Empowerment Series Understanding Generalist Practice 8th edition Kirst Ashman Test Bank

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TRUE/FALSE

1 : Maximizing client self-determination to whatever extent possible is a practitioners responsibility.
A : true
B : false

Correct Answer : A

2 : During an interview the worker should maintain continuous eye contact with the client.
A : true
B : false

Correct Answer : B

3 : Facial expressions can be used to reinforce what is said verbally and corroborate the fact that you mean what you say.
A : true
B : false

Correct Answer : A

4 : If a social worker appears too relaxed and informal, the client might think the worker doesnt care.
A : true
B : false

Correct Answer : A

5 : The best approach on the tense/relaxed continuum of body positioning lies somewhere between being extremely formal and extremely informal.
A : true
B : false

Correct Answer : A

6 : Genuineness involves conveying a feeling of interest, concern, well-being, and affection to another individual.
A : true
B : false

Correct Answer : B

7 : The major goal of any interview is interpersonal communication with the client.
A : true
B : false

Correct Answer : A

8 : You should always wear very formal clothing to a home visit in a poverty-stricken area to show your clients that they, too, can improve their circumstances.
A : true

B : false

Correct Answer : B

9 : Before the interview begins, its timeframe should be clearly specified.
A : true
B : false

Correct Answer : A

10 : If a client questions your ability to understand and help him or her, you should say something that will put the client on the defensive and divert the attention from you.
A : true
B : false

Correct Answer : B

11 : The usefulness of the intervention process should never be explained in the initial interview.
A : true
B : false

Correct Answer : B

12 : Rephrasing involves seeking meaning beyond that of clarification.
A : true
B : false

Correct Answer : B

13 : Summarization can be done periodically throughout the interview.
A : true
B : false

Correct Answer : A

14 : It is best to be cautious in using the word why.
A : true
B : false

Correct Answer : A

15 : Ethnographic interviewing is defined as the process of increasing personal, interpersonal, or political power so that individuals can take action to improve their life situations.
A : true
B : false

Correct Answer : B

16 : In the context of ethnographic interviewing, cover words are words solicited to explain descriptors.
A : true
B : false

Correct Answer : B

17 : Because clients come to social workers with problems, problems should be the major focus of attention; client strengths are only secondary.
A : true
B : false

Correct Answer : B

18 : Workers should avoid using confrontation in the problem-solving process at all costs.
A : true
B : false

Correct Answer : B

19 : Mandated involuntary clients are those who are pressured by important persons in their environment to seek assistance.
A : true
B : false

Correct Answer : B

20 : Prisoners are considered nonmandated clients.
A : true
B : false

Correct Answer : B

21 : When dealing with client hostility, it is important to emphasize the clients personal strengths.
A : true
B : false

Correct Answer : A

22 : You should always confront a client whom you suspect is lying.
A : true
B : false

Correct Answer : B

23 : Full acclimation is the term cited in the text as the end product of those who have completely removed all aspects of their traditional culture and replaced them with those of the host culture.
A : true
B : false

Correct Answer : B

24 : Prejudice is an opinion about an individual, group, or issue that is not based on fact and is usually negative.
A : true
B : false

Correct Answer : A

25 : Spirituality involves peoples membership in spiritual beliefs concerning the origin, character, and reason for being, usually based on the existence of some higher power or powers.
A : true
B : false

Correct Answer : B

26 : The section of the Personal Responsibility and Work Opportunity Reconciliation Act that permits faith-based service providers to retain their religious autonomy is entitled Faith Initiative.
A : true
B : false

Correct Answer : B

27 : When terminating a session it is important to give the client an idea of how much time is left prior to the ending time.
A : true
B : false

Correct Answer : A

28 : A mediator maintains a neutral stance between the involved parties, taking no ones side.
A : true
B : false

Correct Answer : A

29 : The enabler role involves seeking out resources, planning how they might be delivered, organizing service provision, and monitoring progress.
A : true
B : false

Correct Answer : B

30 : Advocates champion the rights of others.
A : true
B : false

Correct Answer : A

MULTIPLE CHOICE

31 : ____ is defined as each individuals right to make his or her own decisions.
A : Free association
B : Self-determination
C : Pro choice
D : Needs assessment

Correct Answer : B

32 : Barriers to attentive listening in the intent of the communication include:
A : Vagueness
B : Phones ringing
C : Others talking
D : Children acting out

Correct Answer : A

33 : All of the following are among the communication barriers to attentive listening cited in the text except:
A : Environmental
B : Impact
C : Intent
D : Perceptual

Correct Answer : D

34 : Which of the following is true regarding interviewing?
A : A worker sitting behind a desk with the client sitting in front of the desk implies informality and warmth.
B : Workers should always have their desks to the wall so they are able to turn their chair and talk to the client without the desk between them.
C : On the formal/informal continuum, it is always best to be more formal.
D : The extent of formality in body positioning often relates to personal style.

Correct Answer : D

35 : Which of the following is true regarding distancing during interviews?
A : Europeans and North Americans usually prefer several feet beyond arms length.
B : The English prefer greater distance than Europeans and North Americans.
C : Most Latin people prefer more distance than Europeans and North Americans.
D : People from the Middle East prefer the farthest distance than any of the above.

Correct Answer : B

36 : ____ involves being in tune with how a client feels and conveying to that client that you understand.
A : Empathy
B : Warmth
C : Genuineness
D : Connectedness

Correct Answer : A

37 : ____ is the phrase social workers often use to describe how they begin an interview.
A : Ladies and gentlemen, start your engines.
B : Start where the client is.
C : Lets get this show on the road.
D : What is this clients problem?

Correct Answer : B

38 : If a client questions the competence of a worker, the worker can respond by doing any of the following except:
A : Conveying a sense of organization and purpose
B : Relying on relationship-building skills
C : Asking the client a question
D : Being surprised that the client would question your competence

Correct Answer : D

39 : Which of the following should NOT be undertaken at the very beginning of the interviewing process?
A : Explaining the workers role to the client
B : Encouraging client feedback on purpose
C : Goal attainment scaling
D : Stating the usefulness of the intervention process

Correct Answer : C

40 : _____ is defined as translating what you think the client is feeling into words.
A : Clarification
B : Simple encouragement
C : Reflective responding
D : Rephrasing

Correct Answer : C

41 : _____ is defined as making certain that what the client says is understood.
A : Clarification
B : Simple encouragement
C : Reflective responding
D : Rephrasing

Correct Answer : A

42 : _____ is defined as stating what the client is saying but using different words.
A : Clarification
B : Simple encouragement
C : Reflective responding
D : Rephrasing

Correct Answer : D

43 : _____ involves seeking meaning beyond that of clarification.
A : Interpretation
B : Reflective responding
C : Simple encouragement
D : Summarization

Correct Answer : A

44 : Self-disclosure:
A : Should always relate in some way to the clients feelings or situation

B : Should be used for the workers own benefit as well as the clients
C : Should be very detailed and complex
D : Should always be avoided

Correct Answer : A

45 : Open-ended questions:
A : Seek simple yes or no answers
B : Can have a number of clearly defined answers to choose from
C : Seek out thoughts, ideas, and explanations for answers
D : a and b only

Correct Answer : C

46 : When preparing for ethnographic interviewing, one should utilize which of the following concepts listed in the text?
A : Descriptors
B : Probing questions
C : Restatement
D : Self-disclosure

Correct Answer : A

47 : When things were going well in life, what was different? is an example of _____ questions used to explore client strengths.
A : Esteem
B : Support
C : Exception
D : Survival

Correct Answer : C

48 : Pacing the interview is a type of ____-initiated silence.
A : Client
B : Therapeutic worker
C : Negative worker
D : Conflict

Correct Answer : B

49 : Discrepancies that social workers frequently target for confrontation include:
A : Incongruities in verbal statements
B : Inconsistency between statements and nonverbal behavior
C : Conflict between clients and the situation in which they find themselves
D : All of these are correct.

Correct Answer : D

50 : Which of the following factors should be considered when using confrontation?
A : Use it as often as possible to motivate the client
B : Demonstrate respect for the client throughout the confrontation
C : Use you statements during the confrontation
D : All of these are correct

Correct Answer : B

51 : _____ refers to the process wherein the ethnic values, behaviors, and rituals that clients hold from their traditional culture change over time and integrate with the values, behaviors, and rituals of the majority or host culture.
A : Acculturation
B : Assimilation
C : Ethnography
D : Cultural competence

Correct Answer : A

52 : _____ is the longer-term result of putting extreme limitations upon or discriminating against some designated group.
A : Prejudice
B : Discrimination
C : Oppression
D : Acculturation

Correct Answer : C

53 : _____ organizations may implicitly refer to religious values in their mission statement, have weaker connections to religious institutions, hold few, if any, expectations regarding the faith commitments of board and staff members, and vary in their pursuit of support from religious communities.
A : Faith-secular
B : Faith-affiliated
C : Faith-centered
D : Faith-background

Correct Answer : D

54 : Which of the following is true regarding terminating an interview with a client?
A : The time at the end of an interview should only be used for the client to discuss his or her feelings.
B : Before the actual termination, you should mention exactly how much time is left.
C : Summarization at the end of an interview just wastes the time of the client and the worker.
D : Asking clients to share their feelings at the end of an interview will leave them unfulfilled when the interview ends.

Correct Answer : B

55 : The _____ role involves linking clients with needed resources.
A : Broker
B : Enabler
C : Mediator
D : Advocate

Correct Answer : A

56 : The _____ works to help conflicting parties settle disputes and agree on compromises.
A : Enabler

B : Evaluator
C : Mediator
D : Case manager

Correct Answer : C

57 : The _____ champions the rights of others.
A : Enabler
B : Advocate
C : Broker
D : Evaluator

Correct Answer : B

ESSAY

58 : Why is interviewing such a key skill in generalist practice?

Correct Answer : ?

59 : List, sequentially, the three concepts of ethnographic interviewing. Cite examples of each.

Correct Answer :

60 : List five of the eight suggestions given in the text to help the intervention process when working with involuntary clients.

Correct Answer :

61 : Compare and contrast these terms: (a) acculturation, (b) assimilation, (c) individualization.

Correct Answer :

62 : Define the mediator role, and cite an example of how that role would be useful in social work.

Correct Answer :