

Chapter 6: Skills for Providing Support

1. Kinesics refers to
 - a. **The relationship of bodily movements to communication**
 - b. A type of imagery helpers can use with clients
 - c. A mindfulness exercise helpful for clients with anxiety
 - d. The ability of helpers to speak articulately
2. Head nods in helping
 - a. Are just a formality
 - b. Should be utilized by helpers every time a client speaks
 - c. Are not particularly helpful to clients
 - d. **Can communicate to clients that helpers are listening**
3. Approval–reassurance is a helping skill that
 - a. Can never be used too much
 - b. Most accurately conveys support
 - c. **Can indicate that the helper empathizes with the client**
 - d. All of the above
4. The primary goal of attending is to
 - a. Facilitate insight
 - b. **Communicate to clients that helpers are paying attention**
 - c. Facilitate exploration of feelings
 - d. Normalize and validate clients' experiences
5. Paraverbal behaviors refer to
 - a. **Tone of voice, language, and grammatical style**
 - b. Tone of voice and speech content
 - c. Language, nonverbal expressions of emotion, and tone of voice
 - d. Grammatical style and nonverbal expressions of emotion
6. The helper's body posture
 - a. Should be negotiated between helper and client
 - b. **Should remain open toward clients**
 - c. Should be slightly uncomfortable
 - d. Should convey that the helper is moderately present
7. "Good try!" is an example of a(n)
 - a. Reflection of feelings
 - b. Restatement
 - c. **Approval–reassurance**
 - d. Disclosure of similarities
8. Nonverbal communication is
 - a. The same across cultures
 - b. Typically part of conscious awareness
 - c. **Different across cultures**
 - d. Not as important as verbal communication when it comes to helping
9. Eye contact can be used to
 - a. Regulate turn-taking
 - b. Provide feedback
 - c. Signal understanding

- d. All of the above**
- 10. Proxemics refers to
 - a. How people use space in interactions**
 - b. The relationship of bodily movements to communication
 - c. How much eye contact the client gives the helper
 - d. The ability of the helper to maintain an open stance
- 11. It is recommended that helpers be
 - a. Vigilant
 - b. Natural but professional**
 - c. Hyper-focused on what their supervisor told them to do in session
 - d. All of the above
- 12. Disclosures of similarities should be
 - a. Utilized by the helper to get something off of their chest
 - b. Used when the helper's problems are still being worked through
 - c. Kept short**
 - d. Providing the client with a concrete strategy
- 13. Touching clients
 - a. Is a natural inclination when wanting to provide support
 - b. Is fine for beginning helpers, but should not be exercised by trained therapists
 - c. Should generally be avoided
 - d. Both A and C**
- 14. An example of a minimal encourager is
 - a. "That sounds really difficult"
 - b. "Yeah"**
 - c. "Tell me more about that experience"
 - d. "What makes you prioritize your supervisor's needs over your own needs?"
- 15. Interruptions
 - a. Should be avoided at all costs
 - b. Can occasionally be helpful**
 - c. Generally help the client explore productively
 - d. Are effective if the helper raises their voice
- 16. Silence can do all of the following except
 - a. Convey empathy, warmth, and respect
 - b. Allow clients time and space to reflect
 - c. Be used effectively with every client**
 - d. Be used for inappropriate reasons
- 17. 90% of therapists never or rarely touch clients because
 - a. Clients may misinterpret the touch as sexual
 - b. Clients may feel unsafe and frightened
 - c. The touch could be so effective that clients are immediately cured
 - d. Both A and B**
- 18. An appropriate seating distance between helper and client is typically in the range of the
 - a. Personal to social zone**
 - b. Intimate to personal zone
 - c. Social to public zone
 - d. Public to private zone

19. When it comes to the helper's grammatical style, helpers should
- a. Completely match the client's style
 - b. Not tailor their approach to the client's culture
 - c. Compromise their integrity by using a style that feels uncomfortable
 - d. Modify their style to be more similar to that of their client**
20. Approval–reassurance
- a. Can minimize the client's feelings
 - b. Can deny the client's feelings
 - c. Can come off as insincere
 - d. All of the above**