

## 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