Chapter Two-Culturally Effective Helping

True / False

1. The client's past history and cultural background have little to do with the here-and-now conditions of a crisis.
    a. True
    b. False
ANSWER: False

2. A major criticism of current multicultural practices is that current cultural competency practices are too exclusive and are backed by little research.
    a. True
    b. False
ANSWER: True

3. A universal view of multicultural counseling relates to "visible and racial ethnic minorities."
    a. True
    b. False
ANSWER: False

4. Laura Brown, a renowned expert on multiculturalism and trauma doesn't really know how people make sense of a trauma.
    a. True
    b. False
ANSWER: True

5. People all share a common sense of what normal behavior is.
    a. True
    b. False
ANSWER: False

6. Individuals are not always the basic building blocks in societies.
    a. True
    b. False
ANSWER: True

7. Natural support systems are often more important than formal counseling systems in providing relief.
    a. True
    b. False
ANSWER: True

8. Linear thinking is critical in crisis intervention.
    a. True
    b. False
ANSWER: False

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9. It has been proven that Asian and Latino cultures have a much more collectivist world view than Americans.
    a. True
    b. False
ANSWER: False

10. Multiculturalists in the United States are highly aware of how the competencies they promote apply outside the United States.
    a. True
    b. False
ANSWER: False

11. A universal view of multicultural counseling looks at racial and ethnic minorities in the broadest possible sense.
    a. True
    b. False
ANSWER: False

12. A smart crisis worker would attempt to enlist help and support from members of the indigenous community.
    a. True
    b. False
ANSWER: True

13. The Taiwanese students in Heppner's study have very different coping strategies than their American counterparts.
    a. True
    b. False
ANSWER: True

14. Occupational "culture" may be a barrier to those who don't understand it.
    a. True
    b. False
ANSWER: True

15. Support systems are critical and they are used in much the same way no matter what the cultural background of the client is.
    a. True
    b. False
ANSWER: False

16. Social locations are based on the racial and ethnic origins of an individual.
    a. True
    b. False
ANSWER: False

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17. The ADDRESSING and SAFETY models both manifest the social locations approach Brown is proposing to understand the impact of multiculturalism on trauma.
    a. True
    b. False
ANSWER: True

18. One of the major problems of crisis intervention in rural communities may be the local population's fear and suspicion of outsiders.
    a. True
    b. False
ANSWER: True

Multiple Choice

19. A member of a high-context culture would believe that a crisis counselor should:
    a. gain information about the individual's personal status.
    b. gain information about the individual's social status.
    c. be explicit and straightforward in language usage.
    d. use stories and metaphors to get a point across.
ANSWER: d

20. Of the attributes that will serve crisis workers well in a multicultural crisis world, which of the following is <u>not</u> helpful?
    a. Self-knowledge
    b. Alternative intervention strategies
    c. A unitary world view
    d. A variety of clients
ANSWER: c

21. An effective multicultural view of a client includes a:
    a. universal view.
    b. focused view.
    c. crisis worker-centric view.
    d. wide variety of individual and group characteristics.
ANSWER: d

22. Individualism is a cultural world view that believes:
    a. the individual is subservient to the group.
    b. the group always petitions the individual for support and input.
    c. the exosystem has a profound impact on individual functioning.
    d. personal goals and uniqueness are paramount.
ANSWER: d

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23. A collectivist multicultural view emphasizes the:
    a. group is subservient to the individual.
    b. group binds and mutually obligates the individual.
    c. individual is not part of the larger group nor subordinate to it.
    d. individual serves the group only to meet the individual's needs.

ANSWER: b

24. In high-context cultures:
    a. one's importance is tied to individual accomplishment.
    b. words are paramount.
    c. communication is direct.
    d. the group is reflective of one's worth.

ANSWER: d

25. During a crisis intervention the emic perspective is important for crisis workers to understand because it:
    a. represents how outside experts view the local culture.
    b. represents how members view their local culture.
    c. reflects a Hollywood version of the local culture.
    d. portrays a culture through the eyes of social media.

ANSWER: b

26. Of the following cultural barriers, which is not identified in the text?
    a. geography
    b. occupation
    c. religion
    d. sexual orientation

ANSWER: d

27. Laura Brown uses the_____ model to delineate her social locations approach.
    a. ADDRESSING
    b. RESPECTFUL
    c. DEBRIEFING
    d. MULTICULT

ANSWER: a

28. SAFETY is a developing model for understanding clients' social locations during:
    a. family vacations.
    b. an active school shooter situation.
    c. routine interactions with friends.
    d. a Netflix watching party with a group of students.

ANSWER: b

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29. Geographic locale is a cultural barrier in a crisis because:
   a. people may be suspicious of outsiders.
   b. outsiders will seek out local community leaders to gather their opinions.
   c. outsiders will go overboard in trying to understand community beliefs.
   d. people in the setting are too dependent on outside support.
ANSWER: a

30. When a crisis worker encounters language barriers he or she should:
   a. move quickly into the crisis relying on nonverbal communication.
   b. use sign language.
   c. use a translator that is trained in the culture of all involved parties.
   d. use a family member who knows English.
ANSWER: c

31. It is of utmost importance that the recruitment, screening, orientation, training, evaluation, and retention of crisis workers deal with the reality of:
   a. learning the basic communication skills of the residents of the areas they are serving.
   b. a multicultural clientele.
   c. transcrisis states and points.
   d. having coursework in high/low context communication tactics.
ANSWER: b

32. An understanding of the ecological/cultural determinants of crisis intervention is founded on:
   a. how hot it is.
   b. the mutual and dynamic interaction of between client, local ecological/cultural factors and worker.
   c. broaching.
   d. SAFETY.
ANSWER: b

33. Lauren Brown's social locations concept of multiculturalism as it applies to trauma and crisis depicts a(n) _____ model. collective
   a. emic
   b. etic
   c. individualist
   d. collective
ANSWER: a

Essay

34. Compare a farmer from a low-context culture in South Dakota who has just had his crop wiped out by a flood with a farmer from a high-context culture in Afghanistan who has just had his crop devoured by locusts. How might you approach helping each of them? In helping these two people of different cultures, what would you do that was similar and what would you do that was different?
ANSWER: Answers may vary.

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35. Forge an argument for or against the concept of emic versus etic models of multiculturalism.
ANSWER: Answers may vary.

36. How do you believe that ecological/cultural determinants play a part in your aspirations to do crisis counseling? What should you be wary of as you approach a person who is of a different age, sex, occupation, etc. (i.e., social locations)?
ANSWER: Answers may vary.

37. You are a crisis worker that has been dispatched to help a woman who is being forcibly evicted from her home by the police. She raised her children in this house, which was built with insurance funds from when her husband's brother died in a train accident. Outline how you would apply the SAFETY model to this case.
ANSWER: Answers may vary.