CHAPTER 15: SKILLS TO IMPLEMENT ACTION GOALS

Multiple-Choice Questions

15.01. By asking open questions for action, the helper communicates

a. that he or she is guiding the client to solve problems.*

b. that he or she doesn’t know what else to do.

c. that insight is important.

d. that action is easy to do.

e. none of the above

15.02. Which of the following is NOT a type of information that helpers give in the action stage:

a. educating the client about the world or psychological principles

b. providing information about psychological tests

c. explaining intentions or goals

d. educating the client about various types of action

e. educating the client about disruptions in the therapeutic relationship *

15.03. Information in the action stage is different from immediacy because

a. information focuses on the interaction between the client and helper, whereas

immediacy focuses on the client only.

b. information focuses on the client only, whereas immediacy focuses on the

interaction between the client and helper.*

c. information focuses on the helper only, whereas immediacy focuses on the client

only.

d. information and immediacy are the same thing.

e. information is supportive, whereas immediacy is challenging.
15.04. The intention for using information in the action stage is to

a. further the client in exploration.

b. enhance the client in gaining new understandings of self.

c. help change the client’s thoughts, feelings, or behaviors through education, instruction, or teaching.*

d. none of the above

e. a and b

15.05. Dr. Calm tells his client about the functions of deep breathing and relaxation. The purpose(s) of providing information in this way may be

a. to educate the client about what to expect.*

b. so the client can respect Dr. Calm more.

c. so the client can learn about the many different techniques from a real expert.

d. to help the client become more relaxed.

e. none of the above

15.06. Giving information can be defined as all of the following, except:

a. providing specific data

b. providing opinions to clients

c. providing referrals for resources to clients

d. telling the client what to do *

e. providing facts or data
15.07. Select the best information intervention in the action stage from the following responses:

a. “You should go to a shelter tonight to be safe.”

b. “The crisis number for the battered women’s shelter is 555-HELP. They are open 24 hours a day.” *

c. “On the one hand, you want to leave, but on the other hand, you are hesitating.”

d. “I wonder if you allow yourself to be battered because of your ambivalence over your relationship with your husband.”

e. “Kids who grow up in violent homes often turn to violence. How would you feel if your children abused others?”

15.08. Select the best intervention that provides feedback to the client in the action stage:

a. “You did a really good job of expressing yourself to your mother last week.” *

b. “You really should admit to yourself that you are an alcoholic.”

c. “From what you are telling me, your wife seems hopeful that you are making progress in your recovery.”

d. “During the next week, please look up several resources for alcoholics in this area.”

e. “Tell me again what it feels like to label yourself an alcoholic.”

15.09. Feedback can increase client self-awareness, which in turns leads to:

a. new insights

b. changed cognitions

c. behavior change *

d. increased self-efficacy

e. mastery
15.10. Research indicates that clients prefer

a. positive feedback and think it’s more accurate.

b. negative feedback and think it’s more accurate.

c. positive feedback early in the relationship, and negative feedback later.

d. negative feedback is okay if sandwiched between two pieces of positive feedback.

e. a and d *

15.11. Process advisement is

a. the term used when helpers direct clients to do things within the helping session.*

b. the term used when helpers direct clients to do things outside the helping session.

c. often inappropriate to use because it takes advantage of the power differential
   between client and helper.

d. the term used for a senior helper evaluating and providing feedback to a more
   junior helper.

e. none of the above

15.12. The primary use of process advisement in the action stage is

a. to help clients decide which action to take.

b. to deal with the therapeutic relationship.

c. through behavioral exercises such as role-playing.*

d. to educate the client.

e. to support the client.
15.13. If clients are resistant to follow process advisement, it might be because

a. helpers have not presented the task well.
b. helpers may have been too apologetic about presenting the task.
c. helpers have not provided a rationale for the task.
d. helpers were not clear about the task.
e. all of the above *

15.14. Direct guidance is often used during

a. the beginning of therapy to let the client know what she or he can expect.
b. the insight stage to help a client examine discrepancies.
c. the action stage to promote change.*
d. the action stage to give the client what they want.
e. termination, so that a client can know how to proceed once therapy has ended.

15.15. When Rachel was discussing the problems she was having with her friend, her helper said, “Show me how you reacted to her when she told you she didn’t want to spend time with you.” This intervention is:

a. immediacy
b. process advisement *
c. restatement
d. support
e. none of the above
15.16. Direct guidance is useful for

a. most clients, regardless of their problem(s).

b. clients dealing with crisis situations.*

c. clients who are dependent.

d. a and c

e. b and c

15.17. Research shows that the best homework to give a client

a. is based on the client’s resistance.

b. is cognitive-behavioral.

c. is easy to implement.*

d. is slightly challenging to implement.

e. b and c

15.18. Which of the following is NOT true when giving direct guidance?

a. Think about your intentions.

b. Make sure the client is ready to change.

c. Small changes are better than big changes.

d. Write down the assignments.

e. Make sure the direct guidance is based on theory.*
15.19. In the action stage, disclosure

   a. can be used to help the client explore the steps of the action stage.
   b. can be used to suggest strategies.*
   c. is never appropriate.
   d. tends to discourage clients.
   e. is better than information or direct guidance.

Short Answer

15.20. List and define four of the skills used in the action stage.

Essay Questions

15.21. Compare and contrast giving directives through direct guidance versus disclosure of strategies.

15.22. Discuss how to give process advisement in a way that clients would be most likely to comply and get something out of it.

15.23. When would it be therapeutic to give direct guidance?

15.24. Why do you think Hill says that it is better to use more open questions than information, feedback about the client, process advisement, direct guidance, and disclosure of strategies in the action stage?