



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

**SEPTEMBER - DECEMBER 2021 SEMESTER
COURSE CODE: COD 110
COURSE TITLE: COUNSELLING SKILLS THEORY
EXAM DATE: 17 DECEMBER 2021
DURATION: 2 HOURS
TIME: 8.00 A.M**

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 (20 MARKS)

QUESTION ONE

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

Client (Mercy): I have so many things that are going on in my life right now. Another hectic semester has started, my mother lost her job two months ago and my father has now eloped with another woman. (*keeps quiet and looks down for a minute*)...... He stopped providing for us and my mother has to do manual jobs to provide for the family. My brother had an accident and he cannot do much for himself. As the first born, I find myself running around trying to take care of everything in the house. I have to buy food, look after my siblings, go to work and I have to complete my assignments. I am behind on all my schedules. I am not sure I can take it anymore.” It is too much for me! (*starts sobbing*).

- a) Explain one reason why silence would occur for the client during a session. (2 Marks)
- b) Paraphrase what the client said. (4 Marks)
- c) Highlight two questions you would use to respond to Mercy’s issues. (4 Marks)
- d) Discuss how any two of the core conditions of Carl Rogers theory would be useful in helping Mercy (4 Marks)
- e) Discuss any two qualities that you would need to respond to Mercy effectively. (4 Marks)
- f) Explain the purpose of the following skills that could be used in helping Mercy deal with her issues.

- i) Attending skill - 1 Mark
- ii) Summarising skills - 1 Mark

SECTION B: ANSWER ANY TWO (2) QUESTIONS

QUESTION TWO

- a) Describe briefly the tasks involved in the following stages of problem management:
 - i) Stage One - Exploration (2 Marks)
 - ii) Stage Two - Challenge (2 Marks)
 - iii) Stage Three – Action (2 Marks)
- b) Highlight two ways how this course has been helpful to you. (4 Marks)

QUESTION THREE

- a) Explain any one component of a termination session. (2 Marks)
- b) Describe any two ingredients that can help a counselor to have successful therapy with clients. (4 Marks)
- c) Explain two guidelines of using probes in counselling. (4 Marks)

QUESTION FOUR

- a) Describe any two situations when a counselor can confront a client. (4 Marks)
- b) Discuss any three specific skills that would help a client challenge their blind spot areas for them to move to new perspectives. (6 Marks)

QUESTION FIVE

- a) Explain two areas where it is appropriate to use challenging skills. (4 Marks)
- b) Explain any three ways that a counselor can facilitate a client to tell their story. (6 Marks)