



PAN AFRICA CHRISTIAN UNIVERSITY

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

JANUARY – APRIL 2025

CAMPUS: ROYSAMBU

DEPARTMENT: PSYCHOLOGY

COURSE CODE: COD 110

COURSE TITLE: COUNSELING SKILLS THEORY

EXAM DATE:

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 to facilitate the therapeutic process. (6 Marks)
- i. Paraphrasing
 - ii. Silence
 - iii. Summarizing
- b) Describe **THREE** reasons why studying Counseling Skills Theories is important (6 Marks)
- c) Explain **TWO** purposes of Reflective listening skills. (4 Marks)
- d) Suggest any **TWO** ethical considerations for a counselor when terminating therapy with a client (4 Marks)

SECTION II CHOOSE ANY TWO QUESTIONS (20MARKS)

QUESTION TWO

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

Crystal presents with anxiety related to upcoming exams. She reports experiencing racing thoughts, difficulty concentrating, and sleep disturbances.

- i. Describe how you would explore any **ONE** of the presenting issues identified above (2 Marks).
- ii. Briefly discuss **TWO** Counseling skills you would use in your therapy session with Crystal (4 Marks).
- iii. Examine **TWO** ways you may assist this client from a biblical perspective (4 Marks).

QUESTION THREE

a. Maria, a 35-year-old woman, recently lost her husband in a tragic accident. She is struggling with intense grief, including feelings of numbness, anger, and guilt. She is having difficulty sleeping, has lost her appetite, and is finding it hard to concentrate at work. Maria feels overwhelmed and isolated, and has sought counseling for support.

Explain the key counseling process stages you would follow to effectively support Maria through her grief, from your initial contact with her to the eventual termination of therapy. (6 marks)

b. Discuss **TWO** benefits of each of the following:

- i. Self-disclosure (2 Marks)
- ii. Building rapport (2 Marks)

QUESTION FOUR

- i. Discuss **THREE** key stages in Egan's framework that can help you to effectively connect and support your client (6 Marks)
- ii. Describe how a therapist can effectively utilize challenging and probing skills in a counseling session (4 Marks)

QUESTION FIVE

- i. Explain **THREE** core conditions for creating a safe environment for the client according to Carl Rogers. (6 Marks)
- ii. Illustrate **TWO** ways immediacy is significant in the counseling relationship. (4 Marks)