CHAPTER 5: ATTENDING, LISTENING, AND OBSERVING SKILLS

Multiple-Choice Questions

5.01. Whenever Lucia stopped talking, her helper would quickly give a restatement. Sometimes Lucia just needed to think, and she left the sessions feeling frustrated. Lucia’s helper should have

   a. asked more questions.
   b. offered a piece of advice.
   c. paused before speaking.*
   d. terminated the relationship because Lucia wasn’t ready for counseling.
   e. b and c

5.02. Lena’s client has had a terrible life, and Lena is trying to help him understand himself by making links between his past and his current behaviors. At one point, the client comments that he doesn’t think Lena understands him. What is most likely to have happened here?

   a. Lena used too many helping skills.
   b. Lena moved too quickly to insight.
   c. Lena had forgotten to be empathic.
   d. Lena was much smarter than the client.
   e. b and c *
5.03. Nancy came to counseling and in the first session she spoke about her hardships at work, problems with her boyfriend, dissatisfaction with the way she looked, and arguments with her best friend. The helper tried hard to focus Nancy, often interrupting her to do so. It might have been more effective if the helper had

   a. told Nancy that “everyone has lots of problems” to make her feel better.
   b. not interrupted Nancy while she was exploring.*
   c. interpreted the core messages or themes.
   d. referred Nancy to a more experienced therapist.
   e. all of the above

5.04. In regard to nonverbal communication and behavior during a helping session, helpers

   a. should try to understand the cultural meanings of nonverbal behaviors.*
   b. should expect clients to adapt to the helper’s nonverbal style.
   c. should not ask clients for feedback about what feels comfortable for them.
   d. should always use an open stance.
   e. a and d.

5.05. Attending

   a. is most important early in a session and in treatment.
   b. is how helpers orient themselves physically to their clients.*
   c. is biologically determined at an early age.
   d. refers to capturing and understanding the client’s messages.
   e. b and c
5.06. Bodily movements, including arm movements, leg movements, and head nods
   a. are referred to as kinesics.
   b. have been shown to play a critical role in the outcome of helping sessions.
   c. can provide information that cannot be obtained by verbal content or facial
      expressions.
   d. b and c
   e. a and c *

5.07. All but which of the following are kinds of nonverbal behaviors:
   a. adaptors
   b. illustrators
   c. kinesics
   d. phonetics *
   e. regulators

5.08 Too many adaptors or inappropriate use of emblems, illustrators, or regulators are often a
   sign of nonverbal leakage.
   a. true *
   b. false

5.09 With a gaze, one can communicate all but which of the following
   a. intimacy
   b. interest
   c. intelligence *
   d. submission
   e. dominance
5.10. In typical noncounseling interactions, people make contact with each other (i.e., mutual gaze) in about what percentage of their interactions:

   a. 5% to 10%
   b. 10% to 15%
   c. 28% to 70% *
   d. 70% to 90%
   e. 90% to 100%

5.11. In White middle-class North America

   a. people tend to maintain eye contact while listening but look away when speaking.*
   b. people tend to look away while listening but maintain eye contact when speaking.
   c. people tend to maintain eye contact while listening or speaking.
   d. people tend not to maintain eye contact while listening or speaking.
   e. none of the above

5.12. Researchers have found that verbal behaviors play a more important role in the communication of emotions than do nonverbal behaviors.

   a. true
   b. false *

5.13. We express our basic emotions through

   a. smiles and head nods.
   b. bodily movements.
   c. gestures.
   d. kinesics.
   e. facial expressions.*
5.14. Facial expressions typically have the same meanings to people all over the world.
   a. true *
   b. false

5.15. Components of good posture include all of the following except:
   a. leaning forward
   b. keeping arms uncrossed
   c. keeping legs uncrossed
   d. being open
   e. slouching *

5.16. The most likely source of nonverbal leakage is:
   a. eye contact
   b. head nods
   c. leg and foot movements *
   d. body posture
   e. none of the above

5.17. Some of the possible meanings of gestures are
   a. touching or rubbing the nose tends to be a negative reaction.
   b. locked arms or crossed legs can be a defensive position.
   c. hands over eyes can be a gesture of avoidance.
   d. all of the above *
   e. b and c
5.18. Distance zones for middle-class Americans include

a. intimate (0 – 8 inches), personal (1 – 4 feet), social (4 – 20 feet), public (>20 feet)

b. intimate (0 – 8 inches), personal (1 – 4 feet), social (8 – 12 feet), public (>12 feet)

c. intimate (0 – 18 inches), personal (1.5 – 4 feet), social (4 – 12 feet), public (>12 feet) *

d. intimate (0 – 18 inches), personal (1.5 – 4 feet), social (8 – 20 feet), public (>20 feet)

e. none of the above

5.19. Silence can be used effectively to convey:

a. challenge of clients to take responsibility

b. empathy, warmth, and respect

c. time for clients to say what they want without interruption

d. all of the above *

e. b and c

5.20. Minimal encouragers are used to:

a. acknowledge what the client has said

b. communicate attentiveness

c. provide noninvasive support

d. monitor the flow of conversation

e. all of the above *
5.21. Approval-reassurance can:
   a. provide emotional support and reassurance
   b. indicate that helpers empathize with and understand the client
   c. minimize the client’s feelings
   d. a and b
   e. all of the above *

5.22. Helpers might need to interrupt when:
   a. helpers are bored
   b. clients are rambling *
   c. clients are using a lot of emblems
   d. clients are defensive
   e. all of the above

5.23. Note-taking during a helping session is
   a. never acceptable.
   b. not generally recommended because it reduces the ability of the helper to attend to the client.
   c. not generally recommended because it reduces the intensity of the immediate experience.
   d. a good idea so that the helper can remember what the client has talked about in the session.
   e. b and c *
5.24. In helping, touching

a. is a natural inclination and therefore should be used to support clients.

b. should be avoided because clients might have a history of unwanted touching.

c. has had mixed results in the empirical literature.

d. is never helpful.

e. b and c *

5.25. Negative self-talk is problematic for helpers because:

a. it interferes with helpers’ focusing on clients *

b. it models negative self-talk for clients

c. it encourages client rumination

d. a and b

e. all of the above

5.26. Which of the following emotions is hard to read:

a. happiness

b. sadness

c. fear

d. anger

e. c and d *
Short Answer

5.27. Define kinesics, emblems, illustrators, regulators, and adaptors.

Essay Questions

5.28. Compare and contrast attending, listening, and observing.

5.29. Describe the construct of “cultural rules” in relation to attending and listening.

5.30. Discuss the differences between attending and listening.

5.31. Discuss the tension between using appropriate nonverbal behaviors and being relaxed.

5.32. Describe how you might evaluate the effects of different nonverbal behaviors that a helper exhibits with a client.