**Chapter 2: Managing Ethical Issues**

**Test Bank**

**Type: multiple choice question**

**Title:** Chapter 02 Question 01

**1)** Self-awareness refers to begin aware of

**a.** The client's values, beliefs, and feelings

**b.** The agency's policies and procedures

\***c.** One's own values, beliefs, and feelings.

**d.** Universal ethical principles

**Type: multiple choice question**

**Title:** Chapter 02 Question 02

**2)** According to ethics of care, when managing ethical issues, we should be:

**a.** Completely dispassionate and objective

**b.** Legal scholars

**c.** Focused on our own personal needs, interests, wishes, hopes, and expectations

\***d.** Attentive and responsive to the needs of others affected by the issue

**Type: multiple choice question**

**Title:** Chapter 02 Question 03

**3)** According to narrative ethics:

**a.** Truth is objective and singular

\***b.** People may shape their truths and morality through storytelling

**c.** The client's initial narrative is the only narrative that we should consider

**d.** Each person's moral story is fixed and cannot change

**Type: multiple choice question**

**Title:** Chapter 02 Question 04

**4)** Teleology (consequentialism) suggests that we should:

**a.** Act according to universal duties or categorical imperatives

\***b.** Consider various options and choose the option producing the greatest good

**c.** Abide by agency policy

**d.** Act in accordance with virtues such as care, honest, and respect for the dignity and worth of all people

**Type: multiple choice question**

**Title:** Chapter 02 Question 05

**5)** When developing a question related to how to deal with an ethical dilemma, the question should be:

**a.** A closed question (with a yes or no answer)

\***b.** An open question

**c.** A statement of the social worker's preferred solution

**d.** A question about how to clean up a situation following a breach

**Type: multiple choice question**

**Title:** Chapter 02 Question 06

**6)** When managing an ethical conflict with clients, it is generally preferable for clients to:

**a.** Simply tell the client the best way to resolve the ethical issue

**b.** Say nothing and let the client decide without any input from others

\***c.** Work collaboratively with the clients to reach agreement on how to respond

**d.** Report the client to police or other authorities and answer the clients' questions later

**Type: multiple choice question**

**Title:** Chapter 02 Question 07

**7)** According to Kant and deontology, a categorical imperative is a:

\***a.** Universal principle, applying to everyone

**b.** General guideline that can be breached depending on the situation

**c.** Moral belief that is specific to a single culture or social group

**d.** Story in which many different morals and ethics may be learned

**Type: multiple choice question**

**Title:** Chapter 02 Question 08

**8)** When we brainstorm options for resolving an ethical issue, we should:

**a.** Choose between the first two options that come to mind

\***b.** Work jointly with the client or others, listing many possible ways that the ethical issue could be resolved

**c.** Give the client or others a list of the best possible solutions to consider

**d.** Focus on which universal duties or categorical imperatives are the most important ones to follow

**Type: multiple choice question**

**Title:** Chapter 02 Question 09

**9)** When managing ethical issues, collaborative dialogues may be prefererable to debates because collaborative dialogues:

\***a.** Build trust and foster open communication

**b.** Limit discussion to a choice between two primary options

**c.** Encourage people to state their positions clearly and argue for why they are right and others are wrong

**d.** Force people to admit when they are wrong

**Type: multiple choice question**

**Title:** Chapter 02 Question 10

**10)** During the planning stage of the Framework for Managing Ethical Issues, social workers should:

**a.** Identify the ethical issue to be analyzed

**b.** Weigh different ethical obligations

**c.** Evaluate the pros and cons of each option being considered

\***d.** Determine who will be responsible for completing which tasks in order to implement the decision