Essential Interviewing 9th edition Evans Test Bank

SKU: 9781305271500-TEST-BANK

Chapter 2

1. Too much attention to education, training, and supervision for new areas of practice can over burden interviewers.
   ANS: False

2. Attending to nonverbal communication is important regardless of the client's cultural background.
   ANS: True
   A-Head: Cultural Considerations

3. Once an interviewer starts learning about a new area of practice, it is acceptable to begin practicing in that area.
   ANS: False
   A-Head: Ethical Considerations

4. The interviewer's thoughts should always be focused ahead of the immediate communication to anticipate clients' issues.
   ANS: False

5. The amount of eye contact interviewers maintain is a good indicator of a their understanding of a client.
   ANS: False

6. Staying on topic is important in interviewing because it helps clients focus their attention on what is important.
   ANS: True

7. When a long silence occurs the interviewer needs to consider that the client is lost or confused.
   ANS: False

8. Brief breaks in eye contact may relax the client.
   ANS: False

9. The interviewer should attend to both the verbal and nonverbal behavior of the client.
   ANS: True

10. Appropriate cultural eye contact is more important in the early stages of an interview.
    ANS: False
    A-Head: Cultural Considerations

11. Interviewers need to listen to clients' story before moving to problem solving.
    ANS: True

12. Non-attending by the interviewer should not be used as a way to discourage the client from talking about a particular topic.
    ANS: False

13. Competence is a key component of ethical practice for an interviewer.

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ANS: True
A-Head: Ethical Considerations

14. Giving advice at the right time can speed up the interviewing process.
ANS: False

15. Interviewer focus on the individual or family context depends on the client's background.
ANS: True
A-Head: Cultural Considerations

Chapter 2

1. Frequent eye-contact breaks:

   A) Help the client to not feel "stared-at" or pressured.
   B) Indicate a natural, relaxed listening style.
   C) Can indicate discomfort or a lack of interest in what the client is saying.
   D) Help the interviewer track other things going on in the room at the same time.

   Answer: C

2. When dealing with people whose cultural background differs from your own, you should: (d)

   A) Always avoid direct eye contact.
   B) Always maintain steady, direct eye contact.
   C) Always begin the interview by asking the person to explain the rules of nonverbal behavior in their culture to you.
   D) Allow your nonverbal behavior to convey your interest and attention appropriately.

   Answer: D

3. Clients know you are interested when you:

   A) Assume a relaxed, professional body position, use appropriate facial expressions, and engage in meaningful gestures.
   B) Assure them verbally that you are interested.
   C) Repeat their statements back to them frequently.
   D) Ask questions about the details of their lives.

   Answer: A

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4. Three important skills associated with attending behavior are:

   A) Eye contact, hand gestures, and listening or verbal following.
   B) Eye contact, nonverbal behavior, and listening or verbal following.
   C) Eye contact, hand gestures, and head nodding.
   D) Listening or verbal following, appropriate facial expressions, and hand gestures.

   Answer: B

5. Attending behavior is important because:

   A) It helps a client communicate in a free and open manner, and keeps interviewer comments to a minimum.
   B) It helps the interviewer and client stay focused.
   C) Research shows it is effective.
   D) It helps clients feel confident and able to deal with their problems effectively.

   Answer: A

6. Which statement is true? You will accomplish more with a client if:

   A) You move quickly to problem solving after they've given you an outline of their problem.
   B) You offer sympathy.
   C) You are a good listener and refrain from giving advice prematurely.
   D) You move quickly to problem solving after you have offered sympathy.

   Answer: C

7. Regarding the balance of client versus interviewer talk in an interview:

   A) The interviewer should talk more, because the client came to you specifically for help and advice.
   B) The interviewer shouldn't talk at all during an interview; it is the client's time to talk.
   C) The interviewer should talk only if he or she has answers to give or a relevant story to share from his or her own life.
   D) The interviewer shouldn't talk much. The client has come to you with a problem and therefore should do most of the talking.

   Answer: D

8. If you find yourself unsure of what to say to a client next:

   A) Remain silent and wait for an idea to come to you.
   B) Be honest and tell them you've run out of things to say.
   C) Ask them for more background information about their family of origin.
   D) Ask a question or make a comment about a relevant topic that was discussed in the immediate or near past.

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Answer: D

9. As an interviewer:

A) You should not allow silence, as it wastes the client's time.
B) You should respect the client's need to be silent and think, unless an impasse has been reached.
C) You should use silence to indicate agreement with the client.
D) You should use silence to indicate disagreement with the client.

Answer: B

10. Based on the client's cultural affiliation, the interviewer:

A) May be required to rearrange the physical environment to suit the client.
B) Should not make changes to his or her body language and interviewing style, as it will probably seem unnatural.
C) May be required to adjust body language, interviewing position, eye contact, vocal tone, and speech rate.
D) Should wait to see how the client behaves and speaks, then try to copy him or her.

Answer: C
A-Head: Cultural Considerations

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