

Q1

You are walking down the street with your partner and see a client you are currently working with, walking down the street towards you.

Do you?

- a) Ignore them
- b) Make eye contact and see what they want to do
- c) Nod a brief hello to them
- d) Stop and chat with them
- e) Stop them and introduce your partner

Q2

One of your clients notices you are reading a book by his/her favourite author, you have just finished the book and can tell he/she would love to read it.

Do you?

- a) Give them the book as you have finished with it
- b) Hurriedly put the book away
- c) Discuss the ideas and themes of the book with them
- d) Suggest they join the local library
- e) Offer to lend them the book

Q3

A client asks if you have a partner and children?

Do you?

- a) Give a totally honest answer
- b) Tell them it's none of their business
- c) Acknowledge your situation without giving too much information away
- d) Get out your family photos
- e) Have a moan about your partner / lack of partner

Q4

One of your key clients who suffers from depression and is a heavy cannabis user is always late for your meetings if they turn up at all.

Do you?

- a) Keep offering them appointments and do the best you can.
- b) Make extra effort to remind them about the appointments.
- c) Offer to make home visits.
- d) Tell them they need to turn up or the sessions will end.
- e) Spend the session looking at their inability to turn up on time
- f) Try and devise an action plan with them to deal with the issue
- g) Tell them that when you smoked cannabis it made you lazy as well

Q5a

A client who you have been working with closely relapses badly into old negative behaviours that leave them worse off than when you started working with them.

How do you feel?

- a) Sad
- b) Annoyed
- c) Disappointed
- d) Angry
- e) Nothing, they're just a client

Q5b

Do you?

- a) Track them down and get them in for a 1-2-1
- b) Send them a message to come and see you when they are ready
- c) Talk to other clients about what is happening for them
- d) Let them get on with it, they will come and see you if they are ready

Q7

A client gets engaged and says that they will invite you to the wedding and that they would really like you to be there after all you have been through together.

Do you?

- a) Say you will start looking for an outfit.
- b) Tell them that you don't think it is appropriate for you to go.
- c) Tell them you would love to come but professional boundaries mean that you can't.
- d) Be vague, intending not to come anyway.

Q6

A client tells you that you really 'get' them and no one else understands them, and that they think you are a wonderful person.

Do you?

- a) Thank them and say that they are a special person
- b) Act pleased but modest
- c) Explain that you are just doing your job
- d) Tell them to stop being soft
- e) Give them a hug

Q8

A new client spontaneously gives you a hug at the end of a particularly good session.

Do you?

- a) Hug them back and tell them what a positive session it was
- b) Let them hug you but don't really engage
- c) Avoid the hug and tell them that it is not appropriate
- d) Accept the hug and tell them it is not appropriate
- e) Tell them not to ever touch you

Q9

You turn up to meet your friends for a drink in the pub. You see one of your current clients in the pub with some of her friends.

Do you?

- a) Ignore your client all night
- b) Speak to your client and suggest they leave the pub
- c) Ask your friends to leave with you to another pub
- d) Take the lead from your client, acknowledging them if they you but then keep some distance
- e) Buy your client a drink

Q10

One of your clients brings you a reasonably expensive bottle of perfume / aftershave as a gift towards the end of your time working with them.

Do you?

- a) Accept the gift with thanks
- b) Refuse the gift explaining that you aren't able to accept it
- c) Accept the gift but say you will have to give it to your volunteer coordinator

Q11

You are chatting with your client and they make a racist joke.

Do you?

- a) Smile to yourself but walk away
- b) Keep a straight face and say nothing
- c) Challenge the client directly about the implicit racism
- d) Say that you find the joke offensive
- e) Remind them of the rules about racist language