



PAN AFRICA CHRISTIAN UNIVERSITY

END OF TERM EXAMINATION

COURSE CODE: COU2332– VALLEY ROAD EVENING

COURSE TITLE: COUNSELLING II

EXAM DATE: TUESDAY 29TH MARCH 2016

TIME: 1730HRS-2030HRS

INSTRUCTIONS:

1. The examination takes **THREE** hours
2. This exam script has **SEVEN** questions
3. Answer question **ONE** and any other **FOUR** of your choice
4. Write your student number on the answer booklet
5. This exam is **60%** of the final grade
6. Read all questions carefully before attempting

1. Case Study: Read the following case and answer the questions that follow.

Wimbo is employed by Cheza, a multinational oil company in Nairobi. She comes with the following complains to your office for counseling. “I had one of the worst days of my life yesterday. Toward the end of the day my boss Kubamba angrily yelled at me in front of some of my junior colleagues for not addressing the concerns of a new customer. I felt embarrassed, lost my temper and yelled right back at him. Of cause he blew up, insulted me and fired me on the spot and now I feel awful and depressed. I am trying to find out if I really have been fired and if so, if I can get my job back. If I don’t, what am I going to tell my husband and children? I am depressed and feel ashamed of my reactions even though I am also very angry at his reaction and attack on me in front of my colleagues.”

- a. Demonstrate how you will use the two types of empathy in communicating a sense of care and understanding to Wimbo **(4mks).**
 - b. Applying the two types of self-disclosure outline four new possibilities you will assist Wimbo to considering addressing her concerns **(2mks).**
 - c. With examples show how you will use reflection skills to stimulate Wimbo in exploring her thoughts and feelings **(6mks).**
2. Confrontation is a skill used in counseling to challenge a client over a discrepancy or disagreement.
 - a. Briefly justify the use of the skill of confrontation in the counseling process **(2mks).**
 - b. Outline the four categories of discrepancies which a client could display during a counseling process **(4mks).**
 - c. With an example for each demonstrate how you can implement the skill of confrontation using the three steps **(6mks).**
3. Relationship building is the heart of the counseling process:
 - a. Distinguish between “counselor-offered conditions” and “counselor and client-offered conditions” **(3mks).**
 - b. Using the two stages of the social influence model discuss its role in counselor-client relationship building **(9mks).**
4. Changing demographics require counselors to become more cross-culturally competent.
 - a. Define multicultural competence **(1mk).**
 - b. Outline three specific characteristics of culture **(3mks).**
 - c. Discuss four qualities necessary for a culturally competent psychotherapist **(8mks).**
5. The primary goal of the helping relationship is to help people help themselves.
 - a. With one example for each explain three reasons as to why people seek help as discussed by Egan **(6mks).**

- b. State the three important factors for a successful initial contact with a client

(3mks).
- c. Describe any three benefits of the helping process for the helper (3mks).
6. Counseling is a progressive process that is structured into several stages.
 - a. Distinguish between a stage and a session (2mks).
 - b. Explain any two types of outcome goals (4mks).
 - c. Discuss the three functions of goals in the counseling process (6mks).
7. Assessment is an important aspect of the helping relationship.
 - a. Describe the concept of assessment in counseling (2mks).
 - b. With an example for each, discuss the five key areas of assessment in the counseling process (10mks).