



KENYATTA UNIVERSITY
UNIVERSITY EXAMINATIONS 2020/2021
FIRST SEMESTER EXAMINATION FOR THE DEGREE OF
MASTER OF ARTS
APS 807: COUNSELING SKILLS AND TECHNIQUES

DATE: Wednesday, 16th June 2021

TIME: 5.30p.m-8.30p.m

INSTRUCTIONS: Answer question ONE and any other two questions

1. Read the following scenario and answer the question that follow

Gertrude has come to see you for counselling. She is a 61 year old retired nurse with four grown children. Her husband died recently of COVID 19. As a result, she has faced stigma from some of her relatives, friends and neighbours. Her main source of support is her children, whom she speaks of very fondly. Her two daughters are medical doctors. Her eldest son is a successful businessman while Timothy, the last born, has struggled with a substance use disorder for many years. Timothy disappeared from home recently after his father's demise and Gertrude has not been able to sleep well or be at peace because she knows nothing about his whereabouts. She fears that she may have lost another member of her family and feels like she can only talk to her three other children, who are busy with their schedules, about how she is feeling. Gertrude has reported to having more headaches and stomach pains than in the past and feels like her world is crumbling. She is angry at God for the death of her husband and the struggles and disappearance of Timothy. She is also resentful at the people that have 'abandoned' her in these trying times. Gertrude speaks of feeling lost without her 'best friend for many years' and wonders how she is supposed to deal with the intense pain of the loss of a spouse. Gertrude states that she wants to stop hurting physically. She also says she'd prefer to not be in a state of hate and does not also want to feel guilty for being angry at God.

- a) Explain the five steps of developing a treatment plan for Gertrude (10 marks)
- b) Using this scenario, formulate a dialogue between you (counselor) and client (Gertrude) of four exchanges to demonstrate the following pair of skills
 - i) Amplified and double sided listening (3 marks)
 - ii) Open ended questions and probing (3 marks)

c) Using Gertrude's case, demonstrate the value of the following

i) Normalizing (2 marks)

ii) Validating (2 marks)

2. Jackim is a counseling psychologist who has decided to open his own private practice in one of the low-income estates in Nairobi County. He has come for professional guidance as a peer.

Use this scenario to answer the following questions

a. Highlight ten practical considerations that he needs to examine before launching the private practice (10 marks)

b. Discuss any five major ethical concerns considered in private practice (10 marks)

3. Using examples, explain how you will use the following attending skills to build rapport with the client and involve him or her in counseling session

a) Social skills (3 marks)

b) SOLER (5 marks)

c) Active listening (8 marks)

d) Observation skills (4 marks)

4. Using two relevant examples for each, critically analyze the following types of questions that are used in counseling.

a) Lineal questions (5 marks)

b) Circular questions (5 marks)

c) Strategic questions (5 marks)

d) Reflexive questions (5 marks)

5a) A counsellor's values influence all aspects of the therapeutic process. Discuss the validity of this statement regarding counselling goals and interventions (8 marks)

b) Using three illustrations, explain why it will be crucial for you, as a counsellor, to view clients in treatment from a developmental perspective as opposed to just focusing on the current issue. (6 marks)

c) Critically examine three factors need to considered by a counselor before accepting any referral (6 marks)