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Choices: Interviewing and Counselling Skills for Canadians, 7/e

Chapter 2

The Skills, Process and Pitfalls for Counselling

Test Bank

Multiple Choice Questions

1. Research on the brain has demonstrated that counselling
 - a. stimulates neurogenesis
 - b. cannot stimulate neurogenesis
 - c. does not result in fundamental changes to the brain
 - d. should be supplemented with appropriate medication
 - e. can dampen the effects of medication

(Answer: “a”: page 34)

2. Psychotherapy
 - a. targets only the behavioural domain
 - b. targets severe emotional difficulties
 - c. focuses on working with psychopaths
 - d. usually utilizes Freudian techniques
 - e. uses advocacy to effect systemic change

(Answer: “b”: page 35)

3. Which of the following statements is true?
 - a. counsellors are versatile, but psychotherapists use only standardized techniques
 - b. there is no clear dividing line between the terms “counselling” and “psychotherapy” and they are often used interchangeably
 - c. counsellors pay attention to the social environment
 - d. psychotherapists prescribe medicine
 - e. psychotherapy requires a degree in medicine

(Answer: “b”: page 35)

4. A “one-size-fits-all” approach to counselling
- a. respects diversity
 - b. recognizes the importance of equal treatment for all clients
 - c. insures uniformity in the application of principles
 - d. prevents counsellors from tailoring their approach to meet the needs of individual clients.
 - e. is a requirement of all ethical codes

(Answer: “d”: page 36)

5. Brief counselling
- a. is seldom effective
 - b. offers potential for many positive outcome
 - c. should only be offered by seasoned professionals
 - d. unethical
 - e. works best when the emphasis is not on feelings

(Answer: “b”: page 38)

6. The term “positive regard” is best defined as
- a. being real and honest with clients
 - b. remaining optimistic
 - c. recognizing the inherent worth of people
 - d. paying attention to strengths
 - e. none of the above

(Answer: “c”: page 43)

7. Which of the following is a core condition
- a. silence
 - b. asking questions
 - c. attending
 - d. summarizing
 - e. genuineness

(Answer: “e”: page 43)

- 8. Attending means**
- a.** contracting re: role and purpose
 - b.** showing up on time
 - c.** modifying one's approach to meet individual needs
 - d.** communicating physical and psychological interest
 - e.** focusing on key aspects of the interview

(Answer: "d": page 43)

- 9. Paraphrasing is**
- a.** a restatement that clarifies the essence of what a client has said
 - b.** one of the core conditions described by Rogers
 - c.** repeating verbatim what a client has expressed
 - d.** condensing essential content
 - e.** an incomplete sentence

(Answer: "a": page 44)

- 10. Empowering skills**
- a.** help clients develop control and self-esteem
 - b.** are an abuse of power
 - c.** helps counsellors manage the flow of the interview
 - d.** require involuntary clients to accept counselling
 - e.** are strictly prohibited by professional codes of ethics

(Answer: "a": page 46)

- 11. Which of the following is an example of a directive?**
- a.** How do you feel?
 - b.** What do you expect to achieve from counselling?
 - c.** It sounds like you are feeling sad
 - d.** "Uh huh"
 - e.** Tell me more

(Answer: "e": page 45)

12. According to the text, which of the following is a phase of counselling?

- a.** transition
- b.** normative
- c.** consolidation
- d.** adjunct
- e.** action

(Answer: “e”: page 48)

13. A trauma-informed approach

- a.** recognizes that people respond in unique ways to trauma
- b.** requires that counsellors assume responsibility for client decisions
- c.** insures psychological safety before dealing with basic needs
- d.** requires that all traumatized clients are referred for psychological evaluation
- e.** minimizes pressure on clients to make choices

(Answer: “a”: page 38)

14. Catharsis is best described as

- a.** a mental disorder
- b.** a brain test
- c.** suppression of feelings
- d.** release of feelings
- e.** emphasis on Catholic doctrine

(Answer: “d”: page 55)

15. Pseudo-counselling is

- a.** counselling based on Freudian principles
- b.** the “illusion of work”
- c.** counselling performed by licensed professionals
- d.** counselling performed by unlicensed professionals
- e.** a counselling approach developed by Carl Rogers

(Answer: “b”: page 59)

True-False Questions

1. All human behaviour has a purpose.
2. Counsellors should be consistent in their use of skills regardless of the motivation of their clients.
3. Professional counsellors must attain competence in all areas of the work.
4. The goal of counselling is client and counsellor empowerment
5. A one-size-fits-all model of counselling insures that people are treated equally.
6. Attending communicates physical and psychological presence.
7. Genuineness is the capacity to be real and consistent with clients.
8. Active listening requires counsellors to do most of the talking.
9. Silence in counselling should be avoided if it makes clients uncomfortable.
10. Counsellors should routinely self-disclose as a way of reminding clients that they are human.
11. Each phase of counselling is distinguished by different activities and skills.
12. The skill of tuning in is used to anticipate feelings and concerns that clients might bring to the interview.
13. Catharsis happens when clients experience release from talking about problems.
14. The core conditions are questioning, appropriate use of silence, and empowerment.
15. Defence mechanisms are problematic ways of responding to stress.

Answers: True – 1, 6, 7, 11, 12, 13; False – 2, 3, 4, 5, 8, 9, 10, 14, 15

Short Answer Questions

1. List some ways that clients can be helped even if their involvement with a counsellor is brief
 - When clients are ambivalent about change, support from the relationship can tip the scales in favour of change by creating an atmosphere of trust and safety.
 - Counsellors can motivate by conveying optimism that change can occur, particularly when they focus on client strengths, not weaknesses.
 - Short sessions can provide an outlet for clients to ventilate feelings.
 - Counsellor empathy and nonjudgmental responses help clients accept their feelings as normal.
 - Questions and reflective responses can help clients organize ideas and plan for systematic change.
 - A client's way of thinking about a problem and its resolution can shift when counsellors offer fresh ideas or reframed reflections (i.e., looking at a problem from a new perspective).

- Counsellors can help remove barriers to change through information or the provision of resources

2. List the four phases of counselling? What skills are associated with each phase?

Answer: Preliminary, beginning, action, ending.

3. Identify the six skills associated with active listening.

Answer: attending, paraphrasing, summarizing, questioning, empathy, silence.

4. Explain why good listening requires counsellors to be good responders.

Answer: Questions insure the comprehension is complete. Summarizing, paraphrasing and empathy confirm understanding and act to encourage further expression when they are presented nonjudgmental.

5. What is the strengths approach to counselling?

Answer: This approach assumes that people have capacity and resources that can be utilized for problem solving. Counsellors look for every opportunity to recognize and mobilize client strengths.

6. Identify some of the reasons why counselling might be unsuccessful.

Answer: Client variables such as blaming others, unrealistic expectations, poor motivation, unconscious self-sabotage, destructive personality, organic factors and poor capacity for insight. Counsellor variables such as burnout, vicarious trauma, personal problems, and loss of objectivity. Common mistakes such as advice giving, pseudo-counselling, and rescuing.

7. What are the key features of trauma-informed approach to counselling?

Answer: Trauma awareness, emphasis on safety and trustworthiness, opportunity for client choice and collaboration, and a strengths-based focus.

Paper Topics and Research Projects

1. Choose one of the success tips in this chapter to explore in an extended essay.
2. Explore the use and misuse of counsellor power and authority
3. Imagine that you are seeing a counsellor for the first time. Explore your fears and expectations regarding the counselling process. Discuss what counsellor attitudes, skills and responses you would find most helpful. How do you think your experience might be the same or different for other people?

4. Review how the terms “counselling” and “psychotherapy” are defined and discussed in professional books and articles. Conclude your paper by offering your own definition of each.
3. The textbook emphasizes the importance of counsellor versatility. Write an essay that supports this notion. Use concrete examples to support your arguments.
4. One essential theme of the text is that effective counsellors need to be versatile and not rely on a “one size fits all” approach to clients. Our natural tendency to repeat our comfort style acts against the goal of versatility. For example, many people tend to be quiet when they first meet people, then open up as they become more relaxed. For many situations, this is a good way to begin relationships, but it is not the only choice. Consider, for example, that in some social service encounters with clients, the preferred choice is for the counsellor to more extroverted in order to reach out to quieter or isolated clients. We assume that not all people will respond favourably to your preferred style and situational variables may require different approaches. Consequently, it is important to develop a range of different strategy choices for handling beginnings so that you are not locked into repeating the same established pattern each time.
 - Identify a skill that you wish to develop.
 - Detail your rationale (reasons) for picking this particular skill. Include some discussion of your current limitations.
 - Describe your typical use (or non-use) of this skill.
 - Discuss the circumstances (with reference to clients) you might encounter in a social service setting) under which your typical style might be an asset and a limitation. Be specific.
 - Identify a goal for development. This goal will represent a style choice that you wish to add to your skill repertoire.
 - Outline an action plan for reaching your goal.
5. Write a paper that explores the risks of burnout and vicarious trauma. Identify a range of strategies that counsellors can use to avoid these unfortunate outcomes, then adapt these to develop your own plan of prevention.