

Chapter 2

1. Frequent eye-contact breaks:

- A) Help the client to not feel “stared-at” or pressured.
- B) Indicate a natural, relaxed listening style.
- C) Can indicate discomfort or a lack of interest in what the client is saying.
- D) Help the interviewer track other things going on in the room at the same time.

Answer: C

2. When dealing with people whose cultural background differs from your own, you should: (d)

- A) Always avoid direct eye contact.
- B) Always maintain steady, direct eye contact.
- C) Always begin the interview by asking the person to explain the rules of nonverbal behavior in their culture to you.
- D) Allow your nonverbal behavior to convey your interest and attention appropriately.

Answer: D

3. Clients know you are interested when you:

- A) Assume a relaxed, professional body position, use appropriate facial expressions, and engage in meaningful gestures.
- B) Assure them verbally that you are interested.
- C) Repeat their statements back to them frequently.
- D) Ask questions about the details of their lives.

Answer: A

4. Three important skills associated with attending behavior are:

- A) Eye contact, hand gestures, and listening or verbal following.
- B) Eye contact, nonverbal behavior, and listening or verbal following.
- C) Eye contact, hand gestures, and head nodding.
- D) Listening or verbal following, appropriate facial expressions, and hand gestures.

Answer: B

5. Attending behavior is important because:

- A) It helps a client communicate in a free and open manner, and keeps interviewer comments to a minimum.
- B) It helps the interviewer and client stay focused.
- C) Research shows it is effective.
- D) It helps clients feel confident and able to deal with their problems effectively.

Answer: A

6. Which statement is true? You will accomplish more with a client if:

- A) You move quickly to problem solving after they've given you an outline of their problem.
- B) You offer sympathy.
- C) You are a good listener and refrain from giving advice prematurely.
- D) You move quickly to problem solving after you have offered sympathy.

Answer: C

7. Regarding the balance of client versus interviewer talk in an interview:

- A) The interviewer should talk more, because the client came to you specifically for help and advice.
- B) The interviewer shouldn't talk at all during an interview; it is the client's time to talk.
- C) The interviewer should talk only if he or she has answers to give or a relevant story to share from his or her own life.
- D) The interviewer shouldn't talk much. The client has come to you with a problem and therefore should do most of the talking.

Answer: D

8. If you find yourself unsure of what to say to a client next:

- A) Remain silent and wait for an idea to come to you.
- B) Be honest and tell them you've run out of things to say.
- C) Ask them for more background information about their family of origin.
- D) Ask a question or make a comment about a relevant topic that was discussed in the immediate or near past.

Answer: D

9. As an interviewer:

- A) You should not allow silence, as it wastes the client's time.
- B) You should respect the client's need to be silent and think, unless an impasse has been reached.
- C) You should use silence to indicate agreement with the client.
- D) You should use silence to indicate disagreement with the client.

Answer: B

10. Based on the client's cultural affiliation, the interviewer:

- A) May be required to rearrange the physical environment to suit the client.
- B) Should not make changes to his or her body language and interviewing style, as it will probably seem unnatural.
- C) May be required to adjust body language, interviewing position, eye contact, vocal tone, and speech rate.
- D) Should wait to see how the client behaves and speaks, then try to copy him or her.

Answer: C

A-Head: Cultural Considerations