

Chapter 1

From Problem Solving to Solution Building

TEST QUESTIONS

Answers to true/false and multiple choice items are given in parentheses after each item. The page number after each item refers to the page in the text from which the item is based.

True or False

1. The students who interviewed Rosie asked her many questions, seemingly believing that they needed more information about her and her situation before they could help her. (T, p. 4)
2. The traditional view of helping clients involves asking them questions about the nature of their problems and the possible causes of those problems. (T, p. 4)
3. The medical model is a way of helping people with physical ailments which is based on diagnosis and treatment. (T, p. 6)
4. The medical model fostered the belief that problem and solution do not have to be connected. (F, p. 7)
5. The belief in the helping professions in the importance of scientific expertise for solving client problems is, in large part, traceable to the influence of the medical model. (T, p. 8)
6. Julian Rappaport emphasizes that the client problems which helping professionals address are best conceptualized as "puzzles"--much like the "puzzles" of nature which natural scientists attempt to solve. (F, pp. 8-9)
7. "Divergent thinking" gives as much weight to the perceptions of clients as to the expertise of the practitioner. (T, p. 9)
8. Solution-focused procedures were more inductively developed by observing what seemed to be helpful as clients and practitioners worked together, as opposed to deducing them from existing theory. (T, p. 11)

9. Solution-focused interviewing assumes implicitly that there is a necessary connection between problems and solutions. (F, pp. 11-12)

Multiple Choice

1. Which type of questions did the students not ask Rosie?
- a. Questions about her mistakes
 - b. Questions about solutions
 - c. Questions about times which go better for her
 - d. Questions about her problems
- (c, pp. 1-4)
2. Which is not a stage of problem solving?
- a. Description of the problem(s) and data collection
 - b. Exploration of the client's feelings
 - c. Problem assessment
 - d. Intervention
- (b, p. 5)
3. _____ is an overarching model which guides theory, research, and professional practice in a field.
- a. The strengths perspective
 - b. The medical model
 - c. A prototype
 - d. A paradigm
- (a, p. 6)
4. The strengths perspective of practice:
- a. emphasizes uncovering the underlying causes of problems.
 - b. regularly uses categories of psychological dysfunction in the helping process.
 - c. focuses on discovering how clients have managed to survive in their circumstances.
 - d. relies mainly on scientific expertise to solve client problems.
- (c, pp. 9-10)
5. Which is not an assumption of the strengths perspective?
- a. Clients should have the last word on what they need in their lives.

- b. Discovering client strengths requires a process of cooperative exploration between client and practitioner.
- c. Client motivation is fostered through a process of consistent and thorough examination of client problems throughout the helping relationship.
- d. Focusing on client strengths blocks the tendency for practitioners to blame clients for their difficulties.

(c, pp. 9-10)

Essay

1. What is the medical model of practice? Describe how it has influenced how we go about working with clients in the helping professions.

Chapter 2

Solution Building: The Basics

True or False

1. In Cheryl's interview with Rosie, Cheryl did not allow Rosie to describe her problems. (F, pp. 13-14)
2. The miracle question used by Cheryl was an attempt to assist Rosie to develop a detailed and vivid picture of a more satisfying life. (T, p. 16)
3. "Exceptions" may be defined as the problems of clients. (F, p. 17)
4. Client resistance is the main impediment to successful solution-building work with clients. (F, pp. 18-19)

Multiple Choice

1. The "miracle question" is used mainly to:
 - a. develop well-formed goals.
 - b. uncover exceptions.
 - c. help the client to cope with overwhelming circumstances.
 - d. measure client progress.(a, p. 16)
2. When a client can identify a day in the past when the problem was not as severe, this day is called _____ in solution-focused terms.
 - a. an exception
 - b. a miracle day
 - c. a coping success
 - d. pre-session change(a, p. 17)
3. Which is not a stage in solution building?
 1. Assessment of client problems
 2. Description of client problems
 3. Developing well-formed goals
 4. Exploring for exceptions

(a, pp. 17-18)

4. Solution-building relies on clients' frames of reference for definitions of each of the following except which one?
 - a. What clients would like different in their lives
 - b. What will be different in clients' lives when their problems are solved
 - c. Clients' inner and outer resources
 - d. The stages of solution building
- (d, p. 19)

Essay

1. Compare and contrast the stages of problem solving and solution building.