

Chapter 2: Managing Ethical Issues

Test Bank

Type: multiple choice question

Title: Chapter 02 Question 01

1) Self-awareness refers to begin aware of

- a. The client's values, beliefs, and feelings
- b. The agency's policies and procedures
- *c. One's own values, beliefs, and feelings.
- d. Universal ethical principles

Type: multiple choice question

Title: Chapter 02 Question 02

2) According to ethics of care, when managing ethical issues, we should be:

- a. Completely dispassionate and objective
- b. Legal scholars
- c. Focused on our own personal needs, interests, wishes, hopes, and expectations
- *d. Attentive and responsive to the needs of others affected by the issue

Type: multiple choice question

Title: Chapter 02 Question 03

3) According to narrative ethics:

- a. Truth is objective and singular
- *b. People may shape their truths and morality through storytelling
- c. The client's initial narrative is the only narrative that we should consider
- d. Each person's moral story is fixed and cannot change

Type: multiple choice question

Title: Chapter 02 Question 04

4) Teleology (consequentialism) suggests that we should:

- a. Act according to universal duties or categorical imperatives
- *b. Consider various options and choose the option producing the greatest good
- c. Abide by agency policy
- d. Act in accordance with virtues such as care, honest, and respect for the dignity and worth of all people

Type: multiple choice question

Title: Chapter 02 Question 05

5) When developing a question related to how to deal with an ethical dilemma, the question should be:

- a. A closed question (with a yes or no answer)
- *b. An open question
- c. A statement of the social worker's preferred solution
- d. A question about how to clean up a situation following a breach

Type: multiple choice question

Title: Chapter 02 Question 06

6) When managing an ethical conflict with clients, it is generally preferable for clients to:

- a. Simply tell the client the best way to resolve the ethical issue
- b. Say nothing and let the client decide without any input from others
- *c. Work collaboratively with the clients to reach agreement on how to respond
- d. Report the client to police or other authorities and answer the clients' questions later

Type: multiple choice question

Title: Chapter 02 Question 07

- 7) According to Kant and deontology, a categorical imperative is a:
- *a. Universal principle, applying to everyone
 - b. General guideline that can be breached depending on the situation
 - c. Moral belief that is specific to a single culture or social group
 - d. Story in which many different morals and ethics may be learned

Type: multiple choice question

Title: Chapter 02 Question 08

- 8) When we brainstorm options for resolving an ethical issue, we should:
- a. Choose between the first two options that come to mind
 - *b. Work jointly with the client or others, listing many possible ways that the ethical issue could be resolved
 - c. Give the client or others a list of the best possible solutions to consider
 - d. Focus on which universal duties or categorical imperatives are the most important ones to follow

Type: multiple choice question

Title: Chapter 02 Question 09

- 9) When managing ethical issues, collaborative dialogues may be preferable to debates because collaborative dialogues:
- *a. Build trust and foster open communication
 - b. Limit discussion to a choice between two primary options
 - c. Encourage people to state their positions clearly and argue for why they are right and others are wrong
 - d. Force people to admit when they are wrong

Type: multiple choice question

Title: Chapter 02 Question 10

- 10) During the planning stage of the Framework for Managing Ethical Issues, social workers should:
- a. Identify the ethical issue to be analyzed
 - b. Weigh different ethical obligations
 - c. Evaluate the pros and cons of each option being considered
 - *d. Determine who will be responsible for completing which tasks in order to implement the decision