpersonal conflict. How would you use the *empathic relationship—story and strengths—goals—restory—action* concepts to facilitate their development? Provide concrete examples of your actions within each of the five concepts.

ANS:

Answer not provided.

PTS: 1

8. 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?

ANS:

Answer not provided.

PTS: 1

9. 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!"

ANS:

Answer not provided.

PTS: 1

10. Explain why it is important to focus on your own natural style or abilities.

ANS:

Answer not provided.

PTS: 1