

# Essentials of Crisis Counseling and Intervention

## Questions from chapter 1

- 1) Crisis intervention workers face which common difficulty?
  - a) stress management
  - b) HMO's
  - c) turf wars
  - d) lack of training
- 2) Slaikeu (1990) describes crisis therapy as which type of intervention?
  - a) primary
  - b) second order
  - c) tertiary
  - d) fourth order
- 3) Kleespie et al. (1993) report what percent of their sample of graduate clinical and counseling students had didactic instruction on suicide in their graduate years?
  - a) 35%
  - b) 45%
  - c) 55%
  - d) 65%
- 4) According to Kanel (2003) a crisis is time limited and will cease within
  - a) 4-6 weeks
  - b) 2-6 months
  - c) 6-9 months
  - d) 9-12 months
- 5) What does McFarlane (1999) define as the psychological effects of a current stressor?
  - a) disorder
  - b) distress
  - c) symptoms
  - d) mental illness

## Questions from chapter 2

- 6) In Wainrib & Bloch's (1998) General Crisis Response model, problem-solving abilities and coping mechanisms are temporarily overwhelmed in which level?
  - a) physiological
  - b) psychological
  - c) rational
  - d) cognitive
- 7) "Loss of friends and competition with peers" is an example of a potential crisis situation in which of Erikson's stages?
  - a) early childhood
  - b) middle childhood
  - c) adolescence
  - d) young adulthood

- 8)** Acute Stress Disorder has an onset of symptoms how soon after the traumatic event?
- a) less than 1 month
  - b) 1-3 months
  - c) 3-6 months
  - d) 6 months to 1 year
- 9)** Hopelessness is a common descriptor of a symptom of people with PTSD which falls into which category of PTSD symptoms?
- a) implosion
  - b) intrusion
  - c) constriction
  - d) hyperarousal
- 10)** "A threat of self-harm due to a crisis" is which level in the Stress Continuum Model?
- a) catastrophic crisis
  - b) psychiatric emergencies
  - c) transitional crises
  - d) traumatic stress crisis
- 11)** There is temporary relief from the initial level of stress in which of Tyhurst's Phases of Catastrophic Crises?
- a) recoil
  - b) impact
  - c) rebound
  - d) posttraumatic period

Questions from chapter 3

- 12)** The core of Guillard's 6-step model is
- a) guided emoting
  - b) a problem-solving approach
  - c) progressive muscle relaxation
  - d) empowerment
- 13)** In Lillibridge & Klukken's (1978) model, cognitive, behavioral and affective characteristics are individually assessed on a continuum of
- a) dilated to constricted
  - b) flexible to rigid
  - c) porous to impermeable
  - d) diffuse to opaque
- 14)** Golan's Three-Phase Model focuses on which approach?
- a) glass half-full
  - b) relational
  - c) distraction
  - d) buddy-system
- 15)** In terms of intervention, "Immediately after the crisis event" would describe
- a) primary prevention
  - b) secondary prevention
  - c) tertiary prevention
  - d) follow up

Questions from chapter 4

- 16)** Which of Everly & Mitchell's (2001) communication techniques encourages the client to speak and allows for interaction to move at the client's pace?
- a) body language
  - b) open-ended questions
  - c) closed-ended questions
  - d) silence
- 17)** Which is NOT a common predictor of suicide mentioned by Pope & Vasquez (1991)?
- a) living alone
  - b) lack of religious commitment
  - c) socioeconomic status
  - d) rigid thinking
- 18)** Physical complaints are a culturally acceptable means of expressing psychological distress in which culture?
- a) African Americans
  - b) Hispanic Americans
  - c) Native Americans
  - d) Asian Americans
- 19)** What term does Kanel (2003) use for observations and responses that are concordant with severe mental health disorders requiring physician involvement?
- a) diagnostic markers
  - b) dashboard lights
  - c) signature pieces
  - d) floaters
- 20)** Lyness (1997) recommends the Mini-Mental Status Exam for use by volunteer crisis workers because it requires little training.
- a) True
  - b) False

Questions from chapter 5

- 21)** It is important to remember that crisis intervention is psychotherapy.
- a) True
  - b) False
- 22)** What is described as the place where people feel at ease with each other?
- a) front end alignment
  - b) contact
  - c) personality alignment
  - d) cohesiveness
- 23)** "Thinking" is the antidote to which crisis toxin?
- a) anxiety
  - b) frenzy
  - c) counterproductive emotions
  - d) chaos

- 24)** Taking action is about
- a) escaping the situation
  - b) assigning blame
  - c) making a plan
  - d) choosing options

- 25)** Crisis responses that typically merit a referral include all EXCEPT
- a) drug or alcohol abuse
  - b) pressured speech
  - c) flat affect
  - d) appetite disturbance

Questions from chapter 6

- 26)** The natural predictable, treatable, and preventable unwanted consequences of providing services to traumatized clients are known as
- a) secondary traumatic stress
  - b) contra coup stress
  - c) shared stress
  - d) faux stress

- 27)** The idea that providing psychotherapy can reactivate personal issues and trigger the therapist's own early memories is known as
- a) sublimation
  - b) displacement
  - c) countertransference
  - d) projection

- 28)** Which is NOT one of the fundamental psychological needs mentioned by McCannetal (1988)?
- a) power
  - b) esteem
  - c) intimacy
  - d) congruence

- 29)** What does Figley (1999) describe as an ongoing process in which workers experience a collection of symptoms including emotional and physical exhaustion, an erosion of idealism, and a feeling of discouragement or lack of achievement?
- a) midlife
  - b) drone-ism
  - c) stockade syndrome
  - d) burnout

Questions from chapter 7

- 30)** What term does Boss (1999) use to describe unclear indeterminant loss in interpersonal relationships?
- a) sudden loss
  - b) ambiguous loss
  - c) existential loss
  - d) vague loss

- 31)** According to Greene et al., (2000) nearly all models for working with clients in transition encourage using the client's sense of anxiety, distress, and disequilibrium to push the client to take action.
- a) True
  - b) False
- 32)** Which theory states that a culture provides worldviews that solve humans' existential crises?
- a) CBT
  - b) RET
  - c) TAT
  - d) TMT
- 33)** According to Roberts (2000) what percent of emergency room visits by women in the United States are related to domestic violence?
- a) 5%
  - b) 15%
  - c) 25%
  - d) 35%
- 34)** What metaphor of treatment does Herman (1992) use to describe sexual abuse treatment?
- a) a flower garden
  - b) an ant farm
  - c) a marathon
  - d) a civil war

Questions from chapter 8

- 35)** Mitchell and Everly (2000) compare the techniques of CISM to
- a) a season of 24
  - b) a game of cricket
  - c) a round of golf
  - d) thumb wrestling with mittens on
- 36)** Which is the least-used CISM technique?
- a) defusing
  - b) demobilization after disaster
  - c) critical incident stress debriefing
  - d) follow up
- 37)** In Michell & Everly's (2001) study, what was the average cost of treatment for those treated 6 – 36 months after the trauma?
- a) \$16,000
  - b) \$26,000
  - c) \$36,000
  - d) \$46,000
- 38)** Stuhlmler & Dunning (2000) argue that the typical debriefing is apt to fulfill the expectations of the debriefer, but not necessarily the client.
- a) True
  - b) False

**39)** What conditions may be caused by, or worsen as a result of debriefing?

- a) Depression
- b) Acute Stress Disorder
- c) PTSD
- d) all of the above

Questions from chapter 9

**40)** Which ethical principle involves “do no harm”?

- a) nonmaleficence
- b) beneficence
- c) fidelity
- d) veracity

**41)** In preparing a client for crisis services, Younggren (2002) states that the clinician should conduct a conservative evaluation of

- a) intelligence
- b) competence
- c) physical health
- d) memory

**42)** False or grossly exaggerated physical or psychological symptoms feigned intentionally in order to obtain external incentives describes

- a) sociopathy
- b) factitious disorder
- c) malingering
- d) vaudeville