Chapter 6: Skills for Providing Support

1. Kinesics refers to
   1. **The relationship of bodily movements to communication**
   2. A type of imagery helpers can use with clients
   3. A mindfulness exercise helpful for clients with anxiety
   4. The ability of helpers to speak articulately
2. Head nods in helping
   1. Are just a formality
   2. Should be utilized by helpers every time a client speaks
   3. Are not particularly helpful to clients
   4. **Can communicate to clients that helpers are listening**
3. Approval–reassurance is a helping skill that
   1. Can never be used too much
   2. Most accurately conveys support
   3. **Can indicate that the helper empathizes with the client**
   4. All of the above
4. The primary goal of attending is to
   1. Facilitate insight
   2. **Communicate to clients that helpers are paying attention**
   3. Facilitate exploration of feelings
   4. Normalize and validate clients’ experiences
5. Paraverbal behaviors refer to
   1. **Tone of voice, language, and grammatical style**
   2. Tone of voice and speech content
   3. Language, nonverbal expressions of emotion, and tone of voice
   4. Grammatical style and nonverbal expressions of emotion
6. The helper’s body posture
   1. Should be negotiated between helper and client
   2. **Should remain open toward clients**
   3. Should be slightly uncomfortable
   4. Should convey that the helper is moderately present
7. “Good try!” is an example of a(n)
   1. Reflection of feelings
   2. Restatement
   3. **Approval–reassurance**
   4. Disclosure of similarities
8. Nonverbal communication is
   1. The same across cultures
   2. Typically part of conscious awareness
   3. **Different across cultures**
   4. Not as important as verbal communication when it comes to helping
9. Eye contact can be used to
   1. Regulate turn-taking
   2. Provide feedback
   3. Signal understanding
   4. **All of the above**
10. Proxemics refers to
    1. **How people use space in interactions**
    2. The relationship of bodily movements to communication
    3. How much eye contact the client gives the helper
    4. The ability of the helper to maintain an open stance
11. It is recommended that helpers be
    1. Vigilant
    2. **Natural but professional**
    3. Hyper-focused on what their supervisor told them to do in session
    4. All of the above
12. Disclosures of similarities should be
    1. Utilized by the helper to get something off of their chest
    2. Used when the helper’s problems are still being worked through
    3. **Kept short**
    4. Providing the client with a concrete strategy
13. Touching clients
    1. Is a natural inclination when wanting to provide support
    2. Is fine for beginning helpers, but should not be exercised by trained therapists
    3. Should generally be avoided
    4. **Both A and C**
14. An example of a minimal encourager is
    1. “That sounds really difficult”
    2. **“Yeah”**
    3. “Tell me more about that experience”
    4. “What makes you prioritize your supervisor’s needs over your own needs?”
15. Interruptions
    1. Should be avoided at all costs
    2. **Can occasionally be helpful**
    3. Generally help the client explore productively
    4. Are effective if the helper raises their voice
16. Silence can do all of the following except
    1. Convey empathy, warmth, and respect
    2. Allow clients time and space to reflect
    3. **Be used effectively with every client**
    4. Be used for inappropriate reasons
17. 90% of therapists never or rarely touch clients because
    1. Clients may misinterpret the touch as sexual
    2. Clients may feel unsafe and frightened
    3. The touch could be so effective that clients are immediately cured
    4. **Both A and B**
18. An appropriate seating distance between helper and client is typically in the range of the
    1. **Personal to social zone**
    2. Intimate to personal zone
    3. Social to public zone
    4. Public to private zone
19. When it comes to the helper’s grammatical style, helpers should
    1. Completely match the client’s style
    2. Not tailor their approach to the client’s culture
    3. Compromise their integrity by using a style that feels uncomfortable
    4. **Modify their style to be more similar to that of their client**
20. Approval–reassurance
    1. Can minimize the client’s feelings
    2. Can deny the client’s feelings
    3. Can come off as insincere
    4. **All of the above**