Generalist Social Work Practice - A Worktext 12th edition Zastrow Test Bank

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Chapter Two
Surviving and Enjoying Social Work

Multiple Choice Questions

1. All of the following are true about emotional involvement except:
   A. Every social worker has become overly emotionally involved with some clients
   B. When social workers become too emotionally involved, their capacity to help clients discuss their problems is reduced
   C. One reason a social worker becomes too involved is that there is a tendency to believe that when a client shares a problem, the social worker then has an obligation to resolve the problem
   D. A professional relationship involves both the worker and the client giving and receiving

   ANS: D PG: 35

2. Which statement represents rational thinking on the part of a worker?
   A. If things don't work out for my clients, I have failed
   B. Clients own their own problems and have the primary responsibility for resolving their problems
   C. It is awful when things don't work out for clients
   D. I've tried the only approach I know of and that didn't work, so apparently there is no hope

   ANS: B PG: 36

3. Which of the following is true about identity development:
   A. To be an encouraging person, you need a positive self-concept
   B. Past experiences are the most important
   C. People who set their life goals are apt to be bored and unhappy with their lives
   D. Identity development is usually complete by the age of 21

   ANS: A PG: 38

4. The following is true about burnout:
   A. It involves an increased concern for coworkers
   B. Stress management strategies are inefficient when used to prevent burnout
   C. Symptoms include cynicism and negativism
   D. The worker no longer discusses the client in intellectual and jargon terms

   ANS: C PG: 39

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5. When a social worker experiences signs of PTSD due to hearing a clients' story, this is called:
   A. Secondary Trauma
   B. Burnout
   C. PTSD
   D. Compassion Fatigue

   ANS: A PG: 40

6. The _____ stage in the General Adaptation Syndrome is characterized by the development of one or more stress-related illnesses.
   A. Alarm
   B. Resistance
   C. Exhaustion
   D. High energy

   ANS: C PG: 41

7. The stage in the General Adaptation Syndrome in which the body becomes relaxed:
   A. Alarm
   B. Resistance
   C. High energy
   D. Exhaustion

   ANS: B PG: 40-41

8. Causes of burnout in social workers include:
   A. High job demands
   B. Approved time-outs at work
   C. Positive thinking
   D. Being able to take mental health days

   ANS: A PG: 43

9. Emotional symptoms of trauma can include all of the following, except for:
   A. Denial
   B. Increased socialization
   C. Feeling numb
   D. Increased irritability

   ANS: B PG: 44

10. The therapy approach to treat trauma that includes a person moves their eyes back and forth in order to "unfreeze" traumatic memories is called:
    A. Cognitive Behavioral Therapy
    B. Hypnosis
    C. Prolonged Exposure Therapy
    D. EMDR

    ANS: D PG: 46

11. Keys to changing "burnout thoughts" include all, but the following:
    A. Recognize when you are thinking these thoughts
    B. Select positive thoughts to challenge the burnout thoughts
    C. Ignore the thoughts if you cannot replace a with a new thought
    D. Replace negative thoughts with positive thoughts

    ANS: C PG: 47

12. Attending a continuing education course is an example of:
    A. Variety at work
    B. Changing a distressing event
    C. Relaxation technique
    D. Engaging in outside activity

    ANS: A PG: 51

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True or False

1. Students majoring in social work are reluctant to share concerns with others because they tend to think their concerns are unique.

   ANS: T PG: 31

2. Clients are likely to be more fragile than beginning social workers believe.

   ANS: F PG: 34

3. A feeling of failure results mainly from negative self-talk.

   ANS: T PG: 39

4 Compassion fatigue is a good sign as it means you really understand what your client is going through.

   ANS: F PG: 39

5 A social worker could develop symptoms of post-traumatic stress disorder from working with clients.

   ANS: T PG: 40

6. During the resistance stage of the General Adaptation Syndrome, the body prepares for fight or flight.

   ANS: F PG: 40

7 Stress is sometimes beneficial to a person, since it increases concentration and enhances the capacity to accomplish physical tasks.

   ANS: T PG: 41

8. Posttraumatic stress disorder is an anxiety disorder in which fear and related symptoms are experienced soon after a traumatic event and last for about a month.

   ANS: F PG: 45

9. Antianxiety drugs will control the anxieties and will eventually stop posttraumatic stress disorder.

   ANS: F PG: 46

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10. Eye movement desensitization and reprocessing incorporate elements of cognitive-behavioral therapy.

ANS: T PG: 46

Essay Questions

1. What are some common fears faced by social work students? Describe how you can address these fears.

ANS: N/A PG: 31-36

2. Describe what it means to use rational challenges to developing a success identity.

ANS: N/A PG: 36-39

3. Describe the symptoms of burnout and summarize the causes. What approaches could be employed to prevent and treat burnout?

ANS: N/A PG: 39-52

4. Define stressors and stress. Describe the relationship between stress and stress-related illnesses. Describe the relationship between stress and burnout. Summarize the ways to reduce stress.

ANS: N/A PG: 39-52

5. List and describe the three treatment approaches for posttraumatic stress disorder that were cited in the text.

ANS: N/A PG: 45-46

6. Describe the benefits of mindfulness practice.

ANS: N/A PG: 53-54

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