

MLCPC 104: Basic Helping: Essential Listening Skills and Techniques

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- 1.** Helping Skills include all of the following except
 - a.** Good advice.
 - b.** Restating.
 - c.** Listening to hear.
 - d.** Good questions.

- 2.** Good questions include
 - a.** Open-ended format.
 - b.** Yes or No answers.
 - c.** Asking why.
 - d.** None of the above.

- 3.** Good listeners
 - a.** Take time.
 - b.** Don't rehearse responses.
 - c.** Use silences.
 - d.** All of the above.

- 4.** Restatement
 - a.** Will seem like "parroting" to the client.
 - b.** Includes the feelings of the helper.
 - c.** Tells her that you are uninterested.
 - d.** Is best used in the early stage.

- 5.** Constructive feedback
 - a.** Helps the client to see how her ideas impact others.
 - b.** Is best when specific.
 - c.** Let's the helper vent her feelings.
 - d.** Creates conflict.

6. Confrontation

- a.** Should be argumentative.
- b.** Should be avoided in the early stages.
- c.** Should be used when empathy and trust are established.
- d.** Both B and C.

7. Restating the client's words means that you agree with her thoughts.

- a.** True
- b.** False

8. Rapid-fire questions are

- a.** Very helpful with clients.
- b.** Helps the client explore her choices.
- c.** Several questions combined in one sentence.
- d.** Imply judgment.

9. Expanded restatement restates the client's thought and adds the words, "even though".

- a.** True
- b.** False

10. Which of the following would be a legal exception for breaching confidentiality?

- a.** Runaway minors
- b.** Suicide threat by the client
- c.** Imminent harm to a 3rd person
- d.** All of the above