



**PAN AFRICA CHRISTIAN UNIVERSITY
SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
END OF SEMESTER EXAMINATION FOR THE DIPLOMA IN
COUNSELLING PSYCHOLOGY**

**SEPTEMBER - DECEMBER 2020 SEMESTER
CAMPUS: ONLINE
DEPARTMENT: PSYCHOLOGY
COURSE CODE: COD 110
COURSE TITLE: COUNSELLING SKILLS THEORY
EXAM DATE: 9TH DEC. 2020
DURATION: 2 HOURS
TIME: 2.30-4.30PM**

INSTRUCTIONS:

- Read the instructions and questions carefully before you write the answers.
- This Exam has TWO SECTIONS.
- **SECTION A** is Compulsory.
- Answer any **THREE** questions in **SECTION B**

SECTION A : COMPULSORY (10 MARKS)

QUESTION ONE

Read the following excerpt of a counselling session and answer the questions that follow:

Matthew lost his job at the onset of Corona Virus eight months ago. His wife Margaret is now the sole bread winner of the family. They have three school going children who have not attended any online class due to lack of a computer and school fees. Margaret insults Matthew and sometimes slaps him and tells him he is hopeless. She complains that he is a burden as she takes care of the family. She told him to pack his things and leave her house and she threatened to tell her brother to throw him out of the house if he doesn't leave. For the last one week, Matthew has not been given any food, but he has been drinking heavily. He feels hopeless and demoralized with very low self-esteem as he comes to you for help.

- a) Discuss how any two of the core conditions of Carl Rogers Theory would be useful in helping Matthew. (4 Marks)
- b) Explain the purpose of the following skills that could be used in helping Matthew deal with his family situations.
 - i) Attending skill - 1 Mark
 - ii) Summarising skills - 1 Mark
- c) Explain the meaning of any two letters in the acronym **S.O.L.E.R** as a non-verbal skill in counseling (4 Marks)

SECTION B : ANSWER ANY THREE (3) QUESTIONS

QUESTION TWO

- a) Highlight how this course has been helpful to you. (2 Marks)
- b) Discuss two ways that a counselor can facilitate a client tell their story. (4 Marks)
- c) Describe any two qualities of an effective counsellor. (4 Marks)

QUESTION THREE

- a) Outline any one characteristic of a therapeutic relationship. (2 Marks)
- b) Explain two guidelines of using probes in counselling. (4 Marks)
- c) Discuss two targets of how a counsellor can help clients challenge whatever stands in the way of understanding and managing their problem situations. (4 Marks)

QUESTION FOUR

- a) Explain any one component of a termination session. (2 Marks)
- b) Describe any two situations when a counselor can confront a client. (4 Marks)
- c) Discuss any two specific skills that would help a client challenge their blind spot areas for them to move to new perspectives. (4 Marks)

QUESTION FIVE

- a) Explain the therapeutic dialogue between client and helper as an ingredient of successful therapy. (2 Marks)
- b) Describe any two stages of problem solving management in skilled helping. (4 Marks)
- c) Discuss the two types of questions that may be used during the counseling process. (4 Marks)

QUESTION SIX

- a) Explain one area where it is appropriate to use challenging skills. (2 Marks)
- b) Describe two ways that a counselor can build a therapeutic alliance in a session. (4 Marks)
- c) Discuss two reasons on the importance of helper self-disclosure in helping clients challenge themselves (4 Marks)