

## **CHAPTER-BY-CHAPTER TEST QUESTIONS**

### **Chapter 1**

#### **From Natural Helper to Professional Counselor**

##### **Multiple-Choice**

1. Which is true of Eysenck's 1952 study on the effectiveness of psychotherapy?
  - a. Roughly two-thirds of a group of neurotic patients got better due to psychotherapy.
  - b. Psychotherapy was shown to be better than no therapy.
  - c. There were methodological problems with his research.
  - d. Roughly two-thirds of a group of neurotic patients got better whether they were treated by means of psychotherapy or not.
  - e. a and b
  - f. **c and d**
2. According to Sexton:
  - a. Counseling is a process from which most clients who remain involved for at least a few sessions benefit.
  - b. When counseling effectiveness is calculated by determining the number of clients who improved, the results are amazingly similar across various studies.
  - c. On the basis of both client and counselor ratings, approximately 22% of clients made significant gains, 43% made moderate changes, while 27% made some improvement.
  - d. Two of the above
  - e. Three of the above
  - f. **All of the above**
3. Which of the following is *not* true?
  - a. For a large percentage of clients, counseling can be effective in 5 to 10 sessions.
  - b. **It is probably better to stick with one theoretical orientation than to try and match technique to client problem.**
  - c. For clients who get worse in counseling, it is important to make change in technique or refer the client to another therapist.
  - d. The best predictor of success in counseling is the counselor-client relationship.
  - e. Although 20% to 30% of clients will require treatment that is longer term, most of these will see improvements with counseling.
4. According to the book, which is *not* a natural helper style?
  - a. Listener
  - b. **Empathizer**
  - c. Analyzer
  - d. Problem Solver
  - e. Challenger
5. Which of the following is *not* a Core Area of Knowledge and Skills?
  - a. Ethical, Professional, and Cross-Cultural Issues
  - b. Helper Attitudes

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- c. Techniques
  - d. Diagnosis
  - e. Collaboration**
  - f. All of the above are core areas.
6. Which of the following is *not* a Core Area of Knowledge and Skills?
- a. Helper Attitudes
  - b. Case Conceptualization
  - c. Treatment Planning
  - d. Case Management
  - e. Theory
  - f. All of the above are core areas.**
7. According to the text in Chapter 1, which of the following is *not* listed as an ethical, professional, and cross-cultural issue?
- a. Understanding the limits of our ability as a therapist
  - b. How we describe our work to our clients (e.g., professional disclosure statements)
  - c. Knowing the limits of confidentiality
  - d. Assuring that our values play an important role in the counseling relationship**
  - e. All of the above are listed.
8. According to the text in Chapter 1, which of the following is *not* listed as an ethical, professional, and cross-cultural issue?
- a. Assuring we have the necessary knowledge of cross-cultural differences
  - b. Understanding the importance of the boundaries of the helping relationship
  - c. Knowing what to do when a client is in danger of harming self or other
  - d. Knowing when to refer a client to another therapist
  - e. All of the above are listed.**
9. According to the text in Chapter 1, which of the following has *not* been supported as one of the eight important attitudes or qualities to embrace?
- a. Being empathic
  - b. Being genuine
  - c. Being accepting
  - d. Being self-disclosing**
  - e. Being open-minded
10. According to the text in Chapter 1, which of the following has *not* been supported as one of the eight important attitudes or qualities to embrace?
- a. Being cognitively complex
  - b. Being psychologically adjusted
  - c. Being able to build a relationship with one's client
  - d. Being competent
  - e. Being receptive**

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11. Which of the following is *not* a foundational skill as identified in the text?
- a. **Asking questions**
  - b. Silence and pause time
  - c. Listening
  - d. Paraphrasing
  - e. Empathy
12. Which of the following is *not* a commonly used skill as identified by the text?
- a. **Empathy**
  - b. Affirmation-giving
  - c. Encouragement
  - d. Modeling
13. Which of the following is *not* a commonly used skill as identified by the text?
- a. Self-disclosure
  - b. Confrontation
  - c. Solution-focused skills of offering alternatives, information-giving, and giving advice
  - d. **Conducting a structured interview**
14. Which of the following is *not* an information-gathering skill as identified in the text?
- a. Administering assessment procedures
  - b. Asking questions
  - c. **Solution-focused skills of offering alternatives, information-giving, and giving advice**
  - d. Conducting a structured interview
  - e. Two of the above
15. All but which of the following are generally true of diagnoses?
- a. Almost all professional counselors use them these days.
  - b. They are critical for treatment planning.
  - c. Minorities are generally misdiagnosed at higher rates than whites.
  - d. One generally uses the DSM-IV-TR in making a diagnosis.
  - e. Natural helpers generally come up with nonresearched diagnosis from popular literature.
  - f. **All of the above are true.**
16. According to the text, case conceptualization is all but which of the following?
- a. The next logical step after making a preliminary diagnosis
  - b. The process that allows the clinician to understand a client's presenting problems and subsequently apply appropriate counseling skills and treatment strategies
  - c. **Important to the experienced clinician, but not to the beginning counselor**
  - d. Rarely used by natural helpers
17. Treatment plans are all but which of the following?
- a. Rarely used by natural helpers
  - b. Based on one's conceptualization of the client's problems

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- c. Based on the diagnosis of the client
  - d. Critical in evaluating progress and in accountability
  - e. **All are an aspect of treatment planning.**
18. Treatment plans generally include all but which of the following?
- a. Length of treatment
  - b. Intervention skills
  - c. Possible medication
  - d. **Case management techniques**
  - e. All of the above
19. All but which of the following is part of the case management process?
- a. **Conducting therapy**
  - b. Documentation
  - c. Consultation, supervision, and collaboration
  - d. Caseload management
  - e. Business-related activities
20. Theories are heuristic, which means:
- a. They are based on a view of human nature.
  - b. They are neutral, that is, not based on any one particular value system.
  - c. They have a natural order to them.
  - d. **They are researchable and testable.**
  - e. They are basic to one's manner of doing counseling.
21. Theories are all but which of the following?
- a. Heuristic
  - b. Based on a view of human nature
  - c. A template for conceptualizing client problems
  - d. **Fixed and never changing**
  - e. Take into account one's biology, genetics, and environment.

### **True or False**

22. In contrast to the natural helper, the professional counselor attempts to purposely direct the counseling relationship by applying a broad range of critical skills in a systematic fashion. **(T)**
23. Research on the effectiveness of the techniques of natural helpers has surprisingly shown that they are useful, deliberate, and defensible as sound counseling techniques. **(F)**
24. A large percentage of Americans have or will experience an emotional disorder. **(T)**
25. The statements: "diagnosis is a social construction," and "diagnoses are labels that are, in the long run, harmful," are accepted facts these days. **(F)**
26. Generally, case conceptualization is conducted prior to making a preliminary diagnosis. **(F)**

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27. The Inverted Pyramid Heuristic (IPH) is one model of case management. **(F)**
28. In recent years, the focus on accountability in relationship to case management has lessened. **(F)**
29. Generally, natural helpers have thought through their understanding of human nature. **(F)**
30. The core area of knowledge and skills are fixed, and will change little over time. **(F)**

**Match the Natural Style with the Description**

31. \_\_Challenger: a. Likes to understand another's point of view by listening and showing empathy. Has feelings for another.
32. \_\_Problem Solver: b. Likes to explore, probe, and offer a critical analysis of a situation. Involved in the intellectual process of understanding a client's predicament.
33. \_\_Analytical: c. Likes to define the problem, set goals, and take action to reach a solution.
34. \_\_Listener: d. Likes to push and confront a client into viewing the world differently.

Answers: 31-d, 32-c, 33-b, 34-a

## Chapter 2

### The Stages of the Counseling Relationship

#### Items 1–14.

Below are the stages of the counseling relationship in the wrong order. First, place the stages in their correct order, then match the goals with the appropriate stage.

- a. Rapport and Trust Building
- b. Pre-interview
- c. Goal Setting and Treatment Planning
- d. Problem Identification
- e. Work
- f. Post-interview
- g. Closure

#### Order of Stages

- 1. \_\_\_ Stage 0
- 2. \_\_\_ Stage 1
- 3. \_\_\_ Stage 2
- 4. \_\_\_ Stage 3
- 5. \_\_\_ Stage 4
- 6. \_\_\_ Stage 5
- 7. \_\_\_ Stage 6

#### Goals of Stages

- 8. \_\_\_ Specification of expected outcomes
- 9. \_\_\_ Establishing a trusting, facilitative, therapeutic relationship
- 10. \_\_\_ Identification, description, and understanding of client concerns
- 11. \_\_\_ Preparation for initial encounter
- 12. \_\_\_ Facilitate progress toward expected outcomes
- 13. \_\_\_ Maintain appropriate availability
- 14. \_\_\_ Summarize, review, and resolve client experience

#### Items 15–34.

Below is a list of critical attitudes to the helping relationship. For each stage listed, match the attitudes identified in the text as *most* important to that stage.

- f. Being empathic
- g. Being genuine
- h. Being accepting
- i. Being open-minded
- j. Being cognitively complex
- k. Being psychologically adjusted
- l. Being able to build a relationship with one's client
- m. Being competent

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Pre-interview (Answers: c, d, e, f)

- 15. \_\_\_\_
- 16. \_\_\_\_
- 17. \_\_\_\_
- 18. \_\_\_\_

Rapport and Trust Building (Answers: a, c, f, g, h)

- 19. \_\_\_\_
- 20. \_\_\_\_
- 21. \_\_\_\_
- 22. \_\_\_\_
- 23. \_\_\_\_

Problem Identification (Answers: e, h)

- 24. \_\_\_\_
- 25. \_\_\_\_

Goal Setting and Treatment Planning (Answers: e, h)

- 26. \_\_\_\_
- 27. \_\_\_\_

Work (Answer: h)

- 28. \_\_\_\_

Closure (Answers: a, b, c, f)

- 29. \_\_\_\_
- 30. \_\_\_\_
- 31. \_\_\_\_
- 32. \_\_\_\_

Post-interview (Answers: f, h)

- 33. \_\_\_\_
- 34. \_\_\_\_

### **Items 35–61**

**Below is a list of critical techniques used in the helping relationship. For each stage listed, match, in the order that they are listed, the *most* important techniques as identified in the text.**

- f. silence and pause time.
- g. listening
- h. paraphrasing
- i. empathy
- j. affirmation-giving
- k. encouragement
- l. modeling
- m. self-disclosure

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- n. confrontation
- o. solution-focused skills of offering alternatives, information-giving, and giving advice
- p. collaboration
- q. administering assessment procedures
- r. asking questions
- s. conducting a structured interview
- t. theory driven skills
- u. no skills needed

Pre-interview (Answer: p)

35. \_\_\_\_

Rapport and Trust Building (Answers: a, b, c, d, m, n)

36. \_\_\_\_

37. \_\_\_\_

38. \_\_\_\_

39. \_\_\_\_

40. \_\_\_\_

Problem Identification (Answers: a, b, c, d, k, l, m, n)

41. \_\_\_\_

42. \_\_\_\_

43. \_\_\_\_

44. \_\_\_\_

45. \_\_\_\_

46. \_\_\_\_

47. \_\_\_\_

Goal Setting and Treatment Planning (Answers: j, k)

48. \_\_\_\_

49. \_\_\_\_

Work (Answers: e, f, g, h, i, o)

50. \_\_\_\_

51. \_\_\_\_

52. \_\_\_\_

53. \_\_\_\_

54. \_\_\_\_

55. \_\_\_\_

Closure (Answers: b, d, e, g, h, k)

56. \_\_\_\_

57. \_\_\_\_

58. \_\_\_\_

59. \_\_\_\_

60. \_\_\_\_

61. \_\_\_\_

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Post-interview (Answer: p)

61. \_\_\_\_

### **Items 62–88**

**For each item that follows, in the space provided, write in the stage of the counseling relationship being described.**

- a. Pre-interview
- b. Rapport and Trust Building
- c. Problem Identification
- d. Goal Setting and Treatment Planning
- e. Work
- f. Closure
- g. Post-interview

\_\_\_\_ 62. In this stage, it is most important to ready oneself to accept client's issues and feelings, to not jump to conclusions about your client, to be prepared to view the client in a total context, and to take a self-inventory to assure you have the emotional readiness to work with your client? (Answer: a)

\_\_\_\_ 63. In this stage, it is important to show empathy, accept the client so he or she feels safe, be capable of building a relationship, be able to handle the client's emotional issues, and have the competence to work with the client or to seek consultation or supervision. (Answer: b)

\_\_\_\_ 64. In this stage, your foundational skills and information-gathering skills are critical, and you need to be collaborative to assure that your expectations of counseling match client expectations. (Answer: b)

\_\_\_\_ 65. In this stage, you need to have the cognitive complexity to understand the client situation and you need to have the necessary skills to build a relationship and gather information to identify client needs. (Answer: c)

\_\_\_\_ 66. In this stage, your foundational skills are important so that you can guide the client's story, maintain rapport, and delve deeper. You also need information-gathering skills to ready yourself to develop goals and collaboration skills to assure client and counselor identification of problem areas match. (Answer: c)

\_\_\_\_ 67. In this stage, your cognitive complexity allows for alternative methods of reaching goals, you are good at identifying problems, and you have a repertoire of skills that helps you identify what areas to work toward. (Answer: d)

\_\_\_\_ 68. In this stage, you collaboratively work on developing strategies to solve problems. Also, you may give advice, offer alternatives, and give information. (Answer: d)

\_\_\_\_ 69. In this stage, it is particularly important that you are competent and have mastery of your skills as you assist your client toward reaching his or her goals. (Answer: e)

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\_\_\_70. It is in this stage that you begin to apply skills based on your own theoretical orientation and also will likely use a number of commonly used skills such as affirmations, encouragement, self-disclosure, modeling, and confrontation. (Answer: e)

\_\_\_71. In this stage it is critical that you show empathy toward your client and accept him or her as he or she expresses feelings about the ending of the relationship. Also, in this stage you need to be genuine about your feelings and be able to handle them. (Answer: f)

\_\_\_72. Listening and being empathic are particularly important in this stage as you help the client examine all of what he or she has learned and as you assist the client in leaving the relationship. Affirmation, modeling, self-disclosure, and collaboration are also important in this stage. (Answer: f)

\_\_\_73. It is important to be psychologically adjusted so that you maintain your boundaries in this stage, and you need to be competent to assure an accurate evaluation of what has occurred in the helping relationship. (Answer: g)

\_\_\_74. Relative to case conceptualization, it is in this stage that a very early hypothesis about your client's concerns and ancillary issues is made. (Answer: b)

\_\_\_75. Relative to case conceptualization, it is in this stage that you identify problems, examine possible undetected issues as well as associated features, etiological factors, and sustaining factors. (Answer: c)

\_\_\_76. Relative to case conceptualization, it is in this stage the conceptualization process yields a plan of action. (Answer: d)

\_\_\_77. Relative to case conceptualization, it is in this stage that the client begins to address his or her issues. (Answer: e)

\_\_\_78. In this stage, a very tentative diagnosis is made. (Answer: b)

\_\_\_79. In this stage a diagnosis is formerly made and used to describe the client's issues and communicate with others to help develop a treatment plan. (Answer: c)

\_\_\_80. In this stage, the competent clinician reconsiders the accuracy of the diagnosis and is open to changing it if necessary. (Answer: d)

\_\_\_81. In this stage, the diagnosis is revisited if goals are not met. (Answer: e)

\_\_\_82. In this stage, a road map for treatment, based on case conceptualization, is developed (Answer: d).

\_\_\_83. In this stage, the treatment plan is focused upon and followed. It's revisited if the client does not meet goals. (Answer: e).

\_\_\_84. Relative to case management, in this stage the clinician attends to appointment times, initial paperwork, advance information, etc. (Answer: a)

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\_\_\_85. Relative to case management, in this stage the clinician writes case notes, attends to intake issues, billing, business matters, and correspondence with other professionals if necessary. (Answer: b)

\_\_\_86. Relative to case management, in these three stages the clinician writes case notes, checks on business-related matters, and attends to required reports for supervisors, insurance companies, and funding agencies. (Answer: c, d, e)

\_\_\_87. Relative to case management, in this stage the clinician deals with “ending” paperwork, billing issues, correspondence with other professionals, and after-planning. (Answer: f)

\_\_\_88. Relative to case management, in this stage the clinician assures the protection of files and records, conducts monitoring, conducts follow-up assessment, finalizes business matters, and responds to requests from referral sources (Answer: g)

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