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Chapter 02: Therapeutic Relationships

MULTIPLE CHOICE

1. The efficacy of the therapeutic relationship can be substantiated scientifically by research that has repeatedly found that a good therapeutic relationship is one of the best predictors of what in therapy?
   a. Client compliance
   b. Positive outcomes
   c. Legal action
   d. Arbitration counsel

   ANS: B
   The efficacy of the therapeutic relationship can be substantiated scientifically: Research has repeatedly found that a good therapeutic relationship is one of the best predictors of positive outcomes in therapy.

   REF: 15

2. Which of the following best describes the relationship wherein the therapist provides services benefiting the client?
   a. Dual relationship
   b. Healing touch
   c. Therapeutic relationship
   d. Subjective rapport

   ANS: C
   The therapeutic relationship is the relationship between the therapist and the client wherein the therapist provides services that benefit the client.

   REF: 15

3. According to Carl Rogers, what characteristics promote positive growth and change and should accordingly be present in the therapeutic relationship?
   a. Rapport, transference, and distance
   b. Subjectivity, disclosure, and transference
   c. Empathy, unconditional positive regard, and genuineness
   d. Intimacy, countertransference, and unconditional positive regard

   ANS: C
   Carl Rogers, an American psychologist, asserts three characteristics that promote positive growth and change and that accordingly must be present in the therapeutic relationship: empathy, unconditional positive regard, and genuineness.

   REF: 15

4. Which of the following best describes the ability to comprehend the unique world of another through that person's perspective without mistaking that perspective with your own?
   a. Empathy
   b. Tolerance

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c. Sympathy
d. Ambivalence

ANS: A
Empathy is the ability to comprehend the unique world of another person through that person's perspective without mistaking that perspective with your own.

REF: 15

5. Combining physical touch with empathy releases which hormone that is associated with emotional connection, a feeling of bonding, and a peaceful, happy state of mind?
   a. Epinephrine
   b. Antihistamines
   c. Estrogens
   d. Oxytocin

   ANS: D
   Studies indicate that when physical touch is combined with empathy, the hormone oxytocin is released. Oxytocin is associated with a deep sense of emotional connection, a feeling of bonding, and a peaceful, happy state of mind.

   REF: 15

6. Which of the following best describes the choice to treat someone or something with value and consideration?
   a. Trust
   b. Respect
   c. Authenticity
   d. Vulnerability

   ANS: B
   Respect is the choice to treat someone or something with value and consideration. Respect can be given to yourself and others in all situations regardless of conflicting beliefs. Respect is exhibited through words and actions.

   REF: 15

7. Which of the following is an example of respect?
   a. Not calling a client to kindly remind her of tomorrow's massage appointment
   b. Discussing mistreatment of a nurse while in your client's doctor's office
   c. Starting a session 10 minutes late because you spent more time than scheduled treating an earlier client
   d. Referring a client to a health care provider to help fulfill his or her therapeutic goals

   ANS: D
   We show respect to our clients when we refer them to appropriate health care providers as needed to help them fulfill their therapeutic goals.

   REF: 16

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8. Which term was coined by Carl Rogers to describe acceptance of another person regardless of what he or she says and does?
   a. Therapeutic accordance
   b. Healing therapeutic space
   c. Countertransference reversal
   d. Unconditional positive regard

   ANS: D
   Unconditional positive regard, a term coined by American psychologist Carl Rogers, refers to acceptance of another person regardless of what he or she says or does.

   REF: 16

9. Which of the following best describes a feeling of confidence in someone or something and with a willingness to take risks and be vulnerable to the actions of another?
   a. Trust
   b. Respect
   c. Validity
   d. Congruency

   ANS: A
   Trust is a feeling of confidence in someone or something. It requires a willingness to take risks and to be vulnerable to the actions of another.

   REF: 16

10. Which of the following best describes an increase in the amount of power that exists in any position of authority?
    a. Power resurgence
    b. Vulnerability quotient
    c. Power differential
    d. Vulnerability distribution

    ANS: C
    A power differential is an increase in the amount of power that exists in any position of authority.

    REF: 17

11. Which of the following best describes susceptibility to being wounded or harmed physically, mentally, or emotionally?
    a. Respect
    b. Vulnerability
    c. Honesty
    d. Authenticity

    ANS: B
    Vulnerability is susceptibility to being wounded or harmed physically, mentally, and emotionally.

    REF: 17

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12. Which of the following best describes the external presentation of words and actions that coincide with one's internal world of thoughts and feelings?
    a. Safety
    b. Ingenuousness
    c. Acceptance
    d. Congruency

    ANS: D
    Congruency occurs when the external presentation of one's own words and actions coincides with one's internal world of thoughts and feelings. It means sending a picture of "the real you."

    REF: 18 | 19

13. The therapeutic relationship is a creative process distinct to each therapist that serves the best interest of whom?
    a. Client
    b. Therapist
    c. Client's family
    d. Massage regulatory board

    ANS: A
    The therapeutic relationship is a creative process distinct to each therapist that serves the best interest of the client.

    REF: 15

14. Which of the following best exemplifies respect?
    a. Self-disclosure of personal information
    b. Counseling a distressed client
    c. Responding to your client's questions
    d. Draping the client improperly

    ANS: C
    We show respect when we listen to clients and respond to their questions.

    REF: 16

15. Which of the following best describes adherence to a set of values and obligations, formally agreed-upon codes of conduct, and reasonable expectations of clients, colleagues, and co-workers?
    a. Therapeutic relationships
    b. Professionalism
    c. Conflicts of Interest
    d. Reciprocity

    ANS: B
    Professionalism is adherence to a set of values and obligations, formally agreed-upon codes of conduct, and reasonable expectations of clients, colleagues, and co-workers.

    REF: 19

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16. Which of the following refers to a therapist's attire and grooming?
    a. Power differential
    b. Interpersonal skills
    c. Occupational adaptability
    d. Professional appearance

    ANS: D
    Your professional appearance includes your attire and grooming: You should be clean and neat, carrying no scents or odors, with nails trimmed and hair held back from the face.

    REF: 20

17. What term describes a client's sharing his or her personal information, such as his or her thoughts, feelings, ideas, and insights?
    a. Authenticity
    b. Dissociation
    c. Disclosure
    d. Accommodation

    ANS: C
    When clients share personal information, such as their thoughts, feelings, ideas, and insights, that is called disclosure.

    REF: 20

18. What term describes a therapist's revealing his or her own thoughts, feelings, and personal history to clients?
    a. Self-disclosure
    b. Confidentiality
    c. Parallel processing
    d. Dependent variables

    ANS: A
    When therapists reveal their own thoughts, feelings, and personal history to clients, that is called self-disclosure.

    REF: 20

19. What term describes the act of keeping information private or secret, refraining from disclosing the information without consent?
    a. Maturation
    b. Authenticity
    c. Assessments
    d. Confidentiality

    ANS: D
    Confidentiality means keeping information private or secret, assuring the confiding person that information that he or she has disclosed will not be shared without his or her consent.

    REF: 21

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20. Which of the following describes legislation requiring specific individuals or professions to report concerns of neglect or abuse to protection agencies?
    a. Consumer protection
    b. Mandatory reporting
    c. Malpractice regulation
    d. Civil rights act

    ANS: B
    Mandatory reporting legislation requires specific individuals or professions to report concerns of neglect or abuse to protection agencies. Individuals or professions who are required to report usually have regular contact with vulnerable populations, such as children, disabled persons, and the elderly.

    REF: 22

21. Under what circumstances can massage therapists legally breach confidentiality?
    a. When records are requested by a client's spouse
    b. When records are verbally requested by a client's physician
    c. When transferring records to another massage therapist
    d. When records are subpoenaed by a court order

    ANS: D
    Legal requirements vary greatly from state to state. Every massage therapist should carefully read his or her own state's laws and then reread them when questions arise. One universal legal requirement is that of compliance with subpoenas of client records.

    REF: 22

22. Which of the following best describes guidelines, rules, and limits within relationships that identify reasonable, safe, and acceptable ways of interacting with others?
    a. Boundaries
    b. Resolutions
    c. Power differentials
    d. Interpersonal skills

    ANS: A
    Boundaries are guidelines, rules, and limits that we create in relationships. Boundaries identify reasonable, safe, and acceptable ways of interacting with others.

    REF: 23

23. Which of the following exemplifies a physical boundary?
    a. Starting and finishing a massage session on time
    b. Sharing your religious and political views with clients
    c. Obtaining consent before working on the gluteal region
    d. Intentionally evoking an emotional response from the client

    ANS: C
    Obtaining consent before working on the gluteal region is an example of a physical boundary in the therapeutic relationship.

    REF: 24

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24. What term best describes boundaries that encompass our beliefs, thoughts, and ideas while also safeguarding our self-esteem?
    a. Physical
    b. Intellectual
    c. Educational
    d. Location

    ANS: B
    Intellectual boundaries encompass our beliefs, thoughts, and ideas and safeguard our self-esteem.

    REF: 24

25. Which of the following boundaries helps us identify our own feelings and keeps them separate from the feelings of others?
    a. Physical
    b. Biological
    c. Emotional
    d. Location

    ANS: C
    Emotional boundaries help us identify our own feelings and keep them separate from the feelings of others.

    REF: 25

26. Which of the following is an example of a time boundary?
    a. Starting and finishing a massage session on time
    b. Sharing your religious and political views with clients
    c. Obtaining consent before working on the gluteal region
    d. Intentionally evoking an emotional response from the client

    ANS: A
    Starting and finishing a massage session on time is an example of a time boundary.

    REF: 25

27. Which of the following best describes boundaries related to the locations where services are provided?
    a. Physical
    b. Intellectual
    c. Emotional
    d. Location

    ANS: D
    Location boundaries give guidelines about where services will be provided.

    REF: 26

28. Which of the following is an example of a financial boundary?
    a. Posting your fee schedule and the forms of payment that you accept

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b. Sharing your personal religious and political views with clients
c. Obtaining consent before working on the gluteal region
d. Intentionally evoking an emotional response from the client

ANS: A
Posting your fee schedule and the forms of payment that you accept exemplifies a financial boundary.

REF: 26

29. Who first described transference and countertransference?
a. Carl Rogers
b. B. F. Skinner
c. Sigmund Freud
d. Pehr Henrik Ling

ANS: C
Sigmund Freud first described transference and countertransference.

REF: 27

30. What term best describes clients' transfer of feelings, thoughts, and behaviors related to a significant person in their early life to the therapist, with the therapist assuming a more significant role in the client's subconscious mind?
a. Transduction
b. Transference
c. Countertransference
d. Counterconditioning

ANS: B
Transference occurs when a client transfers feelings, thoughts, and behaviors related to a significant person in his or her early life to the therapist, with the therapist assuming a more significant role in the client's subconscious mind.

REF: 27

31. Which of the following best describes unconscious emotional reaction by the therapist toward a client, usually arising from unmet personal needs, unresolved emotional issues, or internal conflicts brought to the therapeutic relationship?
a. Transduction
b. Transference
c. Countertransference
d. Counterconditioning

ANS: C
Countertransference refers to unconscious emotional reaction by the therapist toward a client, usually arising from unmet personal needs, unresolved emotional issues, or internal conflicts brought to the therapeutic relationship.

REF: 28

32. Which of the following is a way of establishing and maintaining professional boundaries?

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a. Develop and follow a treatment plan.
b. Have more than one source of income.
c. Be unaware of the professional boundaries you possess.
d. Meet personal needs within the therapeutic relationship.

ANS: A
To establish and maintain professional boundaries, it is important that therapists (1) be aware of the boundary, (2) clarify the boundary, (3) meet personal needs outside the therapeutic relationship, and (4) develop and follow a treatment plan.

REF: 29

33. What term best describes improper treatment of someone arising from carelessness or thoughtlessness?
a. Abuse
b. Neglect
c. Catharsis
d. Misperception

ANS: B
Neglect is improper treatment of someone arising from carelessness or thoughtlessness such that the client is harmed by action or inaction that is unintentional and reckless.

REF: 29

34. What term best describes deliberate improper treatment of someone, often for personal gain?
a. Abuse
b. Neglect
c. Catharsis
d. Misperception

ANS: A
Like neglect, abuse is improper treatment of someone, but abuse is deliberate, often in search of personal gain. Abuse can be physical, mental, emotional, financial, or sexual in nature.

REF: 29

35. Which of the following represents a common mistake that massage therapists make when they cross professional boundaries?
a. Having proper training and experience
b. Taking into account contraindications
c. Assuming the role of psychotherapist
d. Developing and following a treatment plan

ANS: C
Assuming the role of psychotherapist is one of several common mistakes that massage therapists make when they cross professional boundaries.

REF: 30

36. Which of the following best describes a common scenario that could lead to conflicts of interest between massage therapists and their clients?

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a. Selling products to clients
b. Using more than one therapeutic modality
c. Being an independent contractor
d. Using a cell phone for business calls

ANS: A
A conflict of interest is a situation in which a therapist could exploit a relationship for personal gain. One common scenario is selling products to clients.

REF: 31

37. Which of the following is an example of a healthy conflict resolution strategy?
a. Blaming the person who started the problem
b. Imposing your preferred solution to the conflict
c. Agreeing to whatever the other person wants
d. Gathering information before making a decision

ANS: D
Talking, listening, and gathering information before making a decision is a good problem-solving strategy for conflict resolution.

REF: 31

38. What characteristic is present in friendships that is not in therapeutic relationships?
a. Choice
b. Mutuality
c. Trust
d. Reciprocity

ANS: D
Friendships involve choice, mutuality (both parties voluntarily enter the relationship), trust, pleasure (both parties enjoy the relationship), and reciprocity. Therapeutic relationships involve choice, mutuality, trust, and pleasure, but not reciprocity.

REF: 32

39. Which of the following best describes situations in which two or more discrete relationships exist between clients and therapists?
a. Dual relationships
b. Participant modeling
c. Parallel pairing
d. Reciprocal relationships

ANS: A
Dual relationships refer to situations in which two or more different relationships exist between clients and therapists.

REF: 32

40. What is the most common dual relationship role between therapists and their clients?
a. Friend
b. Family member

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c. Business associate
d. Codependent

ANS: A
The most common dual relationship is that with clients who are also friends.

REF: 32

41. According to the NCBTMB's standards of practice, at least how much time should lapse between discontinuing a particular client–therapist relationship and initiating romantic or sexual relationships with the client?
a. 6 weeks
b. 6 months
c. 18 months
d. 24 months

ANS: B
The NCBTMB Standards of Practice (Standard VI.A) require discontinuation of the client–therapist relationship for at least 6 months before initiating a romantic or sexual relationship with that client.

REF: 34

42. Which of the following best describes behavior aimed at obtaining sexual gratification against another person's will or at another person's expense?
a. Sexual efficacy
b. Sexual saturation
c. Sexual misconduct
d. Sexual actualization

ANS: C
Sexual misconduct is behavior aimed at obtaining sexual gratification against another person's will or at another person's expense.

REF: 35

43. Which of the following best describes a type of sexual misconduct consisting of nonconsensual sexual advances, requests for sexual favors, or other conduct of a sexual nature?
a. Harassment
b. Exacerbation
c. Desensitization
d. Reinforcement

ANS: A
Sexual harassment is a type of sexual misconduct that consists of nonconsensual sexual advances, requests for sexual favors, or other conduct of a sexual nature.

REF: 35

44. Which of the following is an example of sexual misconduct?
a. Informed consent

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b. Good boundaries
c. Proper draping
d. Flirtatious behavior

ANS: D
Examples of sexual misconduct are flirtatious behavior, comments made about a client's body or clothing, and seductive or sexual gestures or expressions.

REF: 35

45. Which of the following concepts is associated with human duty, appropriate conduct, and responsibility?
a. Legal issues
b. Ethical issues
c. Resolution issues
d. Valuation issues

ANS: B
Ethical issues are associated with human duty, appropriate conduct, and responsibility.

REF: 21

46. Which of the following represents sexual risk management?
a. Avoiding terms of endearment, such as "honey" or "sweetie"
b. Dressing for work as though going on a date
c. Wearing tight or revealing clothing to the massage session
d. Using the words "release" or "happy ending" in advertisements

ANS: A
We can do a number of things to prevent sexual misconduct. This is called risk management, and it includes identifying potential risks and taking precautionary steps to reduce their likelihood of occurrence—for example, by avoiding terms of endearment (e.g., honey, sweetie), which may be misread by clients.

REF: 36

47. Which of the following are indications that the client is sexualizing the massage?
a. Snoring or drooling during part of the massage
b. Requesting additional draping, such as a blanket
c. Wearing undergarments under the massage drape
d. Asking vaguely or explicitly sexual questions

ANS: D
The client is likely sexualizing the massage if he or she exhibits behaviors, ranging from subtle to overt, that include noises such as moaning, repetitive pelvic movement, touching of the pelvis or penis, or removing the drape partially or completely. Inappropriate behaviors include sexually suggestive comments, questions, or jokes; touching you; or propositioning you for sexual activity.

REF: 36

48. Which of the following is an appropriate way of dealing with a client's erection?

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a. Ask questions about the client's parents.
b. Apply pressure to the client's abdomen.
c. Tell the client that erections are unimpressive.
d. Turn down the thermostat to lower the client's body temperature.

ANS: A
When your client has an erection, you can ask questions to distract the client from whatever thoughts, feelings, or sensations led to the erection. For example, you might say, "Tell me about your mother" or ask "What type of work did your father do when you were a child?" Even if you do not know your client's parents, referencing parents often reduces erections caused by reflexes.

REF: 36

49. Which of the following behaviors is appropriate when terminating a massage while in session?
a. Answering any of the client's questions while in the room
b. Leaving the massage room without notifying the client
c. Withdrawing your hands from the client and stepping toward the door
d. Waiting in the massage room for the client to get dressed

ANS: C
Withdrawing your hands from the client and stepping toward the door is a great way of terminating a massage.

REF: 36

50. Which of the following is an *inappropriate* action to take when you hear allegations that a fellow massage therapist has engaged in sexual misconduct?
a. Letting the therapist know the exact nature of the allegations
b. Informing the therapist's supervisor of the allegation
c. Filing a report with the state regulator or licensing board
d. Keeping information confidential until contacted by the authorities

ANS: D
An inappropriate action to take when hearing that a fellow therapist has engaged in sexual misconduct is keeping information confidential until contacted by the authorities.

REF: 37

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