

**Test Bank for Skilled Helper A Problem-  
Management and Opportunity-Development  
Approach to Helping 10th Edition Egan**

1285065719 9781285065717

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**Chapter 2: The Helping Relationship and the Values that Drive It**

1. The term *working alliance* refers to which of the following?
- A. The national association of counselors, social workers, and psychologists
  - B. The relationship between the client and the mental health establishment
  - C. The collaboration between the client and the helper based on their agreement on the goals and tasks of counseling
  - D. The rules of counseling that define the schedule and any fees associated with the helping experience

ANS: C            PG: 39

2. Which of the following is most accurate regarding the collaborative nature of the relationship between helper and client?
- A. The helper's primary goal is to cure the client.
  - B. Both helper and client have work to do in the problem-management and opportunity- development stages and tasks, and both have responsibilities related to outcomes.
  - C. The helper must follow the stages and tasks of the helping process so that the client can be guided towards a successful outcome.
  - D. The client needs to be as expressive and clear about problems as possible.

ANS: B            PG: 39

3. Outcome research indicates that within the helping relationship, \_\_\_\_.
- A. the helping experience should be organized around the client's resources, perceptions, experiences, and ideas
  - B. the helper should regularly make every effort to help the client to see the truth of what is bothering the client
  - C. helping is most successful when the helper helps the client to face difficult or painful feelings

D. helping immediately exposes how social and cultural pressures have caused serious difficulties for the client

ANS: A

PG: 44

4. Counseling research has found that clients typically begin improving\_\_\_\_\_ .

A. early in treatment

B. in the middle of treatment

- C. later on in treatment
- D. after finishing treatment

ANS: A            PG: 41

5. According to Egan, *culture* can be understood as which of the following?
- A. A person's racial or ethnic background
  - B. The music, painting, architecture, and literature in which a person is interested
  - C. The shared beliefs and assumptions that interact with shared values and produce shared norms that drive shared patterns of behavior
  - D. The way people interact

ANS: C            PG: 52

6. Which of the following is not part of a person's personal culture?
- A. *Assumptions and beliefs*, or what people think about themselves, other people, and the world around them
  - B. *Values*, or what people prize in their lives
  - C. *Patterns of internal and external behavior*, or the way people live their lives
  - D. *Norms*, or what the helper reinforces as what the client should or should not do

ANS: D            PG: 52

7. According to Egan, *values* within the helping situation refer to which of the following?
- A. That which the client says is most important in life
  - B. The worth of something to the client
  - C. A set of practical criteria for making decisions that drive behavior
  - D. The set of ideal criteria for making decisions that the client must eventually learn to use

ANS: C            PG: 45

8. What is the first rule of helping?
- A. Maintain neutrality toward the client.
  - B. Make sure the client understands the impact of culture on his or her life.
  - C. Empathy will get the client to talk to you honestly.
  - D. Do no harm.

ANS: D            PG: 46

9. The extent to which a helper and client are genuine with one another is referred to as the \_\_\_\_\_.
- A. working alliance

- B. genuine relationship
- C. working relationship
- D. real relationship

ANS: D            PG: 47

10. \_\_\_\_\_ is a helper's commitment to work at understanding each client from his or her point of view together with the feelings surrounding this point of view and efforts to communicate this point of view when it is helpful.

- A. Empowerment
- B. Empathy
- C. Diversity
- D. Working alliance

ANS: B            PG: 48

11. Which of the following does *not* reflect an aspect of empathy?

- A. Empathy is a commitment to work at understanding each client from his or her point of view together with the feelings surrounding this point of view and to communicate this understanding whenever it is deemed helpful.
- B. Empathy is a commitment to understand individuals in and through the context of their lives.
- C. Empathy is a commitment to bring the client's values in line with the helper's to achieve clinical goals
- D. Empathy is a commitment to understand the dissonance between the client's point of view and reality.

ANS: C            PG:

48

12. To help clients become more active agents of their own lives ("doers" rather than "reactors"), the helper should\_\_\_\_\_.

- A. listen carefully and remain passive so the client can be the more active participant
- B. focus on the client's fantasies about what life should be like
- C. be active with his or her clients by engaging in dialogue
- D. take an active role in pointing out everything that gets in the way of the client's success

ANS: C            PG: 65-66

13. Which of the following is *not* a diversity and multicultural competency for a helper?

- A. Understanding and appreciating diversity
- B. Making the best possible effort to help a client from another country to accept American values in order to assimilate
- C. Challenging one's own cultural biases

D. Tailoring your interventions in a diversity-sensitive way

ANS: B PG: 54-58

14. Which of the following is *not* a way to develop multicultural awareness in working with clients of backgrounds different from your own?
- A. Becoming more aware of your own culture, including your own biases to better understand and appreciate cultures different from your own
  - B. Understanding how all kinds of diversity, cultural and otherwise, contribute to each client's dynamic makeup
  - C. Creating a list of values that you think your clients need to work on to help them better understand mainstream American culture
  - D. Realizing that mainstream Western psychological theory, methods of inquiry, diagnostic categories, assessment procedures, and professional practices might not fit other cultures or might need some adaptation

ANS: C PG: 56-57

15. A bias toward promoting action with clients is\_\_\_\_\_.
- A. a normal response that helpers must learn to minimize
  - B. typically problematic with anxious helpers
  - C. an important component to the problem management process
  - D. helpful for only depressed clients

ANS: C PG: 65-66

16. Which of the following is *not* an example of a shadow-side reality in the helping relationship?
- A. Clients having unrealistic expectations
  - B. Clients having hidden agendas
  - C. Incompetent helpers
  - D. A real-life focus

ANS: D PG: 67-68