**Chapter 1**

**Defining the Human Service Professional**

**Multiple Choice**

1. The human services professional degree was first offered in what decade?

A. 1940s B. 1950s C. 1960s D. 1970s

ANS: C

A-Head: Identifying the Human Service Professional

Learning Objective: LO 1-1 – Identify today’s human service professional

2. Most human service programs are at what level of education?

A. Associate’s

B. Bachelor’s

C. Master’s

D. Associate’s and Bachelor’s

ANS: E

A-Head: Identifying the Human Service Professional

Learning Objective: LO 1-1 – Identify today’s human service professional

5. Which of the following is *not* one of the 12 skills standards important to the work of the human service professional?

A. Monitoring medication dosages

B. Community and service networking

C. Educational, training, and self-development

D. Crisis intervention

ANS: A

A-Head: Identifying the Human Service Professional

Learning Objective: LO 1-1 – Identify today’s human service professional

4. Of the following list, which role would a human service professional *not* assume?

A. Outreach worker

B. Psychotherapist

C. Broker

D. Evaluator

ANS: B

A-Head: Identifying the Human Service Professional

Learning Objective: LO 1-1 – Identify today’s human service professional

3. Which of the following are you *not* likely to see human service professionals focus upon?

 A. Supportive work

 B. Problem-focused work

 C. Working with the unconscious

D. Emphasizing the present

ANS: C

A-Head: Identifying the Human Service Professional

Learning Objective: LO 1-1 – Identify today’s human service professional

6. Which of the following associations is mainly for psychologists?

A. APA B. PSY C. NPSY D. NASW

ANS: A

A-Head: Related Mental Health Professionals

Learning Objective: LO 1-2 – Distinguish related mental health professionals from human service professionals

11. Which of the following does *not* tend to have master’s- or doctoral-level licensure?

A. Psychologist

B. Psychiatrist

C. Social worker

 D. All have licensure

ANS: D

A-Head: Related Mental Health Professionals

Learning Objective: LO 1-2 – Distinguish related mental health professionals from human service professionals

7. Which of the following associations is mainly for social workers?

A. NSWA B. HSWA C. NASW D. AACA

ANS: C

A-Head: Related Mental Health Professionals

Learning Objective: LO 1-2 – Distinguish related mental health professionals from human service professionals

8. Which of the following associations is mainly for counselors?

A. NACA B. ACA C. NOHS D. AACA

ANS: B

A-Head: Related Mental Health Professionals

Learning Objective: LO 1-2 – Distinguish related mental health professionals from human service professionals

9. Which of the following associations is mainly for couple and family counselors?

A. MFTC B. AAMFT C. NOHS D. ACA

ANS: B

A-Head: Related Mental Health Professionals

Learning Objective: LO 1-2 – Distinguish related mental health professionals from human service professionals

10. Professional associations serve which of the following purposes?

A. Sponsor national and regional conferences

B. Publish newsletters and journals

C. Provide grants for field-related projects

D. All of the answers are correct.

ANS: D

A-Head: Professional Associations in Human Services and Related Fields

Learning Objective: LO 1-3 – Learn the purpose of professional associations and identify major associations

12. Which of the following associations is mainly for human service professionals?

A. NASW B. AHSA C. NOHS D. HSWA

ANS: C

A-Head: Professional Associations in Human Services and Related Fields

Learning Objective: LO 1-3 – Learn the purpose of professional associations and identify major associations

13. Which characteristic has been most related to client change?

 A. Listening

 B. Relationship Building

 C. Genuineness

 D. Competence

ANS: B

A-Head: Characteristics of the Effective Human Service Professional

Learning Objective: LO 1-4 – Identify the characteristics of the effective human service professional

14. An empathic person is one who:

A. has experienced the problem of another person.

B. has dealt with that kind of problem before.

C. has been certified as being empathic.

D. has the ability to understand the inner world of another person.

ANS: D

A-Head: Characteristics of the Effective Human Service Professional

Learning Objective: LO 1-4 – Identify the characteristics of the effective human service professional

15. People who are real and genuine:

 A. have congruent feelings, thoughts, and actions.

 B. easily hide their feelings.

 C. always express their feelings.

 D. are always empathic.

ANS: A

A-Head: Characteristics of the Effective Human Service Professional

Learning Objective: LO 1-4 – Identify the characteristics of the effective human service professional

16. People who are accepting of others:

A. like everything a person does.

B. accept the helpee unconditionally.

C. accept people in their differences.

D. accept the helpee unconditionally and people in their differences.

ANS: D

A-Head: Characteristics of the Effective Human Service Professional

Learning Objective: LO 1-4 – Identify the characteristics of the effective human service professional

17. People who are cognitively complex are all but *which* of the following?

 A. Understand the world in multifaceted ways

 B. Are more open-minded and self-reflective

 C. Are better able to resolve problems in helping relationships

 D. Are strongly fixed in their way of viewing the world

ANS: D

A-Head: Characteristics of the Effective Human Service Professional

Learning Objective: LO 1-4 – Identify the characteristics of the effective human service professional

18. Which ethical guideline is a person *not* attending to if he or she is not keeping up with the current state of knowledge in the field?

A. Consultation

B. Expertness

C. Confidentiality

D. Competence

ANS: D

A-Head: Characteristics of the Effective Human Service Professional

Learning Objective: LO 1-4 – Identify the characteristics of the effective human service professional

19. According to the theory of Robert Kegan and William Perry, which qualities are not consistent with an effective helper?

A. Being noncritical

B. Being nondogmatic C. Allow for differing opinions

 D. Having a one-dimensional point of view

ANS: D

A-Head: Becoming the Effective Helper

Learning Objective: LO 1-5 – Understand how becoming an effective helper is a developmental process

20. The effective human service professional:

A. is open to change.

B. views life as affording opportunities for growth and transformation.

C. realizes that life is a continual, never-ending growth process.

D. All of answers are correct.

ANS: D

A-Head: The Effective Human Service Professional: Willing to Meet the Challenge

Learning Objective: LO 1-7 – Embrace an attitude that one can always change and grow as a professional

**True/False**

21. A psychiatrist ad a psychologist both have the same training, but the difference between them depends on where they are employed.

ANS: F

A-Head: Related Mental Health Professionals

Learning Objective: LO 1-2 – Distinguish related mental health professionals from human service professionals

22. One has to be a physician if one is to be a psychiatrist.

ANS: T

A-Head: Related Mental Health Professionals

Learning Objective: LO 1-2 – Distinguish related mental health professionals from human service professionals

23. Countertransference is the client's projection of his or her unfinished psychological issues onto the helper.

ANS: F

A-Head: Characteristics of the Effective Human Service Professional

Learning Objective: LO 1-4 – Identify the characteristics of the effective human service professional

24. As a testament to the understanding that human service professionals bring to their profession, approximately 85% of helpers have been in some form of counseling.

ANS: T

A-Head: Characteristics of the Effective Human Service Professional

Learning Objective: LO 1-4 – Identify the characteristics of the effective human service professional

25. The eight characteristics of the effective helper are fixed, and unlikely to change.

ANS: F

A-Head: Characteristics of the Effective Human Service Professional

Learning Objective: LO 1-4 – Identify the characteristics of the effective human service professional

**Matching** (Match the word to the word, phrase, or concept)

1. Empathy A. Congruence in thoughts, feelings, and behaviors

2. Genuineness B. Major ethical concern involving mastery and expertise

3. Acceptance C. Multiple perspectives, open-minded, empathy, self-

 awareness

4. Cognitive Complexity D. Understanding the inner world of client

5. Wellness E. Working alliance

6. Competence F. RESPECTFUL Model

7. Cross-Cultural Sensitivity G. Five factors of the indivisible self

8. Relationship Building H. Providing positive regard for others

Answers to Matching

1. D 2. A 3. H 4. C 5. G 6. B 7. F 8. E