1. Define Crisis (5 points)

________________________________________________________________________________________

________________________________________________________________________________________

2. Crisis incorporates both Danger and a) Change b) learning, c) opportunity, d) A & B

3. Crisis are a) simple, b) opportunistic, c) complicated

4. T or F Transcrisis states result from “unfinished business.”

5. T or F Transcrisis points are infrequent and occur at regular intervals.

6. A crisis that is not dealt with properly may become submerged. It may reemerge later on as:

   a) An acute depression b) Regression

   c) Transcrisis d) A lesson learned

7. Characteristics of effective crisis counselors include

   a) Brains, looks, and charm b) Poise, grace & dignity

   c) A good college education d) Poise, Creativity, & quick mental reflexes

8. Developmental Crisis is:

   a) A crisis that occurs before age 13 b) When one crisis after another

   c) A crisis that occurs in the normal flow of human growth d) A tertiary crisis

9. Situational Crisis:

   a) occurs due to a time constraints b) emerges with the occurrence of unusual events

   c) results from a genetics d) comes from exposure to radio waves
10. Existential Crisis is:
   a) an inner conflict that occurs with human issues  
   b) are made up  
   c) are imagined  
   d) are philosophical in nature but are not true crisis

11. Environmental Crisis:
   a) are natural or human made trauma events  
   b) is a crime against nature  
   c) is cause by pollution  
   d) occurs with mercury poisoning

12. (5 points) List the correct order of the Six-Step Model of Crisis Intervention
   _____ Examine Alternative  
   _____ providing support  
   _____ Ensure client safety  
   _____ Define the Problem  
   _____ making plans  
   _____ Obtain Commitment

13. The ABC’s of crisis intervention assessment are an acronym for:
   a) Always Be Concerned  
   b) All Behaviors effect Crisis  
   c) Affect, Behavior, and Cognition  
   d) Affect, Body, and Concern

14. Two factors that are important in assessing a client’s emotional stability are:
   a) Age and physical health  
   b) Education and family background  
   c) The type and place of the crisis  
   d) Duration of crisis and degree of emotional stamina

15. A client that is experiencing an acute crisis:
   a) Is handsome  
   b) Should be hospitalized  
   c) Is experiencing a short term crisis  
   d) is experience a long term crisis

16. A client that is experiencing a chronic crisis:
   a) Is handsome  
   b) Should hospitalized  
   c) Is experiencing a short term crisis  
   d) is experiencing a long term crisis
17. **T or F** Not every crisis involves the client contemplating suicide or homicide.

18. **T or F** A crisis worker generally does not have time to gather or analyze all of the client’s information.

19. **T or F** Close ended questions seek specific concrete information.

20. **T or F** An open ended question for a client begins with “Why”.

21. **T or F** Restatement and summary clarification are critical ingredients in crisis intervention.

22. **T or F** Asking a client why he/she is here, is the first question in proper assessments.

23. **T or F** Restatement and summary statements are critical components in crisis intervention.

24. **T or F** Owning statements are more important in crisis intervention that in other types of therapy.

25. **T or F** There is no clinical difference between empathy and sympathy.

26. **T or F** Non verbal messages such as vocal pitch, body posture, and eye movements are not as important as what the client says or reports.

27. A client that lacks emotional strength:
   a) needs more direct intervention  
   b) should be left alone  
   c) should be given homework  
   d) be forced into making a decision

28. **T or F** The Tarasoff case resulted in a judicial finding important to crisis workers because of:
   a) It identifies a crisis worker’s duty to warn  
   b) It is a therapeutic model in counseling  
   c) It led to the development of the Triage Assessment Scale  
   d) Both A & C

29. Telephone counseling is beneficial because (List two)
   a.  
   b.  

Extra Credit (5 points): What does not kill you makes you _________________________