

Chapter 2
Micro Practice Skills: Working with Individuals

EPAS Competency/Practice Behavior	Multiple Choice	True or False	Essay
2.1.1a Advocate for client access to the services of social work	27	30	22
2.1.1b Practice personal reflection and self-correction to assure continual professional development	2-5	2-5, 8-11	2, 4
2.1.1c Attend to professional roles and boundaries	25	29	21
2.1.1e Engage in career-long learning	21	23	16
2.1.3 Apply critical thinking to inform and communicate professional judgments	18-20	18, 21-22	11-15
2.1.3c Demonstrate effective oral and written communication in working with individuals, families, groups, organizations, communities, and colleagues	10-13, 15	12-14	5-8
2.1.4 Engage diversity and difference in practice	16, 23	15-16, 25-26	9, 18
2.1.4a Recognize the extent to which a culture's structures and values may oppress, marginalize, alienate, or create or enhance privilege and power	22	24	17
2.1.10 Engage, assess, intervene, and evaluate with individuals, families, groups, organizations, and communities	1	1	1
2.1.10a Substantively and affectively prepare for action with individuals, families, groups, organizations, and communities	7-9	7	4
2.1.10b Use empathy and other interpersonal skills	6	6	3
2.1.10e Assess clients' strengths and limitations	14, 17	17	10
2.1.10k Negotiate, mediate, and advocate for clients	26	28	20
2.1.10l Facilitate transitions and endings	24	27	19

Learning Objectives	Multiple Choice	True or False	Essay
A. Use interviewing skills to engage, assess, intervene, and evaluate with individuals in the planned change process	1	1	1
B. Demonstrate effective nonverbal behavior in working with individuals	2-5	2-5	2
C. Use empathy and other interpersonal skills when working with clients	6	6	3
D. Prepare for action with individuals and families	7-9	7-11	4
E. Demonstrate effective oral communication when working with individuals	10-15	12-14	5-8
F. Engage diversity and difference in practice through developing cultural competency and ethnographic interviewing	16	15-16	9
G. Formulate interviewing questions to explore clients' strengths	17	17	10

H. Apply critical thinking to inform and communicate professional judgments	18-20	18-22	11-15
I. Engage in career-long learning concerning human diversity and cultural competency	21-22	23-24	16-17
J. Examine religion and spirituality as aspects of diversity, recognize and communicate their understanding of the importance of difference in shaping life experiences, propose means to address spiritual issues with clients, and describe various types of faith-based social services organizations	23	25-26	18
K. Facilitate transitions and endings through termination approaches	24	27	19
L. Attend to professional roles and boundaries in micro practice	25-27	28-30	20-22

Multiple Choice Questions

1. ____ is each individual's right to make his or her own decisions.

- a. Free association
- b. Self-determination
- c. Pro choice
- d. Needs assessment

ANS: B PG: 63 LO: A EP: 2.1.10

2. Barriers to attentive listening in the intent of the communication include:

- a. Vagueness
- b. Phones ringing
- c. Others talking
- d. Children acting out

ANS: A PG: 57 LO: B EP: 2.1.1b

3. All of the following are among the communication barriers to attentive listening cited in the text *except*:

- a. Environmental
- b. Impact
- c. Intent
- d. Perceptual

ANS: D PG: 57 LO: B EP: 2.1.1b

4. Which of the following is true regarding interviewing:

- a. A worker sitting behind a desk with the client sitting in front of the desk implies informality and warmth
- b. Workers should always have their desks to the wall so they are able to turn their chair and talk to the client without the desk between them
- c. On the formal/informal continuum it is always best to be more formal
- d. The extent of formality in body positioning often relates to personal style

ANS: D PG: 58 LO: B EP: 2.1.1b

5. Which of the following is true regarding distancing during interviews:

- a. Europeans-North Americans usually prefer several feet beyond arm's length
- b. The English prefer greater distance than Europeans/North Americans
- c. Most Latin people prefer more distance than Europeans-North Americans
- d. People from the Middle East prefer the farthest distance than any of the above

ANS: B PG: 59 LO: B EP: 2.1.1b

6. ____ involves being in tune with how a client feels and conveying to that client that you understand.

- a. Empathy
- b. Warmth
- c. Genuineness
- d. Connectedness

ANS: A PG: 60 LO: C EP: 2.1.10b

7. ____ is the phrase social workers often use to describe how they begin an interview.

- a. "Ladies and gentlemen, start your engines."
- b. "Start where the client is."
- c. "Let's get this show on the road."
- d. "What is this client's problem."

ANS: B PG: 65 LO: D EP: 2.1.10a

8. If a client questions the competence of a worker, the worker can respond by any of the following *except*:

- a. Conveying a sense of organization and purpose
- b. Relying on relationship-building skills
- c. Asking the client a question
- d. Being surprised that the client would question your competence

ANS: D PG: 66 LO: D EP: 2.1.10a

9. Which of the following should NOT be undertaken at the very beginning of the interviewing process:

- a. Explain the worker's role to the client
- b. Encourage client feedback on purpose
- c. Goal attainment scaling
- d. State the usefulness of the intervention process

ANS: C PG: 66-67 LO: D EP: 2.1.10a

10. _____ is defined as translating what you think the client is feeling into words.

- a. Clarification
- b. Simple encouragement
- c. Reflective responding
- d. Rephrasing

ANS: C PG: 70 LO: E EP: 2.1.3c

11. _____ is defined as making certain that what the client says is understood.

- a. Clarification
- b. Simple encouragement
- c. Reflective responding
- d. Rephrasing

ANS: A PG: 70 LO: E EP: 2.1.3c

12. _____ is defined as stating what the client is saying but using different words.

- a. Clarification
- b. Simple encouragement
- c. Reflective responding
- d. Rephrasing

ANS: D PG: 67 LO: E EP: 2.1.3c

13. _____ involves seeking meaning beyond that of clarification.

- a. Interpretation
- b. Reflective responding
- c. Simple encouragement
- d. Summarization

ANS: A PG: 70 LO: E EP: 2.1.3c

14. Self-disclosure:

- a. Should always relate in some way to the client's feelings or situation
- b. Should be used for the worker's own benefit as well as the client's
- c. Should be very detailed and complex
- d. Should always be avoided

ANS: A PG: 72,74 LO: E EP: 2.1.10e

15. Open-ended questions:

- a. Seek simple "yes" or "no" answers
- b. Can have a number of clearly defined answers to choose from
- c. Seek out thoughts, ideas, and explanations for answers
- d. a and b only

ANS: C PG: 75 LO: E EP: 2.1.3c

16. When preparing for ethnographic interviewing, which of the following concepts was listed in the text:

- a. Descriptors
- b. Probing questions
- c. Restatement
- d. Self-disclosure

ANS: A PG: 69 LO: F EP: 2.1.4

17. "When things were going well in life, what was different?" is an example of _____ questions used to explore client strengths.

- a. Esteem
- b. Support
- c. Exception
- d. Survival

ANS: C PG: 73 LO: G EP: 2.1.10e

18. Pacing the interview is a type of _____-initiated silence:

- a. Client
- b. Therapeutic worker
- c. Negative worker
- d. Conflict

ANS: B PG: 82 LO: H EP: 2.1.3

19. Discrepancies that social workers frequently target for confrontation include:

- a. Incongruities in verbal statements
- b. Inconsistency between statements and nonverbal behavior
- c. Conflict between clients and the situation in which they find themselves
- d. All of the above

ANS: D PG: 82-83 LO: H EP: 2.1.3

20. Which of the following factors should be considered when using confrontation:

- a. Use it as often as possible to motivate the client
- b. Demonstrate respect for the client throughout the confrontation
- c. Use “you” statements during the confrontation
- d. All of the above

ANS: B PG: 84 LO: H EP: 2.1.3

21. _____ refers to the process wherein the ethnic values, behaviors, and rituals clients hold from their traditional culture change over time and integrate with the values, behaviors, and rituals of the majority or host culture:

- a. Acculturation
- b. Assimilation
- c. Ethnography
- d. Cultural competence

ANS: A PG: 77 LO: I EP: 2.1.1e

22. _____ is the longer-term result of putting extreme limitations upon or discriminating against some designated group.

- a. Prejudice
- b. Discrimination
- c. Oppression
- d. Acculturation

ANS: C PG: 78 LO: I EP: 2.1.4a

23. _____ organizations may implicitly refer to religious values in their mission statement, have weaker connections to religious institutions, hold few, if any, expectations regarding the faith commitments of board and staff members, and vary in their pursuit of support from religious communities:

- a. Faith-secular
- b. Faith-affiliated
- c. Faith-centered
- d. Faith-background

ANS: D PG: 80 LO: J EP: 2.1.4

24. Which of the following is true regarding terminating an interview with a client:

- a. The time at the end of an interview should only be used for the client to discuss his or her feelings
- b. Before the actual termination, you should mention exactly how much time is left
- c. Summarization at the end of an interview just wastes the time of the client and the worker
- d. Asking clients to share their feelings at the end of an interview will leave them unfulfilled when the interview ends

ANS: B PG: 88 LO: K EP: 2.1.10l

25. The _____ role involves linking clients with needed resources.

- a. Broker
- b. Enabler
- c. Mediator
- d. Advocate

ANS: A PG: 89 LO: L EP: 2.1.1c

26. The _____ works to help conflicting parties settle disputes and agree on compromises.

- a. Enabler
- b. Evaluator
- c. Mediator
- d. Case manager

ANS: C PG: 89 LO: L EP: 2.1.10k

27. The _____ champions the rights of others.

- a. Enabler
- b. Advocate
- c. Broker
- d. Evaluator

ANS: B PG: 90 LO: L EP: 2.1.1a

True or False Questions

1. Maximizing client self-determination to whatever extent possible is a practitioner's responsibility.

- a. True
- b. False

ANS: T PG: 63 LO: A EP: 2.1.10

2. During an interview the worker should maintain continuous eye contact with the client.

- a. True
- b. False

ANS: F PG: 56 LO: B EP: 2.1.1b

3. Facial expressions can be used to reinforce what is said verbally and corroborate the fact that you mean what you say.

- a. True
- b. False

ANS: T PG: 58 LO: B EP: 2.1.1b

4. If a social worker appears too relaxed and informal, the client might think the worker doesn't care.

- a. True
- b. False

ANS: T PG: 58 LO: B EP: 2.1.1b

5. The best approach on the tense/relaxed continuum of body positioning lies somewhere between being extremely formal and extremely informal.

- a. True
- b. False

ANS: T PG: 58-59 LO: B EP: 2.1.1b

6. Genuineness involves conveying a feeling of interest, concern, well-being, and affection to another individual.

- a. True
- b. False

ANS: F PG: 62 LO: C EP: 2.1.10b

7. The major goal of any interview is interpersonal communication with the client.

- a. True
- b. False

ANS: T PG: 63 LO: D EP: 2.1.10a

8. You should always wear very formal clothing to a home visit in a poverty-stricken area to show your clients that they, too, can improve their circumstances.

- a. True
- b. False

ANS: F PG: 64 LO: D EP: 2.1.1b

9. Before the interview begins, its timeframe should be clearly specified.

- a. True
- b. False

ANS: T PG: 64 LO: D EP: 2.1.1b

10. If a client questions your ability to understand and help him or her, you should say something that will put the client on the defensive and divert the attention from you.

- a. True
- b. False

ANS: F PG: 66 LO: D EP: 2.1.1b

11. The usefulness of the intervention process should never be explained in the initial interview.

- a. True
- b. False

ANS: F PG: 67 LO: D EP: 2.1.1b

12. Rephrasing involves seeking meaning beyond that of clarification.

- a. True
- b. False

ANS: F PG: 67 LO: E EP: 2.1.3c

13. Summarization can be done periodically throughout the interview.

- a. True
- b. False

ANS: T PG: 75 LO: E EP: 2.1.3c

14. It is best to be cautious in using the word “why.”

- a. True
- b. False

ANS: T PG: 76 LO: E EP: 2.1.3c

15. Ethnographic interviewing is defined as the process of increasing personal, interpersonal, or political power so that individuals can take action to improve their life situations.

- a. True
- b. False

ANS: F PG: 68 LO: F EP: 2.1.4

16. In the context of ethnographic interviewing, cover words are words solicited to explain descriptors.

- a. True
- b. False

ANS: F PG: 69 LO: F EP: 2.1.4

17. Because clients come to social workers with problems, problems should be the major focus of attention; client strengths are only secondary.

- a. True
- b. False

ANS: F PG: 72 LO: G EP: 2.1.10e

18. Workers should avoid using confrontation in the problem-solving process at all costs.

- a. True
- b. False

ANS: F PG: 82 LO: H EP: 2.1.3

19. Mandated involuntary clients are those who are pressured by important persons in their environment to seek assistance.

- a. True
- b. False

ANS: F PG: 85 LO: H

20. Prisoners are considered nonmandated clients.

- a. True
- b. False

ANS: F PG: 85 LO: H

21. When dealing with client hostility, it is important to emphasize the client's personal strengths.

- a. True
- b. False

ANS: T PG: 86 LO: H EP: 2.1.3

22. You should always confront a client whom you suspect is lying.

- a. True
- b. False

ANS: F PG: 88 LO: H EP: 2.1.3

23. Full acclimation is the term cited in the text as the end product of those who have completely removed all aspects of their traditional culture and replaced them with those of the host culture.

- a. True
- b. False

ANS: F PG: 77 LO: I EP: 2.1.1e

24. Prejudice is an opinion about an individual, group, or issue that is not based on fact and is usually negative.

- a. True
- b. False

ANS: T PG: 78 LO: I EP: 2.1.4a

25. Spirituality involves people's membership in spiritual beliefs concerning the origin, character, and reason for being, usually based on the existence of some higher power or powers.

- a. True
- b. False

ANS: F PG: 79 LO: J EP: 2.1.4

26. The section of the Personal Responsibility and Work Opportunity Reconciliation Act that permits faith-based service providers to retain their religious autonomy is entitled "Faith Initiative."

- a. True
- b. False

ANS: F PG: 80 LO: J EP: 2.1.4

27. When terminating a session it is important to give the client an idea of how much time is left prior to the ending time.

- a. True
- b. False

ANS: T PG: 88 LO: K EP: 2.1.10l

28. A mediator maintains a neutral stance between the involved parties, taking no one's side.

- a. True
- b. False

ANS: T PG: 89 LO: L EP: 2.1.10k

29. The enabler role involves seeking out resources, planning how they might be delivered, organizing service provision, and monitoring progress.

- a. True
- b. False

ANS: F PG: 89 LO: L EP: 2.1.1c

30. Advocates champion the rights of others.

- a. True
- b. False

ANS: T PG: 90 LO: L EP: 2.1.1a

Essay Questions

1. Why is interviewing such a key skill in generalist practice?

PG: 54 LO: A EP: 2.1.10

2. Explain the differences between hearing and listening.

PG: 57 LO: B EP: 2.1.1b

3. Give an empathic response to the following vignette:

You are an intake worker at a social services agency in a rural area. Your job is to take telephone calls, assess problems, and refer clients to the most appropriate services. You receive a call from a teenage female. After identifying who you are and asking what you can do for the caller, she responds, "I think I'm pregnant. I don't know what to do. If I'm pregnant, I think I'll kill myself!"

PG: 60 LO: C EP: 2.1.10b

4. Give two examples of an indirect question.

PG: 65 LO: D EP: 2.1.1b, 2.1.10a

5. Identify and describe five different techniques of verbal responses workers can use to enhance worker-client communication.

PG: 67-75 LO: E EP: 2.1.3c

6. Picture a case situation where a client comes to a worker with the problem of joblessness. Provide a dialogue between client and worker using rephrasing.

PG: 67, 70 LO: E EP: 2.1.3c

7. Cite two examples of reflective responding to the client in the following statement:

A client says to you, "I just found out my husband has been cheating on me—I don't know what to do—what do you think I should do?"

PG: 70 LO: E EP: 2.1.3c

8. Explain the reason for caution in the use of "why" when formulating questions for clients.

PG: 75-76 LO: E EP: 2.1.3c

9. List, sequentially, the three concepts of ethnographic interviewing. Cite examples of each.

PG: 68-69 LO: F EP: 2.1.4

10. Write an example of the following types of questions you might ask to explore client strengths:

- a. Esteem questions
- b. Exception questions
- c. Possibility questions
- d. Support questions
- e. Survival questions

PG: 73 LO: G EP: 2.1.10e

11. Identify three possible reasons for client-initiated silence in an interview.

PG: 78 LO: H EP: 2.1.3

12. Identify three types of therapeutic worker-initiated silences.

PG: 82 LO: H EP: 2.1.3

13. List five of the nine suggestions cited in the text for maximum use of confrontation.

PG: 83-85 LO: H EP: 2.1.3

14. List five of the eight suggestions given in the text to help the intervention process when working with involuntary clients.

PG: 85-88 LO: H EP: 2.1.3

15. What are four suggestions for dealing with the possibility of a client not telling the truth?

PG: 88 LO: H EP: 2.1.3

16. Compare and contrast these terms: (a) acculturation, (b) assimilation, (c) individualization.

PG: 77 LO: I EP: 2.1.1e

17. Provide a definition for these terms: (a) discrimination, (b) oppression, (c) prejudice.

PG: 78 LO: I EP: 2.1.4a

18. The text listed six basic organizational categories based on the religious content of mission statements, organizational histories, affiliations with external agencies, selection criteria for board and staff members, financial and nonfinancial support from religious communities. Compare and contrast four of these organizational categories.

PG: 80 LO: J EP: 2.1.4

19. What are three suggestions for how to end interviews and worker/client relationships?

PG: 88,91 LO: K EP: 2.1.10l

20. Define the mediator role, and cite an example of how that role would be useful in social work.

PG: 89 LO: L EP: 2.1.10k

21. Explain the role of case manager in generalist social work practice.

PG: 90 LO: L EP: 2.1.1c

22. Why is advocacy such an extremely significant role in generalist social work practice?

PG: 90 LO: L EP: 2.1.1a