



**PAN AFRICA CHRISTIAN UNIVERSITY**  
**END OF SEMESTER EXAMINATION FOR THE DEGREE OF**  
**BACHELOR OF ARTS IN COUNSELING**

**JANUARY-APRIL 2017**

**CAMPUS: VALLEY ROAD**

**DEPARTMENT: COUNSELING PSYCHOLOGY**

**COURSE CODE: COU2223**

**COURSE TITLE: COUNSELING II**

**EXAM DATE: MONDAY 3<sup>RD</sup>, APRIL 2017**

**TIME: 5:30-8:30PM**

**INSTRUCTIONS**

- Read all questions carefully before attempting.
- Write your **student number** on the answer booklet provided.
- **Answer question ONE and any other THREE Questions**

1. Answer all the questions: (30mks).
  - a. Reflection of feelings focuses on emotional feelings of clients. Illustrate how you will reflect feelings on the following statements (4mks).
    - i. "I like my teacher so much yet she doesn't say anything good about me. My heart feels bad..."
    - ii. "I really resent you implying that I am lazy just because I did not complete my assignment. It is my problem not yours."
  - b. Outline three major reasons why people seek counselling as discussed by Egan (3mks).
  - c. Demonstrate how you will implement the five stages of the counselling process (10mks).
  - d. Explain the three functions of goals in counselling (6mks).
  - e. Describe four types of discrepancies that may demand the use of confrontation in counselling (4mks).
  - f. A teenage girl visits your office and confides in you that she thinks she is pregnant. She has neither told her parents nor sure who the baby's father is because she has been engaged in multiple relations. Explain how you will handle the issue of confidentiality (3mks).
2. Attending is the ability of the counsellor to give deep and complete attention to a client.
  - a. Using the acronym **SOLER** describe the non-verbal behaviour that a counsellor should display in active listening (10mks).
  - b. Identify any five characteristics that influence listening (5mks).
3. Counselling is a process that involves working with people of various cultures.
  - a. Outline any three competencies of a culturally competent counsellor (3mks).
  - b. With examples for each, discuss the five key areas of assessment in counselling (10mks).
  - c. Define the term "multicultural counselling" (2mks).
4. Among the common concerns of beginning helpers is dealing with difficult clients.
  - a. Compare and contrast reluctance with resistance (3mks).
  - b. Explain any two purposes for the use of "focusing" in counselling (4mks).
  - c. Identify any two aims of counselling (2mks).
  - d. Summarize any three forms of resistance in counselling (6mks).
5. The counsellor collaboratively with the client should choose strategies or interventions to address client issues.
  - a. Illustrate how you would implement the six steps of the problem solving model (9mks).
  - b. Outline the three kinds of relationships people enter into (3mks).
  - c. Differentiate between open and closed-ended questions (3mks).