

**TEST QUESTIONS FOR
CM Home Study Course
SKILLED EMPATHY
Course Code: SKE**

24 Hours for CRC, CCM and CDMS
24 Hours for California RN Continuing Education

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Based on the text *Skilled Empathy Creating Safety Through Therapeutic Attachment* by Laura E. Gollnick, M.S., M.F.T., select the best answer to each of the following questions.

1. Which of the following questions is a recommended question for the initial session:
 - a. "I am wondering how it feels to be here?"
 - b. "What do you want out of being here?"
 - c. "What was helpful?"
 - d. all of the above

2. Informed consent should be reintroduced and examined carefully when:
 - a. there is a major change in the approach to treatment
 - b. a client comes back into therapy after a prolonged absence
 - c. both a and b

3. There are times when history-taking must be set aside and soothing the client must take precedence
 - a. true
 - b. false

4. When drug or alcohol abuse is present, a depressive history _____ taken.
 - a. should be immediately
 - b. should never be

5. Which of the following is recommended regarding drug usage:
 - a. ask about drug usage during different periods of a client's life.
 - b. ask "Is this something you want to change?"
 - c. ask "What would that change look like?"
 - d. any of the above

6. The author _____ asking, "Do you have a drinking problem?"
 - a. recommends
 - b. does not recommend

7. In the discussion of physical abuse, the text indicates that a number of research studies suggest that most people do not volunteer abuse histories to the clinician.
 - a. true
 - b. false

8. Which of the following is a recommended question when assessing physical abuse:
 - a. "When you did something that your parents did not like, what did they do?"
 - b. "How was discipline handled with your siblings?"
 - c. "Were you ever hit?"
 - d. all of the above

9. A question that is designed to elicit feelings from the client regarding physical abuse is "If your body could speak, what would it say?"
 - a. true
 - b. false

10. A recommended question regarding verbal or emotional abuse is:
 - a. "What kinds of things were said when they yelled or screamed at you?"
 - b. "Was there teasing that felt bad to you?"
 - c. both a and b
 - d. neither a nor b

11. It is important to determine whether or not there was any verbal or emotional abuse in the family of origin
 - a. true
 - b. false

12. Implying that sexual abuse has taken place because a client reports a certain series of symptoms is:
 - a. ethical
 - b. unethical

13. The text implies that during the initial history-taking it is more important to ask detailed questions about sexual abuse than to create a climate of safety for clients.
 - a. true
 - b. false

14. There _____ between the symptoms for Major Depressive Disorder and PTSD.
- a. is overlap
 - b. is not any overlap
15. Which of the following may be used to assess clients for depression:
- a. BDI-II
 - b. BSS
 - c. both a and b
16. Hypothyroidism is often seen as part of postpartum depression.
- a. true
 - b. false
17. Which of the following are ways to assess clients for anxiety:
- a. BAI
 - b. assessing the feeling state that accompanies the clients' responses to the therapist's question
 - c. both a and b
18. The TSI taps _____ posttraumatic symptomology:
- a. acute and chronic
 - b. chronic but not acute
19. The sample "Client Consent Form" (Chapter 1, Appendix A) contains an example of a statement regarding vacations
- a. true
 - b. false
20. Clients who are experiencing problems in the area of sleep should be assessed for:
- a. mood disorders
 - b. anxiety disorders
 - c. both a and b
 - d. neither a nor b

21. When clients are actively considering killing themselves, it _____ important to assess the lethality of the plan.
- is
 - is not
22. Which of the following is recommended in dealing with suicidality:
- assess if there is a long-term history of depressive or anxiety disorders
 - get a signed release from the client before talking to a support person in the office or by phone
 - attempt to reconstruct the events, people involved, and the feelings clients have just before they became suicidal.
 - all of the above
23. In working with suicidal clients, the author often asks them if they are willing to make a contract. The text suggests that the clients:
- write out the contract
 - read the contract aloud in the room to see how it feels to them
 - both a and b
24. The textbook recommends carefully monitoring clients who have been severely depressed and/or suicidal as the depression begins to lift. Clients _____ to commit suicide that they may not have had previously when they were more depressed.
- now have the energy
 - no longer have the energy
25. SIV is often present with Borderline Personality Disorder.
- true
 - false
26. The author suggests which of the following regarding eating disorders:
- no special training is needed for the therapists
 - there is a high frequency of co-occurring mood and anxiety disorders
 - the client should not be assessed for suicidality

27. CTS 2 measures violence within families and intimate relationships.
- a. true
 - b. false
28. Which of the following is included in “Interpersonal History of Safety Questionnaire” in Chapter 2 Appendix C:
- a. “What are the times of day you feel safest? Why?”
 - b. “List the places you feel safe(r).”
 - c. both a and b
29. Which of the following is an example of a “miss”:
- a. when the therapist has misinterpreted something the client has said
 - b. when the therapist has not given the client time to respond
 - c. both a and b
30. Self-disclosure needs to be carefully timed. It can be as injurious to a relationship as it is helpful.
- a. true
 - b. false
31. Potential boundary conflicts include:
- a. going over allotted time of session
 - b. dual relationship
 - c. both a and b
32. Once an initial contract is made, it should never be modified or revised.
- a. true
 - b. false
33. Phone time _____be used for integrative memory work.
- a. should
 - b. should not

34. The text indicates that homework should never be used in brief therapy.
- true
 - false
35. In treatment planning, the text recommends that the goal of the ending sessions is to:
- explore possible relapse potentials
 - develop supports for maintaining changes over time
 - both a and b
36. To expand clients' affect, at the close of the initial session, the text recommends asking which of the following questions:
- "What did not feel good?"
 - "What was helpful?"
 - "Was there anything that felt scary?"
 - any of the above
37. When clients ask what the therapist thinks or feels, the text recommends which of the following questions:
- "I am wondering why you asked that?"
 - "Tell me where you are coming from around this?"
 - either of the above
38. The author indicates that when she reflects a feeling or makes an interpretation, she may get it wrong. She wants the client to tell her:
- if she is incorrect
 - if she is even partially off the mark
 - both a and b
 - neither a nor b
39. Which of the following tends to move clients away from their feelings:
- telling the client what to do
 - telling the client that everything will be okay
 - both a and b

40. Which of the following is included in the “History of Basic Feelings Questionnaire”:
- “What feeling is easiest for you to express?”
 - “What feeling is most difficult for you to express?”
 - “What feeling is hardest for you to express to your significant other?”
 - all of the above
41. Progressive Relaxation:
- involves systematic tightening and relaxing of the various muscle groups of the body
 - allows clients to focus on the difference between tensing and relaxing
 - both a and b
 - neither a nor b
42. Which of the following are characteristics of excessive sympathetic nervous system activity:
- cold hands and feet
 - increased respiration rate
 - dilated pupils
 - all of the above
43. Which of the following is a recommended way of creating safety:
- imaging a safe place
 - creating a list of self-soothing activities
 - creating a customized tape
 - all of the above
44. The text indicates that visual clients are most often soothed by what they see in the body language of the other.
- true
 - false
45. A suggestion for using affirmations includes engaging _____ that the client can imagine fit their affirmations:
- any of the five senses of touch, taste, sight, sound or smell
 - the sense of touch and taste, but not sight
 - only the sense of sight

46. In one of the notes for the “Deep Muscle Relaxation Script” in Chapter 5 Appendix C, the author suggests that for clients who are primarily auditory:
- a. using the word “image”
 - b. substitute “hear” for “image”
47. Which of the following are characteristics of the Rescuer role:
- a. they do what they don’t want to do
 - b. they help without being asked
 - c. they often have a need to control
 - d. all of the above
48. Which of the following are characteristic of the Victim role:
- a. they ask questions when they already know the answer
 - b. they don’t ask directly for what they want
 - c. both a and b
 - d. neither a nor b
49. According to the author, people _____ from the role of Rescuer to Victim.
- a. never move
 - b. tend to move
50. When working with clients who favor the role of Persecutor, the text recommends:
- a. not exploring how clients feel helpless
 - b. exploring how clients feel helpless
51. Which of the following are symptom clusters of posttraumatic stress disorder:
- a. intrusiveness
 - b. avoidance and numbing
 - c. hyperarousal
 - d. all of the above

52. Many clients present with _____ that are disguised PTSD.
- anxiety symptoms
 - depression
 - relationship issues
 - any of the above
53. Which of the following is a recommended way of working with intrusiveness:
- distraction by thinking about something else
 - getting an image of something positive or pleasurable
 - both a and b
 - neither a nor b
54. Working with clay _____ a recommended technique to access anger or rage.
- is
 - is not
55. Flashbacks should always be diagnosed as psychotic episodes.
- true
 - false
56. If a flashback happens during a session, which of the following is recommended for the client:
- stand up and walk around
 - look around and notice where they are
 - reach out and touch the chair or the table
 - any of the above
57. Numbing reactions may serve which of the following function for clients:
- avoid recall of memories
 - avoid integrating the learning of therapy
 - defend against shame
 - all of the above

58. Which of the following is an indicator of dissociating:
- a. inability to remember what is happening in session
 - b. restricted range of affect
 - c. voice tone changes
 - d. all of the above
59. Clients who have persistent symptoms of increased arousal may:
- a. be angry or highly irritable
 - b. be hypervigilant
 - c. have an exaggerated startle response
 - d. any of the above
60. The text recommends that the therapist should try to ascertain whether or not a client plans to sue a parent or perpetrator before deciding to use hypnosis.
- a. true
 - b. false
61. In integrative memory work, symptoms may worsen dramatically. Symptoms to look for include:
- a. nightmares
 - b. becoming abusive
 - c. becoming suicidal
 - d. any of the above
62. When doing integrative memory work, the goal is to engage the memories at:
- a. an intellectual level
 - b. an emotional level
 - c. a bodily or sensory level
 - d. all of the above
63. The text advises getting a written consent signed before touch is used in the therapeutic process.
- a. true
 - b. false

64. Signs of therapist burnout include inability to concentrate or focus on the needs of others.
- a. true
 - b. false
65. In the chapter discussing the process of closure, the author addresses the issue of doing phone therapy in another state. From a legal perspective, therapy _____ to take place where the client is, not where the therapist is, and it is possible that the therapist may be viewed as practicing in a state where they do not have a license.
- a. is frequently considered
 - b. is never considered

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