

Name _____ Class _____ Date _____
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1. _____ is defined as each individual's right to make his or her own decisions.

- a. Free association
- b. Self-determination
- c. Pro choice
- d. Needs assessment

ANSWER:

b

2. Barriers to attentive listening in the intent of the communication include:

- a. Vagueness
- b. Phones ringing
- c. Others talking
- d. Children acting out

ANSWER:

a

3. All of the following are among the communication barriers to attentive listening cited in the text *except*:

- a. Environmental
- b. Impact
- c. Intent
- d. Perceptual

ANSWER:

d

4. Which of the following is true regarding interviewing?

- a. A worker sitting behind a desk with the client sitting in front of the desk implies informality and warmth.
- b. Workers should always have their desks to the wall so they are able to turn their chair and talk to the client without the desk between them.
- c. On the formal/informal continuum, it is always best to be more formal.
- d. The extent of formality in body positioning often relates to personal style.

ANSWER:

d

5. Which of the following is true regarding distancing during interviews?

- a. Europeans and North Americans usually prefer several feet beyond arm's length.
- b. The English prefer greater distance than Europeans and North Americans.
- c. Most Latin people prefer more distance than Europeans and North Americans.
- d. People from the Middle East prefer the farthest distance than any of the above.

ANSWER:

b

6. _____ involves being in tune with how a client feels and conveying to that client that you understand.

- a. Empathy
- b. Warmth
- c. Genuineness
- d. Connectedness

ANSWER:

a

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7. _____ is the phrase social workers often use to describe how they begin an interview.

- a. "Ladies and gentlemen, start your engines."
- b. "Start where the client is."
- c. "Let's get this show on the road."
- d. "What is this client's problem?"

ANSWER: b

8. If a client questions the competence of a worker, the worker can respond by doing any of the following *except*:

- a. Conveying a sense of organization and purpose
- b. Relying on relationship-building skills
- c. Asking the client a question
- d. Being surprised that the client would question your competence

ANSWER: d

9. Which of the following should NOT be undertaken at the very beginning of the interviewing process?

- a. Explaining the worker's role to the client
- b. Encouraging client feedback on purpose
- c. Goal attainment scaling
- d. Stating the usefulness of the intervention process

ANSWER: c

10. _____ is defined as translating what you think the client is feeling into words.

- a. Clarification
- b. Simple encouragement
- c. Reflective responding
- d. Rephrasing

ANSWER: c

11. _____ is defined as making certain that what the client says is understood.

- a. Clarification
- b. Simple encouragement
- c. Reflective responding
- d. Rephrasing

ANSWER: a

12. _____ is defined as stating what the client is saying but using different words.

- a. Clarification
- b. Simple encouragement
- c. Reflective responding
- d. Rephrasing

ANSWER: d

13. _____ involves seeking meaning beyond that of clarification.

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- a. Interpretation
- b. Reflective responding
- c. Simple encouragement
- d. Summarization

ANSWER:

a

14. Self-disclosure:

- a. Should always relate in some way to the client's feelings or situation
- b. Should be used for the worker's own benefit as well as the client's
- c. Should be very detailed and complex
- d. Should always be avoided

ANSWER:

a

15. Open-ended questions:

- a. Seek simple "yes" or "no" answers
- b. Can have a number of clearly defined answers to choose from
- c. Seek out thoughts, ideas, and explanations for answers
- d. a and b only

ANSWER:

c

16. When preparing for ethnographic interviewing, one should utilize which of the following concepts listed in the text?

- a. Descriptors
- b. Probing questions
- c. Restatement
- d. Self-disclosure

ANSWER:

a

17. "When things were going well in life, what was different?" is an example of _____ questions used to explore client strengths.

- a. Esteem
- b. Support
- c. Exception
- d. Survival

ANSWER:

c

18. Pacing the interview is a type of _____-initiated silence.

- a. Client
- b. Therapeutic worker
- c. Negative worker
- d. Conflict

ANSWER:

b

19. Discrepancies that social workers frequently target for confrontation include:

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- a. Incongruities in verbal statements
- b. Inconsistency between statements and nonverbal behavior
- c. Conflict between clients and the situation in which they find themselves
- d. All of these are correct.

ANSWER:

d

20. Which of the following factors should be considered when using confrontation?

- a. Use it as often as possible to motivate the client
- b. Demonstrate respect for the client throughout the confrontation
- c. Use “you” statements during the confrontation
- d. All of these are correct

ANSWER:

b

21. _____ refers to the process wherein the ethnic values, behaviors, and rituals that clients hold from their traditional culture change over time and integrate with the values, behaviors, and rituals of the majority or host culture.

- a. Acculturation
- b. Assimilation
- c. Ethnography
- d. Cultural competence

ANSWER:

a

22. _____ is the longer-term result of putting extreme limitations upon or discriminating against some designated group.

- a. Prejudice
- b. Discrimination
- c. Oppression
- d. Acculturation

ANSWER:

c

23. _____ organizations may implicitly refer to religious values in their mission statement, have weaker connections to religious institutions, hold few, if any, expectations regarding the faith commitments of board and staff members, and vary in their pursuit of support from religious communities.

- a. Faith-secular
- b. Faith-affiliated
- c. Faith-centered
- d. Faith-background

ANSWER:

d

24. Which of the following is true regarding terminating an interview with a client?

- a. The time at the end of an interview should only be used for the client to discuss his or her feelings.
- b. Before the actual termination, you should mention exactly how much time is left.
- c. Summarization at the end of an interview just wastes the time of the client and the worker.
- d. Asking clients to share their feelings at the end of an interview will leave them unfulfilled when the interview ends.

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ANSWER: b

25. The _____ role involves linking clients with needed resources.

- a. Broker
- b. Enabler
- c. Mediator
- d. Advocate

ANSWER: a

26. The _____ works to help conflicting parties settle disputes and agree on compromises.

- a. Enabler
- b. Evaluator
- c. Mediator
- d. Case manager

ANSWER: c

27. The _____ champions the rights of others.

- a. Enabler
- b. Advocate
- c. Broker
- d. Evaluator

ANSWER: b

28. Maximizing client self-determination to whatever extent possible is a practitioner's responsibility.

- a. True
- b. False

ANSWER: True

29. During an interview the worker should maintain continuous eye contact with the client.

- a. True
- b. False

ANSWER: False

30. Facial expressions can be used to reinforce what is said verbally and corroborate the fact that you mean what you say.

- a. True
- b. False

ANSWER: True

31. If a social worker appears too relaxed and informal, the client might think the worker doesn't care.

- a. True
- b. False

ANSWER: True

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32. The best approach on the tense/relaxed continuum of body positioning lies somewhere between being extremely formal and extremely informal.

- a. True
- b. False

ANSWER: True

33. Genuineness involves conveying a feeling of interest, concern, well-being, and affection to another individual.

- a. True
- b. False

ANSWER: False

34. The major goal of any interview is interpersonal communication with the client.

- a. True
- b. False

ANSWER: True

35. You should always wear very formal clothing to a home visit in a poverty-stricken area to show your clients that they, too, can improve their circumstances.

- a. True
- b. False

ANSWER: False

36. Before the interview begins, its timeframe should be clearly specified.

- a. True
- b. False

ANSWER: True

37. If a client questions your ability to understand and help him or her, you should say something that will put the client on the defensive and divert the attention from you.

- a. True
- b. False

ANSWER: False

38. The usefulness of the intervention process should never be explained in the initial interview.

- a. True
- b. False

ANSWER: False

39. Rephrasing involves seeking meaning beyond that of clarification.

- a. True
- b. False

ANSWER: False

40. Summarization can be done periodically throughout the interview.

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- a. True
- b. False

ANSWER: True

41. It is best to be cautious in using the word “why.”

- a. True
- b. False

ANSWER: True

42. Ethnographic interviewing is defined as the process of increasing personal, interpersonal, or political power so that individuals can take action to improve their life situations.

- a. True
- b. False

ANSWER: False

43. In the context of ethnographic interviewing, cover words are words solicited to explain descriptors.

- a. True
- b. False

ANSWER: False

44. Because clients come to social workers with problems, problems should be the major focus of attention; client strengths are only secondary.

- a. True
- b. False

ANSWER: False

45. Workers should avoid using confrontation in the problem-solving process at all costs.

- a. True
- b. False

ANSWER: False

46. Mandated involuntary clients are those who are pressured by important persons in their environment to seek assistance.

- a. True
- b. False

ANSWER: False

47. Prisoners are considered nonmandated clients.

- a. True
- b. False

ANSWER: False

48. When dealing with client hostility, it is important to emphasize the client’s personal strengths.

- a. True

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b. False

ANSWER: True

49. You should always confront a client whom you suspect is lying.

a. True

b. False

ANSWER: False

50. Full acclimation is the term cited in the text as the end product of those who have completely removed all aspects of their traditional culture and replaced them with those of the host culture.

a. True

b. False

ANSWER: False

51. Prejudice is an opinion about an individual, group, or issue that is not based on fact and is usually negative.

a. True

b. False

ANSWER: True

52. Spirituality involves people's membership in spiritual beliefs concerning the origin, character, and reason for being, usually based on the existence of some higher power or powers.

a. True

b. False

ANSWER: False

53. The section of the Personal Responsibility and Work Opportunity Reconciliation Act that permits faith-based service providers to retain their religious autonomy is entitled "Faith Initiative."

a. True

b. False

ANSWER: False

54. When terminating a session it is important to give the client an idea of how much time is left prior to the ending time.

a. True

b. False

ANSWER: True

55.

A mediator maintains a neutral stance between the involved parties, taking no one's side.

a. True

b. False

ANSWER: True

56. The enabler role involves seeking out resources, planning how they might be delivered, organizing service provision, and monitoring progress.

a. True

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b. False

ANSWER:

False

57. Advocates champion the rights of others.

a. True

b. False

ANSWER:

True

58. Why is interviewing such a key skill in generalist practice?

ANSWER:

59. List, sequentially, the three concepts of ethnographic interviewing. Cite examples of each.

ANSWER:

60. List five of the eight suggestions given in the text to help the intervention process when working with involuntary clients.

ANSWER:

61. Compare and contrast these terms: (a) acculturation, (b) assimilation, (c) individualization.

ANSWER:

62. Define the mediator role, and cite an example of how that role would be useful in social work.

ANSWER: