



PAN AFRICA CHRISTIAN UNIVERSITY

**END OF SEMESTER EXAMINATION FOR DIPLOMA IN
COUNSELLING PSYCHOLOGY**

JANUARY – APRIL 2024

CAMPUS: ROYSAMBU

DEPARTMENT: PSYCHOLOGY

COURSE CODE: COD 110

COURSE TITLE: COUNSELING SKILLS THEORY

EXAM DATE: APRIL 2024

TIME:

INSTRUCTIONS:

- Read the instructions and questions carefully before you start the examination.
- This exam has FIVE questions. Answer **QUESTION ONE** and any other **TWO** questions from section B.
- *ALL PAC University's examination rules and regulations apply*

SECTION A

ANSWER ALL THE QUESTIONS (COMPULSORY) 20 Marks

QUESTION ONE

- a) Explain how the following counseling skills help facilitate the therapeutic process.(6mks)
- i. Empathy
 - ii. Rapport
 - iii. Summarizing
- b) Discuss **THREE** core conditions for creating a safe environment for the client according to Carl Rogers. (6mks)
- c) Describe **TWO** ingredients for successful counseling. (4mks)
- d) Identify **TWO** qualities of a good counselor. (4mks)

SECTION II CHOOSE ANY TWO QUESTIONS (20MARKS)

QUESTION TWO

Read the following CASE STUDY and answer the questions that follows:

Christopher is 16 year old. He was referred for counseling by his parents because they were concerned about his sudden change in attitude and poor performance in school. Christopher says he is tired of always being told what to do and wishes everyone could leave him alone. In therapy, Christopher asks the therapist if he could take a nap as a condition for attending the next session.

- I. In reference to the case study above, identify any **TWO** unethical issues that may come up in therapy (2mks)
- II. Suggest **TWO** Counseling skills you would use in your therapy session with Christopher. (4mks)
- III. Examine **TWO** ways you may assist this client from a biblical perspective. (4 marks)

QUESTION THREE

- a. Explain how the following counseling skills have an impact on the client. (4mks)
 - i. Probing
 - ii. Maintaining eye contact
- b. Illustrate **TWO** purposes of challenging skills. (4mks)
- c. Describe **TWO** benefits of the listening skills (2mks)

QUESTION FOUR

- a. Describe **THREE** important reasons of observing the SOLER model process as a counselor (6mks)
- b. Explain the benefits of using the following Counseling skills to the therapist and the client.
 - i) Self-disclosure (2mks)
 - ii) Confrontational Skills (2mks)

QUESTION FIVE

In a counseling session you discover that the client has attitudes, beliefs and values which are different from yours.

- i) Explain **TWO** ways this may affect your ability to help the client to work through their problems. (4 mks)

ii) Discuss **THREE** key stages in Egan's framework that can help you to effectively connect and support your client (6mks)