

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

**ANSWER SHEET MUST BE SUBMITTED BY NOVEMBER 15, 2018**

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.
- true
  - false
28. Which of the following is included in “Interpersonal History of Safety Questionnaire” in Chapter 2 Appendix C:
- “What are the times of day you feel safest? Why?”
  - “List the places you feel safe(r).”
  - both a and b
29. Which of the following is an example of a “miss”:
- when the therapist has misinterpreted something the client has said
  - when the therapist has not given the client time to respond
  - both a and b
30. Self-disclosure needs to be carefully timed. It can be as injurious to a relationship as it is helpful.
- true
  - false
31. Potential boundary conflicts include:
- going over allotted time of session
  - dual relationship
  - both a and b
32. Once an initial contract is made, it should never be modified or revised.
- true
  - false
33. Phone time \_\_\_\_\_be used for integrative memory work.
- should
  - 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.
- a. anxiety symptoms
  - b. depression
  - c. relationship issues
  - d. any of the above
53. Which of the following is a recommended way of working with intrusiveness:
- a. distraction by thinking about something else
  - b. getting an image of something positive or pleasurable
  - c. both a and b
  - d. neither a nor b
54. Working with clay \_\_\_\_\_ a recommended technique to access anger or rage.
- a. is
  - b. is not
55. Flashbacks should always be diagnosed as psychotic episodes.
- a. true
  - b. false
56. If a flashback happens during a session, which of the following is recommended for the client:
- a. stand up and walk around
  - b. look around and notice where they are
  - c. reach out and touch the chair or the table
  - d. any of the above
57. Numbing reactions may serve which of the following function for clients:
- a. avoid recall of memories
  - b. avoid integrating the learning of therapy
  - c. defend against shame
  - d. 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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