

New Hope Basic Training Exam: Class #2

A-B-C's of New Hope Counseling

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Your Name: _____ Date Completed: _____

Please return your completed exam in a WORD attachment or the answers in the body of your e-mail to quinnw@crystalcathedral.org.

1. The heart of New Hope is serving as Christ's Ambassadors, providing a soul to soul healing "touch" that changes people's lives from the inside out. Choose the techniques that the Christ-equipped counselor uses to provide God's healing touch through Active Listening
 - a. explores the circumstances of the chat room visitor
 - b. strives to understand what the chatter is dealing with by listening with his/her heart
 - c. spares the chatter from the embarrassment and vulnerability of revealing pain and hurt by the counselor's sharing of his/her own experiences
 - d. strives to understand and interpret the chatter's early childhood experiences as they may account for his/her current problems.
 - e. Shows the chatter that the counselor is relating to what the chatter is saying by reflecting the chatter's thoughts and feelings

2. New Hope counselors get a chance to learn and grow in wisdom and skill by
 - a. being invited into people's lives and benefiting from exposure to a variety of difficult problems
 - b. reviewing conversations between counselor and chatter that are permanently saved as chat transcripts in the chat room archive
 - c. drawing the chatter out and encouraging him/or her to dominate the conversation
 - d. steeping oneself in New Hope Basic Training
 - e. doing live role plays with a counselor mentor upon completion of the Basic Training tapes and exams
 - f. all of the above

3. Dr. Bill uses the letters in the word Listen to describe what active listening means. Choose the appropriate definitions that correspond with the letters "L" and "I" in the acronym L-I-S-T-E-N.
 - a. Leveling with the chatter about what the chatter needs to be doing to improve things.
 - b. Loving attitude with gracious and caring non-judgmental frame of mind
 - c. Intense corrective feedback, using mouth more than ears

- d. Invite self disclosure with open questions to draw people out
 - e. Injecting the counselor's personal insights into the chat conversation
4. What are characteristics of open questions?
- a. they can help a chatter who has been giving facts and details about his/her situation to get in touch with his/her feelings
 - b. they can reveal the counselor's ability to provide sound advice
 - c. they help the counselor to gather facts that can help to establish a context and a background for the conversation
 - d. usually begin with the words "how" and "what"
 - e. probing with invitations like, "tell me more about..."
 - f. they can be used to focus the chatter on what is most important since most chatter's bring up more issues than they can process
5. The letter "S" in the acronym L-I-S-T-E-N stands for summarize the main point. Which of the following phrases does not fit this basic technique of active listening?
- a. It zeros in on the essential issue.
 - b. It focuses the conversation.
 - c. It affords another way to connect with people.
 - d. It gives the counselor the opportunity to give his/her opinion about the chatter's situation.
 - d. It restates a digested version of the chatter's struggles.
6. The "T" in the acronym L-I-S-T-E-N stands for timely reflection of feelings. Choose the statements that describe reflection of feelings.
- a. It is the heart of New Hope counseling.
 - b. It discovers how the chatter's family and friends feel about the chatter's problem.
 - c. It is the most important New Hope counselor response.
 - d. It uses "fresh words" to summarize essential facts and feelings.
 - e. It is a mirror image of the counselor's feelings.
7. According to Dr. Ken France, author, educator and New Hope Online's Lead Mentor, reflection can take place at several emotional levels. Which of the following represents these levels?
- a. surface feeling
 - b. factual
 - c. peripheral
 - d. ambiguous
 - e. underlying feeling
 - f. all of the above
8. The letter "E" in the acronym L-I-S-T-E-N stands for even tempered. Choose the phrases that appropriately describe this attribute.
- a. calm and contained

- b. expressing shock at what the chatter has shared
 - c. turning down the volume on our own feelings in order to concentrate on the chatter's feelings
 - d. non-judgmental assessment as we come alongside a chatter
 - e. attempting to distract the chatter from his/her feelings
9. In the acronym L-I-S-T-E-N, the letter "N" is for non verbal queues which are demonstrated in a different way in the chat room where we cannot see the person. Which of the following descriptions correctly describe non verbal queues an online counselor can use to discern the chatter's current condition?
- a. grossly misspelled words or duplicate typed letters indicating slurred words
 - b. rambling and repeating the same thing over and over
 - c. screen name or e-mail indicating state of mind of chatter
 - d. very slow typed responses with long pauses
 - e. typing in ALL CAPS
10. The "B" in the A-B-Cs of Crisis Counseling stands for brainstorming of ideas leading to a possible action plan for the chatter. Which of the following statements define brainstorming as we use it at New Hope?
- a. It is like going fishing in that the counselor "throws out the line" to the chatter, pulling for options from the chatter
 - b. It provides the opportunity for the counselor to give realistic advice.
 - c. It encourages chat room visitors to take ownership of their problems and come up with their own solutions.
 - d. It is based on the principle that people are more likely to act on their own ideas or plans than those suggested by others.
 - e. It gives the counselor the chance to fix things for the chatter when he/she is crushed by an emotional "avalanche" showing up as depression, anxiety, conflicts or despair.
 - f. It is supported by Galatians 6:1-2 which states, "each one should carry their own load."
 - g. All of the above
11. Of the choices below, which are the questions Dr. Ken France says are the best to use to encourage the chatter to do his/her own thinking when "considering alternatives"?
- a. What have you tried in the past?
 - b. Why are you so down on yourself?
 - c. What have you thought about trying?
 - d. What makes you feel so depressed?
 - e. Have you ever felt this way before?
 - f. Right now, what other possibilities come to mind?
 - g. All of the above

12. The “C” in our A-B-Cs of Crisis Counseling is for closing the call with a plan and a prayer. Choose the response or responses which describe the closing phase of New Hope counseling.
- Unless the chatter is in an extreme crisis situation requiring more time, 40 minutes is an appropriate amount of time for a counselor to give to a chat room visitor in need of help.
 - Counselors may need to use boundaries to close a conversation by giving a time warning.
 - If the chatter, with encouragement and in collaboration with the counselor, has come up with a self-help plan, it is appropriate to wrap things up by offering to pray.
 - The chatter usually brings the conversation to a close without any help from the counselor.
 - All of the above.
13. Which of the following describe a realistic and concrete “plan of action” a chatter could choose?
- Chatter sets about to accomplish a goal to take back the power in his/her life and to assume responsibility for it.
 - Chatter explains a workable step he/she is going to take
 - Chatter plans on reviewing every article on the subject of the issue described.
 - Chatter tells something he/she is going to do today or tomorrow.
 - Chatter commits to follow through with a New Hope resource (support group, help organization, etc.)
 - Chatter intends to read material to help him/her understand his/her problem using references such as New Hope articles and Dr. Schuller messages
14. Prayer is the final step in pointing chatters to God. Choose from the following sentences those that best describe what prayer offers to the counseling experience.
- It provides an opportunity to consolidate and put into words that we believe in a God of love and power, Who is working through us as we love and care for the chatter.
 - It is the first thing the counselor should do to connect with the chatter.
 - It lifts up the chatter’s hurt, need or struggle to God.
 - We should insist upon praying for the chatter even when the chatter says they don’t want it.
 - It is a means by which the counselor serves as mediator connecting the chatter and God.
 - The counselor is “being a prayer” by giving spiritual hospitality to the chatter in expressing God’s care.
 - It requires special and long-term training to be effective.

15. In reviewing what you have learned, it is recommended that you study and keep handy the document, "Responses to Avoid In New Hope Counseling." Referring to the document, write a brief sentence to explain what is **wrong** with the following sentences.

a. The counselor says, "You must be feeling badly about your father's accident." _____

b. "Most teenagers have that kind of trouble." _____

c. "Have there been other times when you have had this problem?" _____

d. "How does your mother feel about what is going on?" _____

e. "You need to see your mom more often." _____

f. "Why is it you are so unhappy?" _____

f. "I'm sure your mom doesn't hold you responsible for her problems." _____

16. Have you completed the "Reading Assignments" from the outline for this class? Yes No

17. Have you reviewed the "Tool Kit" documents in the outline? Yes No