

Chapter 2: The Helping Relationship: Values in Action

Student: _____

1. The term *working alliance* refers to which of the following?
 - A. the national association of counselors, social workers, and psychologists
 - B. the relationship between the client and the mental health establishment
 - C. the collaboration between the client and the helper based on their agreement on the goals and tasks of counseling
 - D. the rules of counseling that define the schedule and any fees associated with the helping experience
2. Which of the following is true about the collaborative nature of the relationship between helper and client?
 - A. The helper's primary goal is to cure the client.
 - B. Both helper and client have work to do in the problem-management and opportunity-development stages and tasks, and both have responsibilities related to outcomes.
 - C. The helper must follow the stages and tasks of the helping process so that the client can be guided towards a successful outcome.
 - D. The client needs to be as expressive and clear about problems as possible.
3. Outcome research indicates that within the working alliance, _____.
 - A. the helping experience should be organized around the client's resources, perceptions, experiences, and ideas
 - B. the helper should regularly make every effort to help the client to see the truth of what is bothering the client
 - C. helping is most successful when the helper helps the client to face difficult or painful feelings
 - D. helping immediately exposes how social and cultural pressures have caused serious difficulties for the client
4. According to Egan, *culture* can be understood as which of the following?
 - A. a person's racial or ethnic background
 - B. the music, painting, architecture, and literature in which a person is interested
 - C. the shared beliefs and assumptions that interact with shared values and produce shared norms that drive shared patterns of behavior
 - D. the way people interact

5. Which of the following is not part of a person's personal culture?
- A. *assumptions and beliefs*, or what people think about themselves, other people, and the world around them
 - B. *values*, or what people prize in their lives
 - C. *patterns of internal and external behavior*, or the way people live their lives
 - D. *norms*, or what the helper reinforces as what the client should or should not do
6. According to Egan, *values* within the helping situation refer to which of the following?
- A. that which the client says is most important in life
 - B. the worth of something to the client
 - C. a set of practical criteria for making decisions that drives behavior
 - D. the set of ideal criteria for making decisions that the client must eventually learn to use
7. What is the first rule of helping?
- A. Maintain neutrality toward the client.
 - B. Make sure the client understands the impact of culture on his or her life.
 - C. Empathy will get the client to talk to you honestly.
 - D. Do no harm.
8. Which of the following is *not* a norm associated with the value of respecting the client?
- A. The values of the helping profession come first in working with difficult clients in order to maintain their safety.
 - B. Do no harm.
 - C. Become competent and committed.
 - D. Do not rush to judgment.
9. _____ is a helper's commitment to work at understanding each client from his or her point of view together with the feelings surrounding this point of view and efforts to communicate this point of view when it is helpful.
- A. Empowerment
 - B. Empathy
 - C. Diversity
 - D. Working alliance
10. Which of the following does *not* reflect an aspect of empathy?
- A. Empathy is a commitment to work at understanding each client from his or her point of view together with the feelings surrounding this point of view and to communicate this understanding whenever it is deemed helpful.
 - B. Empathy is a commitment to understand individuals in and through the context of their lives.
 - C. Empathy is a commitment to bring the client's values in line with the helper's to achieve clinical goals
 - D. Empathy is a commitment to understand the dissonance between the client's point of view and reality.

11. According to the text, which of the following is an empowerment-based norm?
- A. Do not challenge the way clients think and act.
 - B. You must remain in control of the helping process.
 - C. Help clients see counseling sessions as work sessions.
 - D. Focus on helping instead of learning.
12. To help clients become more active agents of their own lives (“doers” rather than “reactors”), the helper should ____.
- A. listen carefully and remain passive so the client can be the more active participant
 - B. focus on the client’s fantasies about what life should be like
 - C. be active with his or her clients by engaging in dialogue
 - D. take an active role in pointing out everything that gets in the way of the client’s success
13. Which of the following is *not* a diversity and multicultural competency for a helper?
- A. understanding and appreciating diversity
 - B. making the best possible effort to help a client from another country to accept American values to help them to assimilate
 - C. challenging one’s own cultural biases
 - D. tailoring your interventions in a diversity-sensitive way
14. Which of the following is *not* a way to develop multicultural awareness in working with clients of backgrounds different from your own?
- A. becoming more aware of your own culture including your own biases to better understand and appreciate cultures different from your own
 - B. understanding how all kinds of diversity, cultural and otherwise, contribute to each client’s dynamic makeup
 - C. creating a list of values that you think your clients need to work on to help them better understand mainstream American culture
 - D. realizing that mainstream Western psychological theory, methods of inquiry, diagnostic categories, assessment procedures, and professional practices might not fit other cultures or might need some adaptation
15. Which of the following is *not* one of the common flaws in the working alliance resulting from the shadow side of helping?
- A. real-life focus
 - B. trouble in the relationship
 - C. flawed contracts
 - D. vague and violated values

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19. Why is empathy a primary orienting value in the helping process? What is the relationship between empathy and diversity? Do you think that one person can really understand a person from a very different background? Why or why not?
20. Egan presents three norms for empowerment and self-responsibility. Identify and define each. To help realize these norms, Egan suggests creating a working charter between the helper and the client. What does he mean by “working charter?” What are the elements that make up a working charter?
21. Egan describes a group of four guidelines for developing a style in counseling that follows the best in the diversity and multicultural traditions. Discuss these guidelines and explain why they are important in the therapeutic process.

22. How do the shadow side realities influence the helping process? How can the helper successfully deal with shadow side realities?

Chapter 2: The Helping Relationship: Values in Action **Key**

1. C
2. B
3. A
4. C
5. D
6. C
7. D
8. A
9. B
10. B
11. C
12. C
13. B
14. C
15. A
16. see chapter 2
17. see chapter 2
18. see chapter 2
19. see chapter 2
20. see chapter 2
21. see chapter 2
22. see chapter 2