

***Generalist Social Work Practice - A Worktext 12th
edition Zastrow Test Bank***

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Chapter Two

Surviving and Enjoying Social Work

Multiple Choice Questions

1. All of the following are true about emotional involvement except:
- A. Every social worker has become overly emotionally involved with some clients
 - B. When social workers become too emotionally involved, their capacity to help clients discuss their problems is reduced
 - C. One reason a social worker becomes too involved is that there is a tendency to believe that when a client shares a problem, the social worker then has an obligation to resolve the problem
 - D. A professional relationship involves both the worker and the client giving and receiving

ANS: D PG: 35

2. Which statement represents rational thinking on the part of a worker?
- A. If things don't work out for my clients, I have failed
 - B. Clients own their own problems and have the primary responsibility for resolving their problems
 - C. It is awful when things don't work out for clients
 - D. I've tried the only approach I know of and that didn't work, so apparently there is no hope

ANS: B PG: 36

3. Which of the following is true about identity development:
- A. To be an encouraging person, you need a positive self-concept
 - B. Past experiences are the most important
 - C. People who set their life goals are apt to be bored and unhappy with their lives
 - D. Identity development is usually complete by the age of 21

ANS: A PG: 38

4. The following is true about burnout:
- A. It involves an increased concern for coworkers
 - B. Stress management strategies are inefficient when used to prevent burnout
 - C. Symptoms include cynicism and negativism
 - D. The worker no longer discusses the client in intellectual and jargon terms

ANS: C PG: 39

5. When a social worker experiences signs of PTSD due to hearing a clients' story, this is called:
- A. Secondary Trauma
 - B. Burnout
 - C. PTSD
 - D. Compassion Fatigue

ANS: A PG: 40

6. The _____ stage in the General Adaptation Syndrome is characterized by the development of one or more stress-related illnesses.
- A. Alarm
 - B. Resistance
 - C. Exhaustion
 - D. High energy

ANS: C PG: 41

7. The stage in the General Adaptation Syndrome in which the body becomes relaxed:
- A. Alarm
 - B. Resistance
 - C. High energy
 - D. Exhaustion

ANS: B PG: 40-41

8. Causes of burnout in social workers include:
- A. High job demands
 - B. Approved time-outs at work
 - C. Positive thinking
 - D. Being able to take mental health days

ANS: A PG: 43

9. Emotional symptoms of trauma can include all of the following, except for:
- A. Denial
 - B. Increased socialization
 - C. Feeling numb
 - D. Increased irritability

ANS: B PG: 44

10. The therapy approach to treat trauma that includes a person moves their eyes back and forth in order to “unfreeze” traumatic memories is called:
- A. Cognitive Behavioral Therapy
 - B. Hypnosis
 - C. Prolonged Exposure Therapy
 - D. EMDR

ANS: D PG: 46

11. Keys to changing “burnout thoughts” include all, but the following:
- A. Recognize when you are thinking these thoughts
 - B. Select positive thoughts to challenge the burnout thoughts
 - C. Ignore the thoughts if you cannot replace a with a new thought
 - D. Replace negative thoughts with positive thoughts

ANS: C PG: 47

12. Attending a continuing education course is an example of:
- A. Variety at work
 - B. Changing a distressing event
 - C. Relaxation technique
 - D. Engaging in outside activity

ANS: A PG: 51

True or False

1. Students majoring in social work are reluctant to share concerns with others because they tend to think their concerns are unique.
ANS: T PG: 31
2. Clients are likely to be more fragile than beginning social workers believe.
ANS: F PG: 34
3. A feeling of failure results mainly from negative self-talk.
ANS: T PG: 39
4. Compassion fatigue is a good sign as it means you really understand what your client is going through.
ANS: F PG: 39
5. A social worker could develop symptoms of post-traumatic stress disorder from working with clients.
ANS: T PG: 40
6. During the resistance stage of the General Adaptation Syndrome, the body prepares for fight or flight.
ANS: F PG: 40
7. Stress is sometimes beneficial to a person, since it increases concentration and enhances the capacity to accomplish physical tasks.
ANS: T PG: 41
8. Posttraumatic stress disorder is an anxiety disorder in which fear and related symptoms are experienced soon after a traumatic event and last for about a month.
ANS: F PG: 45
9. Antianxiety drugs will control the anxieties and will eventually stop posttraumatic stress disorder.
ANS: F PG: 46

10. Eye movement desensitization and reprocessing incorporate elements of cognitive-behavioral therapy.

ANS: T PG: 46

Essay Questions

1. What are some common fears faced by social work students? Describe how you can address these fears.

ANS: N/A PG: 31-36

2. Describe what it means to use rational challenges to developing a success identity.

ANS: N/A PG: 36-39

3. Describe the symptoms of burnout and summarize the causes. What approaches could be employed to prevent and treat burnout?

ANS: N/A PG: 39-52

4. Define stressors and stress. Describe the relationship between stress and stress-related illnesses. Describe the relationship between stress and burnout. Summarize the ways to reduce stress.

ANS: N/A PG: 39-52

5. List and describe the three treatment approaches for posttraumatic stress disorder that were cited in the text.

ANS: N/A PG: 45-46

6. Describe the benefits of mindfulness practice.

ANS: N/A PG: 53-54