

## **Chapter 2 - Multiple Choice Examination Questions:**

1. Unique characteristics of a therapeutic relationship (compared to a friendship) include all of the following **EXCEPT**
  - A. a contract specifying roles, confidentiality.
  - B. that it can be ended by either at any time.
  - C. that both parties agree on a similar worldview.
  - D. that the goal of the relationship is to help the client.
  
2. The hoped-for outcome of relationship enhancing skills is
  - A. to give the client courage to change.
  - B. a change in affect for the client.
  - C. the collection of fees.
  - D. the termination of the relationship.
  
3. Grasping the feelings, facts and meaning of another person's disclosure, and then showing them understanding is
  - A. warmth.
  - B. empathy.
  - C. credibility.
  - D. schmoozing.
  
4. Empathy is **not**:
  - A. Taking on your client's problems
  - B. Sympathy.
  - C. Tuning into your client.
  - D. A and B.
  
5. One primary purpose of self-disclosure is to
  - A. Help the client feel more important.
  - B. Augment the social schmoozing process.
  - C. Allow the helper to model ventilation of feelings.
  - D. Normalize the client's experience.
  
6. One of the relationship enhancers is:
  - A. Socializing
  - B. Presence
  - C. Quiet environment
  - D. None of the above
  
7. Roadblocks to good helper communication such as directing, criticizing, consoling, or analyzing, communicate to the client that:
  - A. Even helpers make mistakes sometimes.
  - B. The client should listen more closely to the helper.
  - C. The client needs to become more involved in the helping process.
  - D. Clients are not capable of solving their own problems.

8. In order to manage transference, a helper may
  - A. help the client focus on more self-awareness.
  - B. should disclose personal feelings about the client.
  - C. explore carefully the source of these feelings.
  - D. both A and C.
  
9. Which of these do neuroscientists believe are related to empathy?
  - A. Dopamine
  - B. Neurotransmitters
  - C. Mirror neurons
  - D. All of the above
  
10. Besides being able to be empathic with a client, the helper must also
  - A. Be able to imagine the client's environment
  - B. Recognize that empathy is always incomplete
  - C. Understand the neuroscience behind empathy
  - D. Be able to communicate empathy to the client
  
11. Which of these is a self-involving statement?
  - A. Tell me about how involved you are in that relationship?
  - B. When I was a child, I experienced much the same thing
  - C. I am a little wary about bringing up your father, because you seem to get angry when I do
  - D. Let me give you an example, my spouse and I argue most when one of us is upset about work.
  
12. A major mistake in helper self-disclosure is:
  - A. Disclosure is too deep
  - B. Disclosure is poorly timed
  - C. Disclosure doesn't match the client's experience
  - D. All of the above
  
13. Which of these is NOT a characteristic of a facilitative office environment?
  - A. Clinical appearance like a doctor's office to help the client see the helper as credible.
  - B. Chairs facing each other
  - C. A feeling of warmth
  - D. All of the above
  
14. A non-hierarchical stance means:
  - A. Making sure that the office environment is friendly
  - B. Collaboration
  - C. Allowing the client to control what goes on.
  - D. Recognizing that the helper has special knowledge and should manage the session.
  
15. Countertransference
  - A. Just like transference but for the helper
  - B. Not really an issue in most helping situations

- C. Can be avoided.
- D. Unlike transference, it only involves negative feelings

**Chapter 2 – Essay Examination Questions:**

1. Describe the three unique characteristics of a therapeutic relationship.
2. Name common mistakes in helper self-disclosure.
3. When should transference be dealt with?
4. Compare and contrast transference and countertransference? Why must they be dealt with?

**Chapter 2 - Multiple Choice Answer Key:**

1. C
2. A
3. B
4. E
5. D
6. B
7. D
8. D
9. C
10. D
11. C
12. D
13. A
14. B
15. A

**Chapter 2 - Essay Questions Answer Key:**

**Question 1 –**

- There is a mutual liking-or at least respect between helper and client.
- The purpose of the relationship is the resolution of the client's issues.
- There is a sense of teamwork as both the helper and client work toward mutually agreed-upon goals.  
(please note there are 7 total characteristics see Chapter 2).

**Question 2 –**

- The helper's self- disclosure is too deep
- The helper's self -disclosure is poorly timed
- The helper's self -disclosure does not match the clients experience
- Helper self-disclosure must be used with caution and timing is vital.

### **Question 3 –**

- Convey acceptance of the client's remarks but don't retaliate
- Explore the client's feelings
- Use self-involving statements (e.g., I can tell you are angry with me because . . .). This helps the client become aware of the helper's genuine thoughts and emotions about the client and the client's behavior.
- Use the experience to help the client find new and better ways of expressing feelings and meeting needs.

### **Question 4 –**

- Transference is the client's mistaken ideas about the helper which can interfere. Transference refers to client feelings from past relationships or personal issues that are carried over to the helper or helping relationship. For example, the client feels anger toward a male helper due to past abusive experiences with men.
- This refers to the helper's reactions to a client. These originate in past relationships or personal issues and are transferred to the client or on to the helping relationship. For example, the helper becomes submissive in the face of the client's anger because of how the helper was raised.
- Both transference and countertransference can 1) cause a rupture in the therapeutic relationship, 2) Focus the sessions away from the client's goals.