



PAN AFRICA CHRISTIAN UNIVERSITY

END OF TERM EXAMINATION

COU2123: COUNSELING II

TUESDAY MARCH 31ST, 2015

0800HRS – 1100HRS

INSTRUCTIONS

- This exam paper has **Two (2)** Sections **A & B**
- Answer **Three** questions in section **A** and **All** questions from **Section B**
- Read all questions carefully before answering
- Write your **Student Number** on the Answer Booklet provided

Section A : Answer any three questions in section A

Question 1

- a) With an example each, explain the difference between **basic** empathy and **advanced** empathy (6 marks)
- b) Explain three forms of probes and give an example of each (9 marks)

Question 2

- a) Discuss the difference between **reluctant** and **resistant** clients (3 marks)
- b) Challenging is a very key skill in the helping process. Explain this skill and give an example (2 marks).
- c) Name and give a brief summary of the five stages of the helping process (10 marks)

Question 3

- a) Describe three primary emotions (3 marks)
- b) With the use of an example, explain the skill of immediacy (3 marks)
- c) Therapists are aware that at some point in the therapy process, they have to challenge the client's blind spots. With an example each, explain three areas of **blind spots** that clients can present in therapy (9 marks).

Question 4

- a) With an example, describe the skill of reflection of feeling (3 marks)
- b) There are certain times when summaries prove particularly useful. Explain three uses of summaries (6 marks)
- c) Therapists have guidelines for effective challenging. Explain three of these guidelines (6 marks)

Section B: Compulsory Question

Question 5 (15 marks)

Neema is a single mother of two young girls of ages 3 and 5. It is exactly one year since she separated from her husband, whom she describes as controlling and abusive. A few months after her separation, she lost her job of 7 years. She since left the children in the care of her aging

mother in the village so that she could find her way back in the job market again. Finding it difficult to land a satisfying and a well paying job, she enrolled in an evening program in a community college to sharpen her skills in the job market. She also found a temporary but demanding day job as sales lady for a manufacturing company. She is overwhelmed by both the school and the job demands and also misses her children terribly.

- a) Give an example of a **reflection of meaning** skill as you would use it with Neema
(2 marks)
- b) Give three empathic statements based on the above situation
(3 marks)
- c) Describe three mutual goals you might set with Neema
(3 marks.)
- d) You would like to use self-disclosure during the session with Neema. State and briefly explain three guidelines to consider before using it
(6 marks)